



20 January 2023

Royal Mail Wholesale
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 **3 April 2023** for our Parcels services, under the Wholesale Parcels Contract, and for our General Large Letter (**GLL**) services, under the Access Letters Contract. We summarise the key changes below and enclose the formal changes notices as appropriate to your contract(s). Full details of all the changes that come into effect from 3 April 2023 can be found on the pricing pages of our website, www.royalmailwholesale.com.

We have thought long and hard about the price changes we are making. We are very much aware that it continues to be a difficult environment for UK businesses with inflation at its highest rate in 40 years and an uncertain economic climate. Royal Mail is itself adversely impacted by this tough business environment, further exacerbated by the ongoing structural decline in addressed letter volumes which were down 18% compared to pre-pandemic levels.

Royal Mail UK recently reported an adjusted operating loss of £219 million for the first half year (Apr-Sep 2022), impacted by macro-economic trends such as exceptionally high inflation, industrial action, the increased cost of living, significant economic uncertainty plus the unwinding of the extremely high volumes of parcels we saw during the height of the COVID-19 pandemic.

We summarise the key changes below and enclose the formal changes notices as appropriate to your contract(s).

Minimise cost increases with our Manual Mailmark service

Royal Mail, like other parcel operators, achieve efficiencies through automated sorting and visibility of items in the network, and unbarcoded items do not, therefore, fit with our product strategy.

As communicated in September 2022, Royal Mail will be withdrawing a number of non-barcoded services, as well as the Access 1400 service for Parcels and GLLs. The withdrawal will be implemented over two phases, with Access 70 and Access 1400 non-barcoded Parcel services being withdrawn from 3 April 2023, then Access 1400 Parcel and Access 1400 GLL withdrawn from 1 January 2024. For the avoidance of doubt, we will continue providing Access 70 and Access 1400 non-barcoded services for GLLs after 2 April 2023.

To reflect the efficiency opportunity highlighted above we have kept the price increase for our barcoded services as low as possible.

Parcel price changes

Manual Mailmark Parcels between 0 and 1000g, posted using Access 70 on a national price plan, will increase by 6.1%, costing 200.675p.

General Large Letters price changes

Manual Mailmark GLLs between 101 and 250g, posted using Access 70 on a national price plan, will increase by 2.8%, costing 90.447p and providing a 25p discount compared to its non-Mailmark equivalent.

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

Zonal prices

We are also changing the zonal prices for Parcels and General Large Letters in line with the actual cost of serving the different zones. For illustrative purposes, the table below shows the Zonal prices for Access Parcels from 0 to 1000g valid from 3 April 2023.


	Zonal Price Plan Charges for Access Parcels up to 1kg			
	Urban	Suburban	Rural	London
Manual Mailmark Access 70 Parcels	182.311p	195.708p	240.177p	204.456p
Manual Mailmark Access 1400 Parcels	176.255p	189.207p	232.199p	197.665p

Our commitment to you

Finally, I would like to take this opportunity to thank you for your business and give you my assurance that we are working as hard as we can to provide the highest possible levels of service and value to you and your customers.

Your Account Director will be in touch to discuss the any queries you may have in relation to the price changes.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Wholesale



ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 094
CHANGES AFFECTING ALL PRICE PLANS

DATE: 20 JANUARY 2023

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 185 Farringdon Road, London, EC1A 1AA.

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(d) of the General Access Terms and Conditions to change the Access Charges for **General Large Letters** with effect from **3 April 2023**, details of which can be found on our Website, www.royalmailwholesale.com/pricing.

Yours sincerely,

Tim Cable
Wholesale Products Director
Royal Mail Wholesale



WHOLESALE PARCELS CONTRACT CHANGE NOTICE: NUMBER 040
CHANGES AFFECTING ALL PRICE PLANS

DATED: 20 JANUARY 2023

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 185 Farringdon Road, London, EC1A 1AA.

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 **3 April 2023**. Full details of the amended Charges for all Price Plans are included on our Website, www.royalmailwholesale.com/pricing.

Yours sincerely,

Tim Cable
Wholesale Products Director
Royal Mail Wholesale