

## Question

Do you agree that there should be an exception to the universal service (i.e. no deliveries or collections) on 1 January 2022? Please explain your answer.

## Response

Yes. We support Ofcom's proposal to issue a direction providing an exception to the universal service on 1st January 2022.

We also welcome its plan to publish a statement as soon as possible after the consultation deadline. This will help us communicate with our customers and employees as early as possible in the lead up to New Year.