



27 July 2022

**Royal Mail Wholesale**  
185 Farringdon Road  
London  
EC1A 1AA

## DEFERRING THE IMPLEMENTATION OF CONTRACT CHANGE NOTICE 087

Dear Customer,

We wrote to you on 8 June 2022 to let you know we were deferring the implementation of Access Letters Contract (ALC) Change Notice Number 087 (CCN087) – the revised date of implementation will be confirmed as soon as possible.

### **What is CCN087?**

CCN087 is a change notice we issued to Access customers on 30 November 2021. Following the consultation we held as part of our review of the ALC, we decided to introduce amendments to the ALC – the change notice implements these amendments. CCN087 was due to take effect on 16 June 2022. You can view all relevant documents pertaining to the ALC review at [www.royalmailwholesale.com/access-letters](http://www.royalmailwholesale.com/access-letters).

### **Why are we deferring its implementation?**

We released our decision document relating to the consultation proposals on 31 August 2021. In summary, the decision enables us to introduce new products and services at shorter notice, aligns the notice periods for changes to existing services, and introduces a limitation period for the submission of customer claims relating to incurred Access charges. It also confirmed that we would be simplifying the structure and wording of the ALC and the User Guide to make the contractual terms clearer and easier to navigate.

It is positive to see that customers have accepted the changes that we consulted on and which we have notified under CCN087, such as the changes we have made to notice periods. However, some customers (the ALC holders who are members of the Mail Competition Forum (MCF)) have raised issues in relation to parts of the simplify the structure and wording of the ALC.

These customers consider that the wording of many of the changes we included in CCN087 should have been consulted on by Royal Mail in accordance with the ALC and have raised their concerns with Ofcom. To be clear, Royal Mail maintains that it has at all times acted in compliance with its obligations under the ALC.

The MCF members have provided an initial list of changes, which they would like to discuss, and which we can share with you ahead of the sessions we are organising to discuss the matters further (see below).

To allow time for us to fully understand any concerns the customers may have and further engage with customers on this matter, we deferred the implementation of CCN087. Royal Mail takes its contractual and regulatory obligations very seriously, and we are keen to work with customers to find a resolution to be able to move forward with what is an important element of the businesses of all parties.

### **Invitation to participate in the conversations**

We have agreed a process with the above customers which enables us to work with them to discuss the changes involved and to seek a resolution.

As part of this process, we will be running the first session on Wednesday 3 August at 12.00pm to 2:00pm and 3.00pm to 5.00pm. (Please note: this is one session with an hour break mid-way)

The sessions will be used to work through the first list of issues which customers have provided us with in relation to the General Terms and Conditions and Schedule 2 of the ALC. Further sessions on other parts of the ALC will be scheduled.

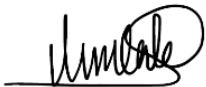
I would also like to emphasise that this letter does not, and should not be taken as:

- an amendment to the ALC or an undertaking or agreement to do so;
- an amendment to or partial or total withdrawal of CCN087, or an undertaking or agreement to do so; or
- an admission of any failure on Royal Mail's part as regards its contractual or regulatory obligations; it remains Royal Mail's view that it has at all times acted in compliance with all such obligations.

#### Next steps

If you would like to attend the above session, please email Ravi Chauhan, Access Contracts Manager, at [ravi.chauhan@royalmail.com](mailto:ravi.chauhan@royalmail.com) by Friday 29 July 2022. We will subsequently add you to a calendar invite so that you can join the session, and share the above-mentioned list of amendments with you.

Yours sincerely,

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

Tim Cable  
Wholesale Products Director  
Royal Mail Letters