



16<sup>th</sup> February 2018

## **Royal Mail Wholesale**

4<sup>th</sup> Floor  
185 Farringdon Road  
London  
EC1A 1AA

### **New E-Invoicing Facility**

Dear Customer,

We are introducing a new facility which will enable you to receive your invoices in an electronic format. We hope the new facility enables you to process our invoices in a more cost effective manner and allows you to route, review, and approve them more efficiently.

The new facility will give you the ability to access your invoices from a secure online portal, enabling you to search for invoices using a number of criteria, and to save, download or print them as PDF or CSV files.

Once the new facility goes live, you will receive a link to the portal giving you the option to sign up. If you opt to sign up you will automatically stop receiving paper invoices by post. However we understand that you may require a test period to check the new facility and make any adjustments to your processes. If you would like to continue to receive paper invoices (in addition to the electronic invoices) during this test phase, contact your Account Director and they will facilitate the set-up of this arrangement with our Finance Team.

If you choose not to sign up to the new facility, you will continue to receive your invoices in paper format by post.

To enable this facility, we are making some changes to the Access Letters Contract. The appended change notice (number 42) details the changes and provides you with 190 days' written notice of the changes as required by Clause 13.2.1(a) of the Access Letters Contract.

### **Opportunity to test the new facility**

The new facility will be available for roll out at the end of the 190 day notice period, from 27<sup>th</sup> August 2018. However we would like to give the opportunity for customers to test the portal in a live environment, for a period up to four weeks before this date. This will enable you to assess the impact on your internal processes before switching off paper invoices. If you wish to test the new facility during the 190 day notice period please contact your Account Director. If you do decide to test the portal you must not roll out its implementation within your business until after 27<sup>th</sup> August 2018.

If you have any queries regarding the new facility contact your Account Director.

Yours sincerely,

Luisa Fulci  
Regulated Products Director  
Consumer and Network Access



## **Royal Mail Wholesale**

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### **ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 042**

**Date: 16<sup>th</sup> FEBRUARY 2018**

#### **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, we hereby notify you of the following changes to the General Access Terms and Conditions to the Contract:

2.1.1 Clause 10.1 shall be amended to read as follows:

“10.1 All notices and other communications (excluding invoices) to be served on or given to either Party under this Contract shall be:

10.1.1 for all notices to be served on or given to either Party under clauses 8 and/or 13 (except clause 13.3), given in writing and sent by a form of delivery in which delivery must be signed for and recorded by the deliverer to the Commercial Contact;

10.1.2 (subject to clause 10.1.1) only for matters to be notified under clause 13.3, Schedule 2 or the User Guide, given by telephone, email or fax to the Operational Contact; and

10.1.3 (subject to clauses 10.1.1 and 10.1.2) for all other matters relating to this Contract, given in writing and sent by a form of delivery in which delivery must be signed for and recorded by the deliverer or by fax to the Commercial Contact.”

2.1.2 Clause 11.5 shall be amended to read as follows:-

“11.5 We will make available to you weekly invoices. The invoices will show the total charges you owe for the Services during the previous seven days. You shall pay all invoices in full within 30 days of the date of the invoice. An invoice is deemed to be received on the next Working Day after the day of posting.”

2.2 The changes detailed in paragraphs 2.1 will take effect from 27<sup>th</sup> August 2018.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Luisa Fulci". The signature is written in a cursive, flowing style.

Luisa Fulci  
Regulated Products Director  
Consumer and Network Access