

**Ofcom: An exception to Royal Mail's universal
service obligation**

BBC Licence Fee Unit Submission

1.1 Executive Summary

- We agree there should be an exception to the universal service on 26th December when this date falls on a Saturday. The reason for this is fourfold:
 - BBC Licence Fee Unit mail volumes are low in the period after Xmas, as are industry wide volumes.
 - Statistically Boxing Day Saturdays are one of the lowest volume days.
 - Operationally it would make sense for Royal Mail, so managing their costs and quality of service.
 - Precedent was set by Postcomm in 2009 with no impact and minimum disruption.

2.1 Introduction

2.1.1 The BBC Licence Fee Unit welcomes the opportunity to submit evidence to the consultation, Ofcom: An exception to Royal Mail's universal service obligation

2.1.2 The BBC contracts with a number of companies to administer the television licensing system (together with the BBC Licence Fee Unit Management Team these companies are known publicly as TV Licensing). The BBC Licence Fee Unit sits within the BBC Finance and Business Division, and ultimately reports to the BBC Executive Board. The BBC is governed by the BBC Trust which represents the interests of licence fee payers and approves the overall strategy.

2.1.3 TV Licensing inform people of the need to buy a TV licence. TV Licensing send licence renewal letters and process queries, applications and payments. TV Licensing also maintain a database of licensed and unlicensed addresses in the UK and use this data to identify and visit people who are believed to be using a TV receiver without a valid licence.

2.1.4 The BBC Licence Fee Unit uses the UK postal system: Access and Royal Mail Retail, to communicate with consumers. The BBC Licence Fee Unit mail approximately 55m communications each year. This mail is classified as transactional mail.

3.1 Ofcom's specific questions – BBC Licence Fee Unit response

Question 1: Do you agree that there should be an exception to the universal service (i.e. no deliveries or collections) on 26 December when this date falls on a Saturday, beginning with 26 December 2015? Please explain your answer.

We agree there should be an exception to the universal service on 26th December when this date falls on a Saturday. The reason for this is fourfold:

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