



30 November 2021

Royal Mail Wholesale

185 Farringdon Road
London
EC1A 1AA

SIMPLIFYING THE ACCESS LETTERS CONTRACT – NOTIFICATION OF CONTRACT CHANGES

Dear Customer,

Following the publication of our decision document on 31 August 2021, and subsequent letter to you on 26 October 2021, regarding the simplification of the Access Letters Contract, I am pleased to issue the revised ALC terms which will become effective from 16 June 2022.

I would like to thank those customers who provided valuable feedback as part of our review. We have carried out an extensive review of the existing ALC terms, including the Access User Guide, with a view to consolidating and restructuring the terms and simplifying them overall. We have also simplified the language and transferred all process and specification points from the optional schedule to the Access User Guide. As a result, both the ALC and the Access User Guide will be nearly half the size compared to the existing terms.

Additionally, the revised terms reflect the decisions pertaining to notice periods; limitation of claim periods; amendments to the assignment clause; introduction of a sanctions clause; labelling requirements; standardisations of segregation by format; and standardisation of early release, as communicated to you in the decision document and our subsequent letter of 26 October 2021.

Appended to this letter is change notice number 087 which gives effect to the amendments. We have included links within the change notice to:

1. The amended ALC;
2. The amended Access User Guide;
3. A summary document outlining the key changes we have made to the ALC including a comparison of the amendments to key clauses;
4. A colour coded version of the existing ALC which indicates the amendments we have made, plus commentary on where certain provisions have been relocated to and those which we have removed; and
5. A colour coded version of the existing User Guide which indicates the amendments we have made, including provisions that have been relocated and those which have been removed.

Over the next few weeks, we will be working on digitalising the User Guide so that, in addition to the PDF format, it is also accessible in the web browser format as it currently is, making the document easier to navigate.

I would like to thank you once more for taking the opportunity to help shape the ALC and our commercial offering moving forward, so that Access continues to play an important role in the postal industry, and in the sustainability of the universal service.

Yours sincerely,

Tim Cable
Wholesale Products Director
Royal Mail Wholesale
tim.cable@royalmail.com



ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 087

Date: 30 November 2021

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 185 Farringdon Road, London, EC1A 1AA.

1 Definitions and interpretation

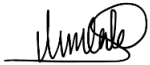
- 1.1 If a word or expression is defined in this notice, it shall have the meaning given in this notice.
- 1.2 Any words or expressions which are not defined in this notice, but have an initial capital letter, shall have the meanings given to them in the Contract.
- 1.3 All of the rules about how to interpret the Contract shall apply to this notice.

2 Changes to the Contract

- 2.1 Under clause 13.4 of the General Access Terms and Conditions, we published a consultation document on 17 September 2020 about the changes that we intend to make to the Contract pursuant to clause 13.2.1(a) of the General Access Terms and Conditions.
- 2.2 The consultation process closed on 30 October 2020, and we issued our decision pertaining to the consultation proposals on 30 August 2021, and a follow up communication dated 26 October 2021.
- 2.3 Under clauses 13.2.1(a) of the General Access Terms and Conditions, we hereby notify you of the following changes that we are making to the Contract:
 - 2.3.1 Changes to the Contract:
 - 2.3.1.1 to consolidate the Schedules from 31 to 8, categorising current Schedules into umbrella topics (e.g. Operational Presentation Facilities, Container Options);
 - 2.3.1.2 to transfer all process and specification provisions from the Contract Details, General Access Terms and Conditions and the Schedules to the User Guide; and
 - 2.3.1.3 to simplify the existing contract language in the Contract Details, General Access Terms and Conditions and Schedules.
 - 2.3.2 Changes to certain provisions of the Contract, as summarised in the document titled "Summary of important changes to the Access Letters Contract", which you can access via our Website at www.royalmailwholesale.com/access-letters.
 - 2.3.3 Changes to the User Guide:
 - 2.3.3.1 to consolidate the front end sections of the User Guide from 15 to 10; and
 - 2.3.3.2 to simplify the existing contract language.

- 2.4 In accordance with clause 13.5 of the General Access Terms and Conditions, we have attached to this change notice:
- 2.4.1 a colour-coded copy of the Contract Details, General Access Terms and Conditions and Schedules, which set out the changes that we are making to these parts of the Contract, which you can access via our Website at www.royalmailwholesale.com/access-letters;
 - 2.4.2 a conformed copy of the updated Contract Details, General Access Terms and Conditions and Schedules, that sets out the terms that we will offer in place of the current terms, which you can access via our Website at www.royalmailwholesale.com/access-letters;
 - 2.4.3 a colour-coded copy of the User Guide, including all of the appendices, which sets out the changes that we are making to the User Guide which you can access via our Website at www.royalmailwholesale.com/access-letters; and
 - 2.4.4 a conformed copy of the updated User Guide, including all of the appendices, that sets out the terms that we will offer in place of the current terms, which you can access via our Website at www.royalmailwholesale.com/access-letters.
- 2.5 The changes detailed in paragraph 2.3 and paragraph 2.4 of this notice will take effect from 16 June 2022.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Wholesale
tim.cable@royalmail.com

