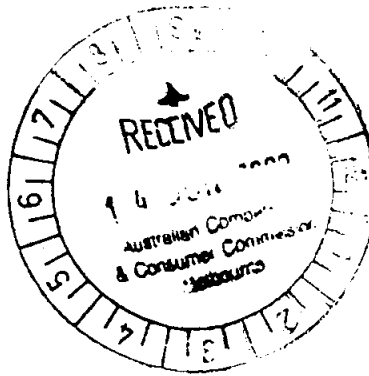


FILE No.
ENTITY
DMAN D02/33939



11 June, 2002

ACCC
Melbourne

Dear ACCC:

The cost of postage stamps

An 11% increase in price might be justified had service levels remained the same, but they haven't!

The Post Office, as we used to call it, has cut staff mightily by more mechanization and greater efficiency--motor bikes instead of push bikes, more green depot boxes for deliverers, less care about mal-addressed items, etc. The decentralization of mail centres alone must have saved billions.

Now they want their bread buttered on both sides! It won't do, however much they might claim that scope for more efficiency has been exhausted.

We consumers of the postal service have had to put up with:-

- * no more postie's whistles to let us know that the mail has been delivered;
- * no more Saturday deliveries, a 14% reduction in effectiveness;
- * later mail delivery to about half the houses, because they have doubled the size of delivery zones;
- * pressure on the posties, leading to lack of responsibility when inserting mail into adjacent slots, resulting in
- * wrongly delivered mail which causes delays and risks the theft or discarding of "other people's" mail;
- * clearance of pillar boxes only once daily, at a time too early for workers who wish to provide same day turnaround.

If they want a greater unit price they should provide a better service. (My preferences would be mail on Saturdays, and a midday clearance.)

If you must allow them to increase prices please restrict it to items that can't be transmitted by fax or e-mail. They're silly to ask for anything else: snail mail is already costlier than electronic. Do they want to cut their own throats?

We need a reliable postal service. Many postal officers do wonderful, faithful work. But please don't raise the prices without improving the service, and its standards.

Yours faithfully,

Roger B. Cook