



John O'Keefe
Ofcom
2a Southwark Bridge Road
London

Our ref- 2nd Ofcom Consultation Q of Customer

Service Review

Dear Sirs,

This letter contains Post Office Limited's response to the Ofcom consultation: Quality of Customer Service Review (Topcomm Review; second consultation).

Post Office Limited (a wholly owned subsidiary of Royal Mail Group) is the operator of the network of Post Office branches. Post Office branches provide a range of essential services including HomePhone and Broadband for residential customers, posting letters, registered items and postal packets, pension and benefit payments, banking facilities and bill payments. Many of these services provide essential support for the socially excluded.

Post Office Limited HomePhone and Broadband services are supplied on a fully managed basis; meaning that although Post Office Limited owns the customer relationships with subscribers, the underlying service delivery infrastructure is provided by a third party.

Post Office Limited welcomes the opportunity to respond to Ofcom's consultation regarding the Quality of Customer service review, as it is clear that the current scheme operating under the name of "TopComm" is not fit-for-purpose. Indeed, Post Office Limited fully agrees with Ofcom's preferred option to withdraw the Topcomm directive.

Consumers are fully entitled to comparison information that would help inform them when choosing which telecommunication service to purchase, and that information regarding quality of service should be readily available and meaningful to consumers. Post Office Limited suggests that the current scheme is generally flawed, open to misinterpretation, and ultimately does not meet the strategic aspirations of Ofcom in regard to the policy aim of the requirement.

Clearly, any information in regard to quality of service should be robust, unambiguous and representative of what

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consumers want and need in order to help them make a fully informed choice as to which Service Provider is right for them. To that end Post Office Limited suggest that any proposed scheme under which the information is gathered and published be managed by Ofcom with input from Stakeholders.

Post Office Limited would be very interested in working alongside other stakeholders to encourage "blue sky thinking" and "thinking outside the box" to ensure the appropriate scheme and measurements are set across the industry.

Should you have any questions relating to any part of this response, please don't hesitate to contact me on the telephone number or email address noted below.

Yours Sincerely,

Shirley Hailstones
Telecoms Compliance Specialist
Post Office Limited
Tel no: 07801093603
Email: shirley.hailstones@postoffice.co.uk
5th June 2009

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