



ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 128

Date: 19 March 2026

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 13.2(a)(i) of the General Access Terms and Conditions, we hereby notify you of the following changes to Schedule 2 of the Contract:
 - 2.1.1 that the Priority Service Standard percentage set out at paragraph 2.2 of Schedule 2 shall be amended to be 92%;
 - 2.1.2 that the Compensation Target shall be amended to be 89% for each Service Standard Period; and
 - 2.1.3 that RMG shall be permitted to deduct the following from its calculation of its performance against the Priority Service Standard in addition to the deductions set out in paragraph 2.2(c) of Schedule 2:
 - 2.1.3.1 Mailing Items that do not bear, or that are in Containers that are not labelled with, the relevant Class Identifier identified in the User Guide;
 - 2.1.3.2 Mailing Items that do not contain the relevant class identifier in the Mailmark barcode as identified in the Use Guide; and/or
 - 2.1.3.3 Large Letters that are posted using the Royal Mail Mailmark service that are handed over in a York which also contains Standard Mailing Items, Mailmark Economy Mailing Items and/or Letters that are posted using the Royal Mail Mailmark service.

2.2 Under clause 13.2(a)(i) of the General Access Terms and Conditions, we hereby notify you of the following changes to the Contract in respect of the Priority Service (Schedule 2), the Standard Service (Part 5 of Schedule 4) and the Mailmark Economy Service (Part 2 of Schedule 8):

2.2.1 that new Reliability Standards shall apply, as follows:

2.2.1.1 the Priority Reliability Standard is that we shall deliver or attempt to deliver 99% of the aggregate number of Priority Mailing Items within three Working Days following handover;

2.2.1.2 the D+3 Reliability Standard is that we shall deliver or attempt to deliver 99% of the aggregate number of Standard Mailing Items within four Weekdays following the Standard Handover Date; and

2.2.1.3 the Mailmark Economy Reliability Standard is that we shall deliver or attempt to deliver 99% of the aggregate number of Mailmark Economy Mailing Items within six Weekdays following the Mailmark Economy Handover Date;

2.2.2 that a new Reliability Compensation Target shall apply to RMG's performance against the Priority Reliability Standard, the D+3 Reliability Standard and the Mailmark Economy Reliability Standard;

2.2.3 that a new Reliability Compensation Rate shall apply which shall be the pence per Mailing Item rate published on RMG's Website, as may be updated from time to time;

2.2.4 that a new Priority Reliability Rebate Amount, Standard Reliability Rebate Amount and Mailmark Economy Rebate Amount shall be payable by RMG if RMG's Priority Reliability Performance, D+3 Reliability Performance or Mailmark Economy Performance (as applicable) is less than the Reliability Compensation Target for the relevant Service Standard Period;

2.2.5 that the liability provisions set out at paragraphs 4 and 5 of Schedule 2, paragraphs 5 and 6 of Part 5 of Schedule 4 and paragraphs 5 and 6 of Part 2 of Schedule 8 shall be amended so that liability for RMG's failure to meet the Reliability Compensation Targets shall be subject to the Quarterly Cap; and

2.2.6 that the change provisions at clause 13(d)(iv) shall be amended to provide that:

2.2.6.1 each Priority Compensation Rate may be changed twice in a Financial Year with the change reflecting the weighted volume average percentage change in Postage for Mailing Items (other than Standard Mailing Items and Mailmark Economy Mailing Items);

2.2.6.2 each Standard Compensation Rate and Mailmark Economy Compensation Rate may be changed twice in a Financial Year

with the change reflecting the weighted average percentage change in Postage for Standard Mailing Items and Mailmark Economy Mailing Items; and

- 2.2.6.3 the new Reliability Compensation Rate may be changed twice in a Financial Year with the change reflecting the percentage change in Postage for the relevant Mailing Items affected by the price change.

- 2.3 In accordance with clause 13.4 of the General Access Terms and Conditions, Schedule 1 to this notice is a copy of the Contract reflecting the terms which will apply from the Access Services Variation date or the Adjusted Variation Date as applicable, reflecting the changes summarized above, where:

- 2.3.1 deletions in the Contract are shown in struck through text in red; and

- 2.3.2 additions to the Contract are shown in double-underlined text in blue.

3 Changes to the Priority Compensation Rates

- 3.1 Under clause 13.2(a)(i) of the General Access Terms and Conditions we hereby notify you of the following increases to the Band 1 Compensation Rate and the Band 2 Compensation Rate in excess of the weighted average percentage change set out at clause 13.2(d)(iv):

- 3.1.1 the Band 1 Compensation Rate shall be increased to 3 pence; and

- 3.1.2 the Band 2 Compensation Rate shall be increased to 6.6 pence.

- 3.2 The changes set out at this paragraph 3 shall continue in force until the date on which RMG exercises its right to alter either or both of the Band 1 Compensation Rate and the Band 2 Compensation Rate pursuant to clause 13.2 of the Contract. For the avoidance of doubt, the changes set out in this paragraph 3 do not constitute an amendment to the terms of the Contract.

4 Access Services Variation Date

- 4.1 Subject to paragraph 4.2, the changes to the Contract detailed in paragraphs 2.1 and 2.2 and more particularly shown at Schedule 1 of this notice and the changes to the Priority Compensation Rates detailed in paragraph 3 (**Changes**) will come into effect on 28 September 2026 (the **Access Services Variation Date**).

- 4.2 Following the service of this notice, RMG may seek the consent of all Access Customers to alter the Access Services Variation Date (**Adjusted Variation Date**). If all of the Access Letters Contract holders so consent, the Changes set out in this notice will take effect on the Adjusted Variation Date.

5 General Provisions

- 5.1 The Contract shall continue in full force and effect as amended from the Access Services Variation Date or the Adjusted Variation Date as applicable pursuant to the terms of this notice.

- 5.2 In the event of any conflict or inconsistency between the terms of the Contract or User Guide immediately before the Access Services Variation Date and any amendments effected by this notice, the terms as amended by this notice will prevail.

SCHEDULE 1

THE ACCESS LETTERS CONTRACT AS AMENDED AS OF THE ACCESS SERVICES VARIATION
DATE OR THE ADJUSTED VARIATION DATE AS APPLICABLE