



10 January 2020

Royal Mail Wholesale

4th Floor
185 Farringdon Road
London
EC1A 1AA

PRICE CHANGES FOR THE ACCESS LETTERS CONTRACT AND WHOLESALE PARCELS CONTRACT

Dear Customer,

We would like to inform you of price changes that will come into effect from **23 March 2020** for our Parcels services, under the Wholesale Parcels Contract and for our General Large Letter services, under the Access Letters Contract.

We summarise the key changes and enclose the formal changes notices as appropriate to your contract(s). Full details of all the changes that come into effect from 23 March 2020 can be found on the pricing pages of our website, www.royalmailwholesale.com.

It continues to be a difficult economic environment for the mail industry to operate in, and having thought long and hard about our prices, we have sought to keep changes as low as possible. We are making these changes in our pricing so that we can continue to deliver the high levels of service that are expected by you. This level of increase will help us to maintain and invest in the Universal Service. The Universal Service, which Royal Mail is honoured to provide, comes with high fixed costs which need to be paid for.

Parcel price changes

We have sought to keep our parcel prices as competitive as possible. For example, prices for parcels between 0 to 1000g, if posted using Access 70, increase by 4.8% or if using Access 1400 increase by 5.9%.

For Parcels over 1kg, in line with our policy to work towards flat rates, we now have a flat rate for all parcels between 1 to 2kg. We have not changed the prices for parcels between 1250 to 2000g.

Zonal prices

We are changing the zonal prices as part of our ongoing initiative to bring zonal prices in line with the actual cost of the serving the different zones. For illustrative purposes, the table below shows the Zonal prices for Access Parcels from 0 to 1000g valid from 23 March 2020.

	Zonal Price Plan Access Charges for Access Parcels up to 1kg			
	Urban	Suburban	Rural	London
70 Parcels	148.729p	161.253p	207.777p	171.396p
1400 Parcels	138.667p	150.343p	193.720p	159.800p

General Large Letters price changes

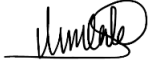
We are also bringing in changes to our General Large Letter prices. Customers who post General Large Letters of between 0 to 100g using Access 70 and Access 1400 will see a 4.182p per item increase.

Please also find enclosed the formal change notices as relevant to your contract(s).

Our commitment to you

Finally, I would like to take this opportunity to thank you personally for your business and give you my assurance that we are committed to delivering the highest levels of service in 2020 and beyond.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Tim Cable', with a stylized flourish at the end.

Tim Cable
Wholesale Products Director
Royal Mail Letters

**ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 057
CHANGES AFFECTING ALL PRICE PLANS**

DATE: 10 JANUARY 2020

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.

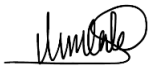
1. Definitions and interpretation

- 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 We hereby give you notice under clause 13.2.3 of the General Access Terms and Conditions to change the Access Charges for **General Large Letters** with effect from the **23 March 2020**, details of which can be found on our Website, www.royalmailwholesale.com/pricing.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Letters

WHOLESALE PARCELS CONTRACT CHANGE NOTICE: NUMBER 023
CHANGES AFFECTING ALL PRICE PLANS

DATED: 10 JANUARY 2020

This notice applies to you if you hold a **Wholesale Parcels 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.

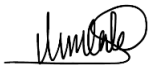
1 Definitions and interpretation

- 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 We hereby give you notice under clause 13.2.3 of the Parcels General Terms and Conditions to change the Charges with effect from the **23 March 2020**. Full details of the amended Charges for all Price Plans are included on our Website, www.royalmailwholesale.com/pricing.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Letters