



14 January 2022

Royal Mail Wholesale
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 **4 April 2022** for our Parcels services, under the Wholesale Parcels Contract, and for our General Large Letter (GLL) 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 4 April 2022 can be found on the pricing pages of our website, www.royalmailwholesale.com.

We understand that it continues to be a tough environment for UK businesses against a backdrop of the evolving Covid-19 pandemic, which continues to inflict high levels of staff absences on businesses, and is further adversely impacting an already uncertain economic climate.

Royal Mail also continues to be adversely impacted by this environment, but despite this we remain firmly committed to delivering the highest level of service possible for the mail industry, while maintaining and investing in the Universal Service, which Royal Mail is honoured to provide. Maintaining the Universal Service (and providing our Access letters and parcels services over the same network) comes with high fixed costs, even before the additional costs incurred as a result of the Covid-19 pandemic, and as a private listed Plc, these costs all need to be covered to ensure we remain profitable.

Where we are making price changes, we are doing so to ensure the Universal Service (and in turn, our Access services) can be delivered sustainably.

Minimise cost increases with our Manual Mailmark service

As recently discussed with you, Royal Mail Wholesale intends on withdrawing all Parcel and GLL services that do not carry a barcode. In the near future we will be engaging our customers on our updated plans for barcoding all mail, including Parcels and GLLs. During these discussions we will clarify timescales for the withdrawal of non-barcoded services. For the avoidance of doubt, unbarcoded Parcel and GLL services will continue to be available for customers to use throughout the whole of the 2022/23 financial year.

Royal Mail, like other parcel operators, will achieve efficiencies through automated sorting and visibility of items in the network, and unbarcoded items do not fit with our product strategy. To reflect the efficiency opportunity highlighted above we have kept the price increase for our barcoded services as low as possible.

For example, Manual Mailmark Parcels between 0 and 1000g, posted using Access 70 on a national price plan, will increase by 5.3%, costing 185.499p and providing a 50p discount compared to its non-Mailmark equivalent.

Manual Mailmark GLLs between 101 and 250g, posted using Access 70 on a national price plan, will increase by 10.6%, costing 86.288p and providing a 15p discount compared to its non-Mailmark equivalent.

Parcel price changes

From 4 April 2022, we are increasing our prices for non-Mailmark parcels services. Customers who post parcels between 0 and 1000g using Access 70 will see a 34.313p per item increase, extending the differential from our equivalent Mailmark services to +50p.

General Large Letters price changes

We are also bringing in changes to our non-Mailmark General Large Letter prices. Customers who post non-barcoded GLLs between 101 and 250g using Access 70 will see a 13.237p per item increase, extending the differential from our equivalent Mailmark services to +15p.

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

Zonal prices

We are changing the zonal prices for Parcels and General Large Letters as part of our ongoing activity to ensure zonal prices are in line with the actual cost of serving the different zones. For illustrative purposes, the table below shows the Zonal prices for Access Parcels from 0 to 1000g valid from 4 April 2022.

	Zonal Price Plan Access Charges for Access Parcels up to 1kg			
	Urban	Suburban	Rural	London
Manual Mailmark Access 70 Parcels	166.132p	180.325p	227.479p	186.854p
Manual Mailmark Access 1400 Parcels	158.171p	171.684p	216.578p	177.900p
70 Parcels	210.912p	228.931p	288.795p	237.219p
1400 Parcels	202.951p	220.290p	277.894p	228.265p

Increasing the GLL tray discount

Trays are a more efficient container for processing most mail, meaning our costs are lower. From 4 April 2022, we will be increasing the discount for each General Large Letter item presented in a tray from 1.0p to 1.5p, consistent with the changes announced in our Letter and Large Letter price change communication of October 2021.

Our commitment to you

Finally, I would like to take this opportunity to thank you for your business and give you my assurance that we are working as hard as we can to provide the highest possible levels of service and value to you and your customers in difficult circumstances. We thank you for your patience and understanding during these unprecedented times.

Your Account Director will be in touch to discuss the any queries you may have in relation to the price changes.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Wholesale



ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 089
CHANGES AFFECTING ALL PRICE PLANS

DATE: 14 JANUARY 2022

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 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 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 **4 April 2022**, details of which can be found on our Website, www.royalmailwholesale.com/pricing.

Yours sincerely,

Tim Cable
Wholesale Products Director
Royal Mail Wholesale



WHOLESALE PARCELS CONTRACT CHANGE NOTICE: NUMBER 037
CHANGES AFFECTING ALL PRICE PLANS

DATED: 14 JANUARY 2022

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 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 We hereby give you notice under clause 13.2.3 of the Parcels General Terms and Conditions to change the Charges with effect from **4 April 2022**. 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 Wholesale