



**ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 078
CONTRACT MONITORING REPORTS FOR NPP1, APP2 AND REGIONAL PRICE PLANS**

DATE: 23 JULY 2021

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 Under clause 13.2.1(a) of the General Access Terms and Conditions, we hereby notify you of the following changes:

2.1.1 In the section entitled 'Terms used in Schedule 3 – Price Plans' in Schedule 1 (Definitions and Interpretation) a new definition will be inserted as follows:

"Quarter" means each three-month period starting on the first day of April, July, October, and January in each Financial Year.

2.1.2 All references to 'quarter' in Schedule 3 (Price Plans) shall be amended to reflect the new definition set out at paragraph 2.1.1. above.

2.1.3 Paragraph 8 of Option A (National Price Plan One (SSCs)) of Schedule 3 (Price Plans) shall be amended as follows:

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8.1 Where we accept your uploaded data pursuant to paragraph 8A.3 or we use the actual volume of Mailing Items you have uploaded to our Dockethub system and data derived from our processing machines pursuant to paragraph 8A.4 as representative of your Actual SSC Percentage and Urban SSC Percentage, we will measure your actual Daily

Postings' performance against the National Spread Benchmark and the Urban Density Benchmark in each calendar month.

- 8.2 Where we undertake statistical sampling pursuant to paragraph 8A.5, we will measure your actual Daily Postings' performance against:
- (a) the National Spread Benchmark in each calendar month; and
 - (b) the Urban Density Benchmark in each Quarter.
- 8.3 We will share this performance with you in a written report within a reasonable time after the end of the month or the Quarter (as applicable) to which the report applies. This report will also indicate whether according to the national spread and urban density of your Daily Postings to that point you are likely to be required to pay Profile Surcharges for that Contract Year.

2.1.4 Paragraph 8A.1 of Option A (National Price Plan One (SSCs)) of Schedule 3 (Price Plans) shall be amended as follows:

8A.1 If you have not chosen the Mailmark option pursuant to paragraph 8A.4, you may opt to declare your actual volume of Mail Items by zone for the purpose of calculating your Actual SSC Percentage and Urban SSC Percentage. To do this, you must provide us with the information on your Actual Posting Profile with each Daily Posting. You can do this by uploading to our DocketHub system (or any successor electronic billing system), on the day of handover, a Manifest for each Inward Mail Centre that details the number of Mailing Items by weight and by Zone for each Container (in line with the illustration of the Manifest set out in Annex B to this Schedule 3 and the User Guide). Mailing Items for destination to the London Zone must be declared on your Manifest as Zone D. It is your responsibility to upload the Manifest in line with this paragraph and the User Guide.

2.1.5 Paragraph 8A.4 of Option A (National Price Plan One (SSCs)) of Schedule 3 (Price Plans) shall be deleted. The following provisions shall be inserted as paragraphs 8A.4 and 8A.5 of Option A (National Price Plan One (SSCs)) of Schedule 3 (Price Plans):

8A.4 You may opt to use the Mailmark option for the purpose of calculating your Actual SSC Percentage and Urban SSC Percentage, if at least 85% of your total volume of Mailing Items in a Financial Year comply with the specification for the Mailmark option set out in Schedule 20 (Royal Mail Mailmark) and/or in the User Guide. If you choose the Mailmark option and at least 85% of your total volume of Mailing Items in a Financial Year comply with the specification for the Mailmark option set out in Schedule 20 (Royal Mail Mailmark) and/or in the User Guide, then we will use the actual volume of Mailing Items you have uploaded to our Dockethub system (in relation to the National Spread Benchmark) and data we derive from our processing machines (in relation to the Urban Density Benchmark) to determine your actual volume of Mailing Items by Zone for the purpose of calculating your Actual SSC Percentage and Urban SSC Percentage.

8A.5 If you:

- (a) choose not to provide an Actual Posting Profile pursuant to paragraph 8A.1 or do not meet the requirements in paragraph 8A.3; or
- (b) do not use the Mailmark option or you have not posted at least 85% of your Daily Postings in a Financial Year using the Mailmark option,

then we will undertake statistical sampling of your Mailing Items under this Price Plan and from the results of that sampling we will derive a figure representing your Actual SSC Percentage and Urban SSC Percentage during the Financial Year. You agree to accept the results of that sampling activity.

2.1.6 Paragraph 4.1 of Option B (Averaged Price Plan Two (Zones)) of Schedule 3 (Price Plans) shall be amended as follows:

4.1 If you have not chosen the Mailmark option pursuant to paragraph 4.4, you may opt to declare your actual volume of Mail Items by zone for the purpose of calculating your Actual Posting Profile. To do this, you must provide us with the information on your Actual Posting Profile with each Daily Posting. You can do this by uploading to our DocketHub system (or any successor electronic billing system), on the day of handover, a Manifest for each Inward Mail Centre that details the number of Mailing Items by weight and by Zone for each Container (in line with the illustration of the Manifest set out in Annex B to this Schedule 3 and the User Guide). Mailing Items for destination to the London Zone must be declared on your Manifest as Zone D. It is your responsibility to upload the Manifest in line with this paragraph and the User Guide.

2.1.7 Paragraph 4.3 of Option B (Averaged Price Plan Two (Zones)) of Schedule 3 (Price Plans) shall be amended as follows:

4.3 Provided that:

- (a) you have provided a correct Actual Posting Profile in accordance with the requirements of paragraph 4.1 and the User Guide for at least 85% of your total volume of Mailing Items in a Financial Year; and
- (b) the number of Zone Z declared Mailing Items does not exceed 10% of your total number of Mailing Items in a Financial Year,

then we shall accept your uploaded data as representative of your Actual Profile Percentage.

2.1.8 Paragraph 4.4 of Option B (Averaged Price Plan Two (Zones)) of Schedule 3 (Price Plans) shall be deleted. The following provisions shall be inserted as paragraphs 4.4 and 4.5 of Option B (Averaged Price Plan Two (Zones)) of Schedule 3 (Price Plans):

4.4 You may opt to use the Mailmark option for the purpose of calculating your Actual Profile Percentage if at least 85% of your total volume of Mailing Items in a Financial Year comply with the specification for the Mailmark option set out in Schedule 20 (Royal Mail Mailmark) and/or in the User Guide. If you choose the Mailmark option and at least 85% of your total volume of Mailing Items in a Financial Year comply with the specification for the Mailmark option set out in Schedule 20 (Royal Mail Mailmark) and/or in the User Guide, we will use the data we derive from our processing machines to determine your actual volume of Mailing Items by Zone for the purpose of calculating your Actual Profile Percentage.

4.5 If you:

- (a) choose not to provide an Actual Posting Profile pursuant to paragraph 4.1 or do not meet the requirements in paragraph 4.3; or
- (b) do not use the Mailmark option or you have not posted at least 85% of your Daily Postings in a Financial Year using the Mailmark option,

then we will undertake statistical sampling of your Mailing Items under this Price Plan and from the results of that sampling we will derive a figure representing the percentage of the total volume of your Daily Postings you have posted in each Zone during the Financial Year to give us your Actual Profile Percentage for each Zone. You agree to accept the results of that sampling activity.

2.1.9 The rest of the sub-paragraphs in paragraph 4 of Option B (Averaged Price Plan Two (Zones)) of Schedule 3 (Price Plans) shall be re-numbered to take into account the new paragraphs 4.4 and 4.5.

2.1.10 Paragraph 5.1 of Option B (Averaged Price Plan Two (Zones)) of Schedule 3 (Price Plans) shall be deleted. The following provisions shall be inserted as paragraphs 5.1 and 5.2 of Option B (Averaged Price Plan Two (Zones)) of Schedule 3 (Price Plans):

5.1 Where we accept your uploaded data pursuant to paragraph 4.3 or we use the data derived from our processing machines pursuant to paragraph 4.4, we will share your performance against the Royal Mail Zonal Posting Profile in a written report within a reasonable time after the end of the month to which the report applies to. This report will also indicate whether according to the profile of your Mailing Items by Zone to that point you are likely to be required to pay Profile Surcharges for that Financial Year.

5.2 Where we undertake statistical sampling pursuant to paragraph 4.5, we will share your performance against the Royal Mail Zonal Posting Profile in a written report within a reasonable time after the end of the Quarter to which the report applies. This report will also indicate whether according to the profile of your Mailing Items by Zone to that point you are likely to be required to pay Profile Surcharges for that Financial Year.

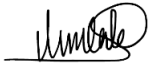
2.1.11 Paragraph 5.2 of of Option B (Averaged Price Plan Two (Zones)) of Schedule 3 (Price Plans) shall be re-numbered as paragraph 5.3.

2.1.12 Paragraph 4.1 of Option D (Regional Price Plan Two (Zones)) of Schedule 3 (Price Plans) shall be amended as follows:

4.1 We will review your Actual Posting Profile for each chosen Region and we will provide you a written report in respect of your performance within a reasonable time after the end of the calendar month to which the report applies. This report will also indicate whether according to the profile of your Mailing Items by Zone to that point you are likely to be required to pay Profile Surcharges for that Financial Year.

2.2 The changes detailed in paragraph 2.1 above will take effect from 31 January 2022.

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