



18th March 2014

## Royal Mail Wholesale

148 Old Street  
London  
EC1V 9HQ

Dear Customer,

### Clarification Note

This clarification note has been prepared in response to a number of queries raised by customers in relation to Schedule 19: Royal Mail Business Mail Large Letter™<sup>1</sup> and, in particular, how the use of the list of Business Mail Large Letters Permitted Items (**Permitted Items**) and changes to that list will work in practice.

This note is intended as guidance to customers only, indicating how we intend to comply with our obligation to act reasonably as regards to changes to the list of Permitted Items.

### Summary of the issue:

Generally, Goods Fulfilment Large Letters (as defined in Schedule 19: Royal Mail Business Mail Large Letter™) are not eligible to be mailed as Business Mail Large Letter. However, Royal Mail has decided that certain items that are generally considered to be fulfilment items should nevertheless be eligible to be mailed as Business Mail Large Letters. The Royal Mail Website includes a list of these Permitted Items.

Clause 5.4 of Schedule 19: Royal Mail Business Mail Large Letter™ currently requires Royal Mail to act reasonably in updating the list of Permitted Items.

Some customers have expressed concern that Royal Mail may remove items from the list of Permitted Items without giving customers enough notice to change their mailings to reflect the updated list.

This clarification note is designed to provide reassurance to customers on how any changes to the list of Permitted Items will be dealt with.

### Clarification:

#### *Additions to the list*

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<sup>1</sup> For C9 Agreement holders this is called the Royal Mail Business Mail Large Letter™ Schedule and all the changes apply equally to the Royal Mail Business Mail Large Letters™ Schedule.



The concept of a Permitted Item list is that it should be dynamic and able to reflect developments in the market (e.g. it may be updated to include additional content that Royal Mail will accept as Business Mail Large Letter). Additions to the list will be of benefit to customers as this will enable them to send additional items using the Business Mail Large Letter product.

***Removing items from the list***

The intention of the Permitted Items list is, over time, to increase the content types that can be sent as Business Mail Large Letter, rather than remove items from the list. However, we cannot rule out the potential for items to also be removed and so, to provide customers with certainty, the amended Schedule 19: Royal Mail Business Mail Large Letter™ will state that Royal Mail will give customers at least 90 days' notice of changes to the content type on the list of Permitted Items. Any surcharges for non-compliance would not apply until the amendment to the list of Permitted Items takes effect.

***Change to the Schedule 19: Royal Mail Business Mail Large Letter™***

Therefore, in response to customers' concerns and to provide customers with the certainty they require, **we will amend clause 5.4 of Schedule 19: Royal Mail Business Mail Large Letter™ to confirm that we will provide customers with at least 90 days' prior written notice of changes to content types – these changes will include both additions to or removal of items from the list of Permitted Items.**

**Change notice:**

We enclose with this clarification note a formal contract change notice to amend Schedule 19: Royal Mail Business Mail Large Letter™ to reflect the position set out above with effect from 1 May, 2014, which is the earliest date we can make the change. We will not make any changes to the Permitted Items list before the contract change notice is effective and any changes after that date will be in line with the amended paragraph 5.4 on 90 days' notice.

**Further information:**

If you have further questions on Schedule 19: Royal Mail Business Mail Large Letter™ please contact your Access Account Director.

Yours sincerely,

Luisa Fulci  
Regulated Products Director  
Consumer and Network Access