

## Consultation response form

### Your response

Question	Your response
<p><b>Question 1: Do you have any comments on Ofcom's proposed Plan of Work 2023/24?</b></p>	<p>Whistl thanks Ofcom for the opportunity to comment on its workplan 2023/24 and for its continued work in the regulation of the Postal Sector.</p> <p>Whistl supports the views espoused in the MCF response regarding Ofcom's monitoring and enforcement work on Royal Mail quality of service (QoS). Whistl believes that as a result of the very poor quality of service offered by Royal Mail to its posting customers and mail recipients so far in 2022/23 the time is now right to strengthen Ofcom's existing activities in this area. As a result of this unfortunate market development Whistl urges Ofcom to include a strand of work in the annual plan to assess the exiting regimes suitability and to consider how it could be adapted to improve its effectiveness.</p> <p>Whistl believes that improvements to the service offered by Royal Mail could be driven by some fairly simple enhancements to the exiting exPost regime. In particular reducing the timescale of monitoring and enforcement from the exiting annual timeline to a monthly or quarterly timeline, having a formulae based fine system based on number of failed items with a penalty commensurate with the service degradation and finally the inclusion of the regulated Access product in the monitoring regime.</p> <p>Ofcom are fully aware that reliability is a key user need, rating highly in the 2020 user needs survey. The regime should help ensure that users benefit from certainty that an item will arrive on the date promised with high reliability. Ofcom, customers, recipients and Royal Mail are all acutely aware that this has not been the case for most of the current year and hence action is needed to ensure that the USO and the network that supports it are</p>



delivering to the standard expected and paid for by posters.