

c/o The Commission for Communications Regulation  
Irish Life Centre  
Lower Abbey Street  
DUBLIN 1  
IRELAND

**Subject: Request for your input for an EU-wide customer needs survey for postal services**

As part of the study that ECORYS is undertaking for the European Commission on *The main developments in the Postal Sector (2006-2008)*, we are conducting a customer needs analysis. I herewith ask your cooperation in identifying consumers who are potentially willing to participate in our short web-survey.

Based on the study (expected to be published in July 2008), the European Commission will prepare a report on how the Postal Directive is being implemented in the various EU Member States. **Therefore, input to the survey is very valuable. Addressing the needs of users is an important issue, and an analysis in the ECORYS report may lead to concrete actions to better service these needs at national or EU level.**

The study aims to pay ample attention to the needs of the users of postal services, that is the companies, organisations and individuals that are sending and receiving mail. One of the building bricks for the customer needs analysis is an EU-wide web-based customer needs survey. Obviously, the success of the exercise is dependent upon the number of customers or customer representative organisations that will fill in the web-questionnaire.

Every respondent that fills in the web-questionnaire will be sent a report containing the final results of the survey (free of charge) if he or she is interested in it.

**Anonymity of the respondents is guaranteed.** Nowhere in the report will reference be made to specific respondents. In fact, in the web-questionnaire ECORYS do not include specific questions about the company or organisation of the respondent, only about the type of company (for example financial services) and the type of mail that is sent most of all (for example transactional mail).

It takes around 15 minutes to fill in the web-questionnaire, which can be found at the following website:

<http://s.checkmarket.com/?e=8082&h=FF1D037F7E5B9CF8974A&l=en> .

The web-questionnaire can be filled in from today until **31 March 2008**.  
Thank you very much for your support,

Mr. Nick van der Lijn,  
Team Leader Main Developments study,  
ECORYS