

## Consultation response form

Please complete this form in full and return to [postal.regulation@ofcom.org.uk](mailto:postal.regulation@ofcom.org.uk)

<b>Consultation title</b>	Consultation: Modifications of the USP Access Condition for regulating access to Royal Mail's postal network
<b>Full name</b>	[X]
<b>Contact phone number</b>	[X]
<b>Representing (delete as appropriate)</b>	Organisation
<b>Organisation name</b>	[X]
<b>Email address</b>	[X]

## Confidentiality

We ask for your contact details along with your response so that we can engage with you on this consultation. For further information about how Ofcom handles your personal information and your corresponding rights, see [Ofcom's General Privacy Statement](#).

<b>Your details: We will keep your contact number and email address confidential. Is there anything else you want to keep confidential? Delete as appropriate.</b>	Your name / Organisation name
<b>Your response: Please indicate how much of your response you want to keep confidential. Delete as appropriate.</b>	None
<b>For confidential responses, can Ofcom publish a reference to the contents of your response?</b>	N/A

## Your response

<b>Question</b>	<b>Your response</b>
<b>Question 1: Do you agree with our proposal to extend the USPA condition to the new D+5 Letters access services?</b>	<p>Confidential? – No</p> <p>Yes, we agree it is appropriate to extend the USPA condition to include the new D+5 Letters access services.</p> <p>As this product is believed to enable significant cost to be taken out of the network, it would be</p>

	<p>good if these efficiency benefits are shared with users of these services through lower prices.</p>
<p><b>Question 2: Do you agree with our proposal to include Royal Mail's new retail economy Mailmark Letter services and their access equivalent services in the margin squeeze control?</b></p>	<p>Confidential? – No</p> <p>Yes we agree with the proposals to include the new retail economy product in the margin squeeze control.</p>
<p><b>Question 3: Do you agree that, if adopted, the proposed changes to the USPA condition should become effective from the date of Ofcom's statement? For example, do you foresee any practical issues, or otherwise, with making the changes effective on the date of Ofcom's statement?</b></p>	<p>Confidential? – No</p> <p>We would like Ofcom to proceed at pace as this will help mitigate the significant D+2 tariff increase from January 2021.</p>
<p><b>Question 4: Do you have any other comments on our proposals as set out above or our proposed amendments to our legal instrument (USPA condition)? Please provide your reasons.</b></p>	<p>Confidential? – No</p> <p>Ofcom have proposed to extend the USP condition on Quality of Service (QoS) but have not been prescriptive in what the information could contain. It would be most useful to have an average measure by each day of delivery so that the true delivery performance can be measured when posts are deferred rather than a single score for the overall D+5 performance.</p> <p>Royal Mail should be encouraged to both set a QoS target and for the D+5 services on a delivery day basis and compensation where this this service is missed at more appropriate levels than currently exist in the D+2 Access Letters contract.</p>