



24 July 2020

**Royal Mail Wholesale**  
4<sup>th</sup> Floor  
185 Farringdon Road  
London  
EC1A 1AA

## PRICE CHANGES FOR THE ACCESS LETTERS CONTRACT AND WHOLESALE PARCELS CONTRACT

Dear Customer,

We would like to inform you of price changes that will come into effect from **5 October 2020** for our Parcels services, under the Wholesale Parcels Contract, and for our General Large Letter services, under the Access Letters Contract. We summarise the key changes and enclose the formal changes notices as appropriate to your contract(s). Full details of all the changes that come into effect from 5 October 2020 can be found on the pricing pages of our website, [www.royalmailwholesale.com](http://www.royalmailwholesale.com).

It continues to be a difficult economic environment for the mail industry, particularly given the ongoing impact of the COVID-19 pandemic. We are making these changes so that we can continue to deliver the high levels of service that are expected by our customers while seeking to keep prices as low as possible. Royal Mail is honoured to provide the Universal Service, and these increases will help us fund the high fixed costs which come with the USO, as well as continue to invest in it.

### **Parcel price changes**

We have sought to keep our parcel prices as competitive as possible. For example, prices for parcels between 0 to 1000g, if posted using Access 70, increase by 2.8% or if using Access 1400 increase by 3%.

### **Zonal prices**

We are changing the zonal prices as part of our ongoing initiative to bring zonal prices in line with the actual cost of the serving the different zones. For illustrative purposes, the table below shows the Zonal prices for Access Parcels from 0 to 1000g valid from 5 October 2020.

	<b>Zonal Price Plan Access Charges for Access Parcels up to 1kg</b>			
	Urban	Suburban	Rural	London
70 Parcels	153.514p	165.697p	210.363p	175.026p
1400 Parcels	143.409p	154.791p	196.517p	163.506p

### **General Large Letters price changes**

We are also bringing in changes to our General Large Letter prices. Customers who post General Large Letters of between 0 to 100g using Access 70 and Access 1400 will see a 3.661p per item increase.

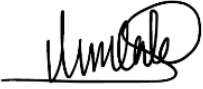
Please also find enclosed the formal change notices as relevant to your contract(s).

### **Our commitment to you**

Finally, I would like to take this opportunity to thank you for your business. There have been exceptional challenges over the past few months. It has been rewarding to see how we have worked together as an industry to meet the needs of customers.

We look forward to continuing to work collaboratively with you and are committed to delivering the highest levels of service.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Tim Cable', written over a horizontal line.

Tim Cable  
Wholesale Products Director  
Royal Mail Letters

**ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 062  
CHANGES AFFECTING ALL PRICE PLANS**

**DATE: 24 JULY 2020**

This notice applies to you 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.

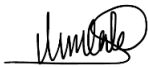
**1. Definitions and interpretation**

- 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 We hereby give you notice under clause 13.2.3 of the General Access Terms and Conditions to change the Access Charges for **General Large Letters** with effect from **5 October 2020**, details of which can be found on our Website, [www.royalmailwholesale.com/pricing](http://www.royalmailwholesale.com/pricing).

Yours sincerely,



Tim Cable  
Wholesale Products Director  
Royal Mail Letters

**WHOLESALE PARCELS CONTRACT CHANGE NOTICE: NUMBER 026  
CHANGES AFFECTING ALL PRICE PLANS**

**DATED: 24 JULY 2020**

This notice applies to you if you hold a **Wholesale Parcels 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.

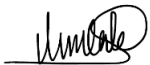
**1 Definitions and interpretation**

- 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 We hereby give you notice under clause 13.2.3 of the Parcels General Terms and Conditions to change the Charges with effect from **5 October 2020**. Full details of the amended Charges for all Price Plans are included on our Website, [www.royalmailwholesale.com/pricing](http://www.royalmailwholesale.com/pricing).

Yours sincerely,



Tim Cable  
Wholesale Products Director  
Royal Mail Letters