

## ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 030

DATE: 23 JUNE 2017

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.

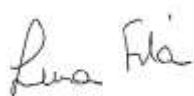
### **2 Changes to the Contract**

- 2.1 Under clause 13.2.1(a) of the General Access Terms and Conditions of the Contract, we notify you of a change to paragraph 9.2 of Schedule 20: Royal Mail Mailmark® to introduce a new remedial process as follows:

(i) at paragraph 9.2.4 to add the word “or” to the end of the sentence so it reads “reject the Mailmark Mailing Items; or”

(ii) introduce 9.2.5 to read “if the number of non-compliant Mailmark Mailing Items exceeds 25% of the total volume of a Mailmark Mailing in a day, request an improvement plan for the affected Supply Chain. If the improvement plan fails to achieve 75% compliance within the agreed time, we will suspend the Supply Chain until such time it achieves 75% compliance.

- 2.2 The changes detailed in paragraph 2.1 will take effect from 1 January 2018.



Luisa Fulci  
Regulated Products Director  
Consumer and Network Access