

Jeanne Golay
GCRA
Suites B1 & B2
Hirzel Court
St Peter Port
GY1 2NH

31st July 2012

Dear Jeanne

Guernsey Post Quality of Service

Following our meeting last Friday regarding our recent billing issues, you invited us to send a brief letter regarding the service we receive from Guernsey Post. You stated that you would be prepared to consider our comments as part of the recent CICRA Consultation on Measures of the Quality of Postal Services in the Channel Islands. I am grateful to you for allowing us to submit these comments even though the official deadline for comments has now passed.

Cable & Wireless is the largest local business that relies on Guernsey Post for delivery of its mail and as you know we are especially dependent on Guernsey Post for the onward delivery of our monthly bills, which we have printed in the UK and air-freighted to Guernsey. We ensure that this mail is delivered to the Guernsey sorting office before their daily sorting process starts. For some time we have experienced problems with our monthly bills being delivered to customers much later than we would expect, and whilst there have been a number of reasons for this, a major factor is the length of time it takes Guernsey Post to deliver mail once it has been received from us at their sorting office. Recently the problem seems to be deteriorating and for the July bill run it took up to 3 or 4 working days from the post arriving in the Guernsey sorting office for it to be delivered, which is not acceptable.

We have tried on several occasions to obtain a better service from Guernsey Post and have even offered to have mail pre-sorted by our printers in the UK according to Guernsey postal "rounds" to save Guernsey Post having to do this. However, they have refused to engage in such discussions or to commit to improved delivery times more generally.

I note that Section 6 of the Consultation Document is proposing to place a target on Guernsey Post of processing and clearing to a delivery postman 98% of all inbound mail from the UK on the same day as the mail arrives in the Guernsey sorting centre. It is not entirely clear if this means that the mail will actually be delivered on that same day but Cable & Wireless would hope that it does. We would suggest that the same target should apply to mail that is delivered to the Guernsey Post sorting office for onward delivery to Guernsey households. Currently we do not seem to be even

getting the same level of service as is provided for locally originated mail. We would be grateful if this could be taken into account in the proposed directions to Guernsey Post.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Durnell', written in a cursive style.

Chris Durnell

Head of Legal and Regulatory, CWC Channel Islands and Isle of Man