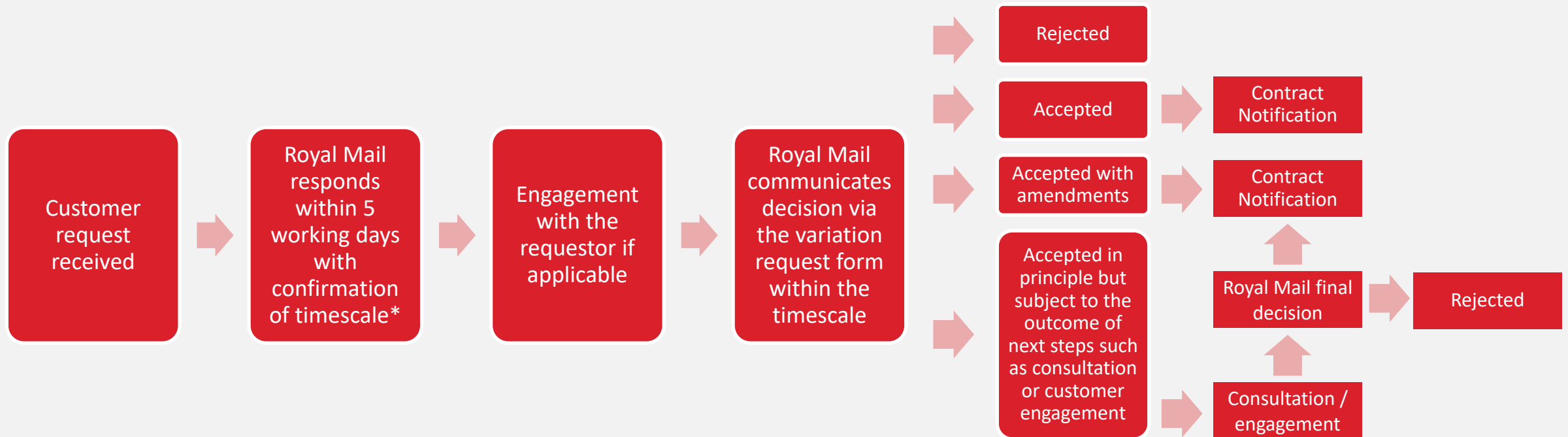


# Access Contract Variation Process



\* We adopt a prescribed tiered timeframe model for Royal Mail to respond based on the level of complexity of the request, as follows:

1. Low: by 4 weeks
2. Medium: by 6 weeks
3. High: by 8 weeks

- Royal Mail takes into account certain parameters (i.e. level of customer impact, operational impact, systems impact and commercial impact) to decide on level of complexity.
- The timescales above are indicative only.
- In the circumstances where the request requires further time, Royal Mail will seek to agree with the requesting customer a longer timeframe.