



Richard Hooper CBE
Chair
Independent Postal Review
Department for Business, Enterprise & Regulatory Reform
Room 866
1 Victoria Street
London
SW1H 0ET

19th May 2008

Dear Richard,

Second Response to the Independent Postal Review

Please find attached our second input to your review.

Since the breakfast presentation a number of thoughts and comments for your consideration:

1. Mail Users' Association was disappointed to hear that your final report will not now be submitted until the autumn. Whilst we recognise that you have a significant task to complete, delay in publication beyond this parliamentary session could be critical to the implementation of any recommendations your panel may have. (MUA does not believe that the Government would entertain any contentious change in any run-up to an election.)
2. The media seem to have determined that social consumers and SMEs have not had benefit from liberalisation. MUA does not agree with their perception. We contend that quality of service levels would not be where they are *but* for competition. This is a very substantial benefit for those SME and social users.

Did the press get their steer from the page note against paragraph 40?
If so then we believe this is rather misleading.



3. Postcomm has suggested in the last few days that private finance support of Royal Mail – as per the Danish post office - could be beneficial in not only providing access to capital but also improve business efficiency. Mail Users' Association supports this concept particularly if the management team was substantially reinforced by the new stakeholder.
4. In our response we identify the potential benefits to having regional USO mail service providers as a way of stimulating end to end competition. The concept of outsourcing proposed by Postcomm in their final submission could be an alternative, and potentially more easily achievable, methodology of achieving a similar stimulus to the market.

I look forward to the opportunity of discussing our response with you in due course. Should there be any matters that require clarification please do not hesitate to contact me.

We await your Report with interest, the future of mail as a communications medium is at a critical juncture and you have the opportunity of recommending the path to success both for consumers and mail service providers including Royal Mail.

Yours sincerely

A handwritten signature in black ink, appearing to read "Alan MJ Halfacre".

Alan MJ Halfacre FIDM
Chairman
Mail Users' Association