



4 October 2016

Royal Mail Wholesale

4th Floor
185 Farringdon Road
London
EC1A 1AA

PRICE CHANGES FOR THE ACCESS LETTERS CONTRACT

Dear Customer,

Today, we publish new Access prices for the Access Letters Contract that will come into effect from 3 January 2017.

This letter summarises the main price changes we are making to Access Letter and Large Letter services from 3 January 2017 and is accompanied by a formal contract change notice. You can find all of the new prices at www.royalmailwholesale.com/pricing.

Committed to value

We know that no one likes to pay more, especially when all businesses are focused on building the bottom line, so we have thought long and hard about these changes. We have tried to keep price increases as low as we can. For example, customers who post Advertising Mail Letter items in trays using the Mailmark barcode will see an increase of as little as 0.15p per item. The price for Mailmark Business Mail Letter items in trays will increase by 0.591p per item.

Mailmark prices

Last year we communicated our intention to withdraw the legacy barcode service, CBC¹. In September 2016, CBC accounted for less than 22% of Letter barcoded products, down from 72% the previous September. We believe we are on track to withdraw legacy CBC services from 2018 and will communicate more on this in 2017.

Encouraging mail in trays

Trays are a more hygienic and efficient container and we continue to offer lower prices for mail in trays compared to mail in bags. We want more mail in trays, particularly Large Letters up to 10mm thick. From 3 January 2017, the item discount will be increased to 0.6p for Large Letter items in trays.

Extension for the Advertising Mail Catalogue Trial

We are extending the Advertising Mail Catalogue trial to March 2018. Advertisers can use the trial to increase the size of their catalogues and encourage the generation of more, or bigger, sales orders and the improvement of their return on their catalogue investment. The trial enables advertisers to take advantage of the five exclusive price points for both Letter and Large Letter formats which, in effect, reduce prices for catalogues between 100g – 150g.

And finally, a reminder that Large Letter items no longer have printed or adhesive labels added during sortation, giving greater freedom around the development of creative designs and the messaging on the exterior of envelopes. We are also now accepting unwrapped items as machine-readable mail within the Large Letter format, enabling customers to access lower prices and save as much as 5.7p per item for 0 – 100g Large Letters items.

¹ Mailmark migration decision document 4 December 2015

Full details of our prices are now published on our website www.royalmailwholesale.com/pricing

Yours sincerely,

A handwritten signature in black ink that reads "Luisa Fulci". The signature is written in a cursive style with a large initial 'L'.

Luisa Fulci
Director of Regulated Products
duly authorised for and on behalf of
Royal Mail Group Limited

Royal Mail Wholesale

4th Floor
185 Farringdon Road
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ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 021 CHANGES AFFECTING ACCESS CHARGES

DATED: 4 OCTOBER 2016

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

We hereby give you notice under clause 13.2.3 of the General Access Terms and Conditions that we will be changing the Access Charges, except for General Large Letters, with effect from 3 January 2017. Full details of the amended Access Charges are available on our Website, www.royalmailwholesale.com/pricing.

Signed by



Luisa Fulci
Director of Regulated Products
duly authorised for and on behalf of
Royal Mail Group Limited