Mr Robert Wright

Australian Competition and Consumer Commission

Re Australian Post Pricing

It is with deep concern that our Australian Postal has proposed the changes in delivery times for a basic service. I disapprove noting that it does not meet the previous customer service obligations or expectations.

How can this be possible all these changes and the ACCC can only accept much of it and focus on the basic letter price, the community have been treated with contempt. I implore the ACCC to call this for what it is. We need to compare like for like and the juggling of criteria to suit particular interests is poor form. Let me explain.

We currently have a letter service with set delivery standards. The idea is to have this service be now called a premium service so as to avoid any ACCC or community examination. I would call this manipulation and not in the public interest. The idea of a basic service that we can make comment on is only a distraction. Please we need the ACCC to stand up for the community here.

It may be the case that letter numbers are decreasing, it needs pointing out that some of this due to in no small part to Australia Post increasing it delivery times. This occurred not long after its last price increase. In my own case previously I could post a letter from country Victoria and know it would be at its destination the next working day. But now it currently takes two days. With this issue I am now reluctantly forced to use alternative means. So Australia Post misses out on this business. I am sure this would type of thing has reduced letter volumes and was brought about by Australia Post itself. And its current proposal would seem to infer that it has not any lesson from its past actions.

Also of note is the understanding of the customer service obligation it is thought by many that a two day service would take two days to deliver. Well not always, in my own case our mail deliveries are made three days a week (Monday Wednesday Friday). To work through this a letter posted on Monday we would receive Wednesday that two days good however a letter posted on Tuesday we get on Friday now that three days. This anomaly appears to be conveniently ignored for customer service obligations.

It is somewhat ironic we in the twentieth first century with our quality roads, high quality vehicles, automated sorting system etc. that the mail should be slower to move. It should also be noted that the so called Basic Mail and Premium Mail will be using the same infrastructure including sorting, trucks mail boxes, etc. And the idea of having a two tier service will actually increase expenses.

Regards

Keith McPherson