ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 069

Date: 9 December 2020

This notice applies if you hold an **Access Letters Contract (Contract)** with **Royal Mail Group Limited**, a company registered in England and Wales (number 04138203) with its registered address at 100 Victoria Embankment, London, EC4Y 0HQ.

1 Definitions and interpretation

1.1 If a word or expression is defined in this notice, it shall have the meaning given in this notice.

1.2 Any words or expressions which are not defined in this notice, but have an initial capital letter, shall have the meanings given to them in the Contract.

1.3 All of the rules about how to interpret the Contract shall apply to this notice.

2 Changes to the Contract

2.1 Under Paragraph 8.1 of Schedule 30: Royal Mail Mailmark Economy, we hereby notify you of the following changes to Schedule 30: Royal Mail Mailmark Economy to the Contract:

2.1.1 Paragraph 2.2 shall be amended to read as follows:

2.2 In addition, some words and phrases used specifically in this Schedule are defined below:

Mailmark Economy Mail	Letters which are declared by you as Mailmark Economy Mail and which meet the criteria for Mailmark Economy Mail set out in this Contract including the User Guide.
Mailmark Economy Mail Posting	A Mailmark Mailing (as defined in Schedule 20 (Royal Mail Mailmark®) of this Contract) containing only Letters.
Mailmark Economy Service Standard	Has the meaning given in paragraph 4.2 of this Schedule 30.

2.1.2 Paragraph 4.2 shall be added as follows:

4.2 The Service Standard set out in paragraph 2.1 of Part A (Our Services and our Service Standard) of Schedule 2 (The Services) shall not apply to Mailmark Economy Mail. As an alternative service standard, the following shall apply in respect of Mailmark Economy Mail (the **Mailmark Economy Service Standard**):

4.2.1 Subject to you complying with the terms of this Contract, the Mailmark Economy Service Standard is that we shall deliver or attempt to deliver to the relevant addresses in the United Kingdom 97.5% of the total number of Mailmark Economy Mail items with a correct delivery address in the United

Kingdom handed over by you to us on a day that is no later than the fourth Working Day after that on which such hand over occurred or is deemed to have occurred provided that:

(a) the Mailmark Economy Service Standard does not apply where Mailmark Economy Mail items handed over by you to us are not accepted by us in line with this Contract;

(b) the 97.5% figure shall be the average percentage over the Service Standard Period; and,

(c) the total number of Mailmark Economy Mail items referred to in the Mailmark Economy Service Standard shall not include those:

the delivery of which is affected by a Disruptive Event;

not accepted by us as Mailmark Economy Mail in line with paragraph 6.1 of this Schedule;

that have been lost (including Mailmark Economy Mail items which have not been delivered within 15 Working Days of the date on which we accepted it from you in line with this Contract);

delayed as a result of carrying out Security Checks; and/or

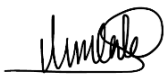with a delivery addressed outside the United Kingdom.

4.2.2 Notwithstanding the definition in Schedule 1 of this Contract, for the purposes of the Mailmark Economy Service Standard, the Service Standard Period shall be defined as: "the 12 month period ending on 31 March 2022 and each subsequent period of 12 months ending on the anniversary of that date, in each case excluding the Christmas and New Year Period".

4.2.3 Paragraphs 2.2 to 2.6 (inclusive) of Part A of Schedule 2 shall apply in respect of the Mailmark Economy Service Standard in addition to the Service Standard, save that:

(a) the Compensation Target for the purposes of the Mailmark Economy Service Standard shall be 92.5%; and,

(b) references to 'Mailing Items' shall be read as references to 'Mailmark Economy Mail items'.

2.2 The changes detailed in paragraph 2.1 will take effect from 1 April 2021.

Yours sincerely,

Tim Cable
Wholesale Products Director
Royal Mail Letters