



ACCESS LETTERS CONTRACT CHANGE NOTICE: NUMBER 110

DATED: 20 SEPTEMBER 2024

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 Under Clause 13.2(a)(ii) of the General Terms and Conditions of the Contract, we hereby notify you of the following changes to the Contract:

CHANGES TO SCHEDULE 3: OPTION A (NATIONAL PRICE PLAN ONE (SSCS))

- 2.1.1 Paragraph 8.1 shall be amended as follows:

8.1 We will measure your actual Daily Postings' performance against the Dynamic National Spread Benchmark and Dynamic Urban Density Benchmark in each calendar month.

- 2.1.2 Paragraph 8.2 shall be deleted.

- 2.1.3 Paragraph 8A.1 shall be amended as follows:

8A.1 You may opt to declare your actual volume of Mailing Items by zone for the purpose of calculating your Actual SSC Percentage and Urban SSC Percentage. To do this, you must provide us with the information on your Actual Posting Profile with each Daily Posting. You can do this by uploading to our DocketHub system (or any successor electronic billing system), on the day of handover, a Manifest for each Inward Mail Centre that details the number of Mailing Items by weight and by Zone for each Container (in line with the illustration of the Manifest set out in Appendix 2 to this Schedule 3 and the User Guide). Mailing Items for destination to the London Zone must be declared on your Manifest as Zone D. It is your responsibility to upload the Manifest in line with this paragraph 8A.1 and the User Guide.

- 2.1.4 Paragraph 8A.4 shall be amended as follows:

8A.4 If you choose not to provide an Actual Posting Profile pursuant to paragraph 8A.1 or do not meet the requirements in paragraph 8A.3, then we will use the actual volume of Mailing Items you have uploaded to our Dockethub system (in relation to the

National Spread Benchmark) and data we derive from our processing machines (in relation to the Urban Density Benchmark) to determine your actual volume of Mailing Items by Zone for the purpose of calculating your Actual SSC Percentage and Urban SSC Percentage.

2.1.5 Paragraph 8A.5 shall be deleted.

CHANGES TO SCHEDULE 3: OPTION B (AVERAGED PRICE PLAN TWO (ZONES))

2.1.6 Paragraph 4.1 shall be amended as follows:

4.1 You may opt to declare your actual volume of Mailing Items by zone for the purpose of calculating your Actual Posting Profile. To do this, you must provide us with the information on your Actual Posting Profile with each Daily Posting. You can do this by uploading to our DocketHub system (or any successor electronic billing system), on the day of handover, a Manifest for each Inward Mail Centre that details the number of Mailing Items by weight and by Zone for each Container (in line with the illustration of the Manifest set out in Appendix 2 to this Schedule 3 and the User Guide). Mailing Items for destination to the London Zone must be declared on your Manifest as Zone D. It is your responsibility to upload the Manifest in line with this paragraph and the User Guide.

2.1.7 Paragraph 4.4 shall be amended as follows:

4.4 If you choose not to provide an Actual Posting Profile pursuant to paragraph 4.1 or do not meet the requirements in paragraph 4.3, then we will use the data we derive from our processing machines to determine your actual volume of Mailing Items by Zone for the purpose of calculating your Actual Profile Percentage.

2.1.8 Paragraph 4.5 shall be deleted.

2.1.9 Paragraph 5.1 shall be amended as follows:

5.1 We will provide details of your Actual Posting Profile on a monthly basis in a written report within a reasonable time after the end of the month to which the report applies. In the written report provided after the end of each Quarter, we will also:

- (a) provide details of your performance against the Dynamic Royal Mail Zonal Posting Profile; and*
- (b) indicate whether according to the profile of your Mailing Items by Zone to that point you are likely to be required to pay any Profile Adjustments for that Financial Year.*

2.1.10 Paragraphs 5.2 and 5.3 shall be deleted.

2.1.11 Paragraph 7.1 shall be amended as follows:

7.1 If this Contract terminates or you change or terminate this Price Plan during a Financial Year, we may levy Profile Adjustments in respect of the period from the start of the Financial Year to the date of the change or termination of Price Plan or termination of this Contract (which we refer to in this paragraph as an Abbreviated Financial Year). We will calculate your Profile Adjustments for the Abbreviated Financial Year in line with paragraph 4 and Appendix 1 of this Price Plan as if the Abbreviated Financial Year was a Financial Year, and we will invoice you for those Profile

Adjustments within 30 days of notifying you of your end of Abbreviated Financial Year performance.

CHANGES TO SCHEDULE 3: OPTION D (REGIONAL PRICE PLAN (ZONES))

2.1.12 Paragraph 3.2 shall be amended as follows:

3.2 You may opt to declare your actual volume of Mailing Items by zone for the purpose of calculating your Actual Posting Profile. To do this, you must provide us with the information on your Actual Posting Profile with each Daily Posting. You can do this by uploading to our DocketHub system (or any successor electronic billing system), on the day of handover, a Manifest for each Inward Mail Centre that details the number of Mailing Items by weight and by Zone for each Container (in line with the illustration of the Manifest set out in Appendix 2 to this Schedule 3 and the User Guide). Mailing Items for destination to the London Zone must be declared on your Manifest as Zone D. It is your responsibility to upload the Manifest in line with this paragraph and the User Guide.

2.1.13 Paragraph 3.4 shall be amended as follows:

3.4 Provided that:

- (a) you have provided a correct Actual Posting Profile in accordance with the requirements of paragraph 3.2 and the User Guide for at least 85 per cent of your total volume of Mailing Items in a Financial Year; and*
- (b) the number of Zone Z declared Mailing Items does not exceed 10 per cent of your total number of Mailing Items in a Financial Year,*


then we shall accept your uploaded data as representative of your Actual Profile Percentage for each Zone.

2.1.14 Paragraph 3.5 shall be amended as follows:

3.5 If you choose not to provide an Actual Posting Profile pursuant to paragraph 3.2 or do not meet the requirements in paragraph 3.4, then we will use the data we derive from our processing machines to determine your actual volume of Mailing Items by Zone for the purpose of calculating your Actual Profile Percentage.

2.2 The changes detailed in paragraph 2.1 above will take effect from 1 April 2025.

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Wholesale