



ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 131

DATE: 9 OCTOBER 2026

This notice (**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 (**RMG**).

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 Interaction with Contract Change Notice 128

- 2.1 On 19 March 2026 we issued Access Letters Contract Change Notice: Number 128 (**CCN128**). Paragraph 3 of CCN128 made changes to the Priority Compensation Rates. CCN128 took effect on 28 September 2026.
- 2.2 The changes set out in paragraph 3 of this Notice are intended to replace the changes set out at paragraph 3 of CCN128. For the avoidance of doubt, the changes set out in paragraph 2 of CCN128 are unaffected by this Notice.

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 4 pence; and
 - 3.1.2 the Band 2 Compensation Rate shall be increased to 8.8 pence.
- 3.2 The changes set out at this paragraph 3 shall continue in full force and effect 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.

4 Reliability Compensation Rate

- 4.1 Under paragraph 2.2.3 of CCN 128, we gave you notice that we are making changes to introduce a new Reliability Compensation Rate from 28 September 2026. The Reliability Compensation Rate shall be the pence per Mailing Item rate published on RMG's Website, as may be updated from time to time.
- 4.2 For the purposes of paragraph 2.2.3 of CCN 128, we confirm that the Reliability Compensation Rate shall be 2 pence per Mailing Item from 28 September 2026 until the date on which RMG exercises its right to alter the Reliability 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 a change under the Contract nor an amendment to the terms of the Contract.

5 Effective Date

- 5.1 Subject to paragraph 5.2, the changes to the Priority Compensation Rates detailed in paragraph 3 of this Notice (**Changes**) shall come into effect on 19 April 2027 (**Effective Date**) and shall apply in respect of any Priority Performance Rebate Amount that may be due under the Contract for a Service Standard Period commencing on or after the Effective Date.
- 5.2 RMG may seek the consent of Access Customers to alter the Effective Date to 28 September 2026 (**Adjusted Effective Date**). If Access Letters Contract holders so consent, the Changes shall take effect on the Adjusted Effective Date and shall apply in respect of any Priority Performance Rebate Amount that may be due under the Contract for a Service Standard Period commencing on or after the Adjusted Effective Date. For the avoidance of doubt, the Changes shall not apply in respect of any Priority Performance Rebate Amount for a Service Standard Period that commenced before the Adjusted Effective Date.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'R. Travers', is positioned above the printed name.

Richard Travers
MD Letters
Royal Mail Wholesale

Annex A: Customer consent

I provide consent on behalf of _____ (Access Letters Contract holder)
for the changes set out in Contract Change Notice 131 to take effect from 28 September 2026.

Authorised Signatory

Name

Date