

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.:

I agree that the exception should be allowed in perpetuity.

I accept Royal Mail's explanation of the low volumes experienced during similar periods in previous years. I also accept that this would be beneficial to Royal Mail's workforce in all stages of the mail's journey, and for support staff in less publicly visible roles.

If market conditions were to change in future years, with perhaps a perceived need for packet and parcel deliveries to continue during part of a Christmas Holiday period, Royal Mail could then negotiate with workforce representatives and return to the Regulator to seek further variance of the term or indeed its reinstatement.