

7 October 2011

Royal Mail Group

Ofcom
Riverside House
2a Southwark Bridge Road
LONDON
SE1 9HA

100 Victoria Embankment
London
EC4Y 0HQ

Attn: Chris Rowsell

david.x.bates@royalmail.com

www.royalmail.com

Dear Sirs

**Regulatory Conditions imposed under the Postal Services Act 2011
Notification under Condition CP4:
Changes to Royal Mail Terms and Conditions**

Following the publication on 30 September 2011 of Postcomm's document "Decision on Royal Mail applications to change its terms and conditions" and the Direction therein, Royal Mail notifies Ofcom, under Condition CP4 of the conditions imposed by Ofcom on 29 September 2011 to apply from 1 October 2011, that items posted on or after 9 January 2012 will be subject to amended terms and conditions as summarised below:

Royal Mail will:

1. remove the entitlement for customers to claim compensation for loss or damage to untracked contract mail services, both domestic and international. This change will apply equally to Regulated and non-Regulated services;
2. reduce the period of time that claims for loss or damage compensation can be submitted in relation to domestic Scheme services and to standard contract domestic mail services where the right to claim compensation for loss or damage (i.e. tracked services) is to remain, to 80 calendar days from the date the mail item was posted¹.
3. reduce the period of time that requests for Proof of Delivery for Special Delivery and Recorded Signed For items offline (i.e. via Customer Services) and for requesting a fee refund in the event of failure to provide a Proof of Delivery from twelve months to three months from the date the item was posted;

¹ The time limit for international Scheme and contract services is not changing and will remain at 6 months

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4. pay compensation to account customers by crediting the customer's account, or offset any compensation Royal Mail owes an account customer against any debt owed to Royal Mail by that customer. Royal Mail will stop paying compensation by cheque to account customers;²
5. align the period of time undeliverable items will be kept at Royal Mail's Delivery Offices to 18 days, whether posted under a Scheme or under contract, This represents a change in the length of time that Recorded Signed For items are kept from 7 to 18 days; Royal Mail Tracked items from 14 to 18 days; and all other standard mail services from 21 to 18 days;
6. remove Packetpost and Packetsort from Royal Mail's voluntary Bulk Mail Compensation Scheme for delay. This complements the other compensation changes to untracked packet services that Royal Mail is making to bring it into line with other parcel operators in the UK, and further aligns compensation arrangements across Royal Mail packet services. Packet customers who wish to use Royal Mail's packet services and benefit from compensation for delay will need to use our Special Delivery service which, unlike Packetpost and Packetsort, is time-guaranteed and has delay compensation built into the price;
7. for the standard contract mail services where the right to loss or damage compensation is to remain, maximum compensation will be £50 instead of 100 times the value of a first class stamp. The services concerned are Royal Mail Tracked, International Signed for and Airsure (although enhanced compensation will still be available with International Signed for and Airsure). These products are not Regulated products. This also brings Royal Mail into line with other parcel operators and is easier for our customers to understand.

A list of the services affected by these changes is attached at Appendix A.

All Royal Mail account customers will receive a letter towards the end of October informing them of these changes, and directing them to the updated terms and conditions on Royal Mail's website. When applying for services, new customers will have the opportunity to read and agree to the new terms and conditions.

This letter has been copied to Consumer Focus and will be published on Royal Mail's website within 4 working days.

Yours faithfully

² Unless a customer has closed their account.

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A handwritten signature in black ink, appearing to read 'David Bates', with a stylized flourish at the end.

David Bates
Regulatory Affairs

cc: Nigel Woods, Consumer Focus
Natasha Dare, Consumer Focus

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Appendix A: Summary of the services affected by the changes

The numbers on the columns refer to the numbering of the changes as described in the main body of the letter.

'X' indicates that the service will be affected.

	1	2	3	4	5	6	7
Advertising Mail	X	n/a	No change	X	X	n/a	n/a
Advertising Mail Light	X	n/a	No change	X	X	n/a	n/a
Automated Standard Tariff Large Letter	X	n/a	No change	X	X	n/a	n/a
Big Book	X	n/a	No change	X	X	n/a	n/a
Business Mail Secure	X	n/a	No change	X	X	n/a	n/a
Cleanmail (including Cleanmail Advance and Cleanmail Plus)	X	n/a	No change	X	X	n/a	n/a
International untracked contract services (International Destination Sort, International Destination Sort M-Bags, International Flats, International Letters, International Mixed Mail, International Packets)	X	No change	No change	X	n/a	n/a	n/a
International tracked and secure contract services (International Contract Airsure, International Contract Signed For)	No change	No change	No change	X	n/a	n/a	X
Mailsort (all variants)	X	n/a	No change	X	X	n/a	n/a
mailmedia	X	n/a	No change	X	X	n/a	n/a
Packetpost	X	n/a	No change	X	X	X	n/a
Packetpost Returns	X	n/a	No change	X	X	X	n/a
Packetsort	X	n/a	No change	X	X	X	n/a

Cont...

	1	2	3	4	5	6	7
Packetsort Plus	X	n/a	No change	X	X	X	n/a
Presstream (including Presstream Walksort and Presstream Premium)	X	n/a	No change	X	X	n/a	n/a
Recorded Signed For (when used with Scheme services)	n/a	n/a	X	n/a	X	n/a	n/a
Recorded Signed For (when used with contract services)	n/a	n/a	X	X	X	n/a	n/a
Response Services	X	n/a	No change	X	X	n/a	n/a
Royal Mail Heavyweight	X	n/a	No change	X	X	n/a	n/a
Royal Mail Tracked and Royal Mail Tracked Next Day	No change	X	No change	n/a	X	n/a	X
Special Delivery	No change	X	X	n/a	X	n/a	n/a
Stamp and meter mail (scheme services, domestic and international)	No change	X	No change	No change	X	n/a	n/a
Standard Parcels	No change	X	No change	No change	X	n/a	n/a
Standard Tariff international services on account (International PPI)	X	n/a	No change	X	n/a	n/a	n/a
Standard tariff domestic services on account (1 st & 2 nd class PPI letters, large letters and packets)	X	n/a	No change	X	X	n/a	n/a
Sustainable Mail	X	n/a	No change	X	X	n/a	n/a
Walksort	X	n/a	No change	X	X	n/a	n/a
Postal voting	X	n/a	No change	X	X	n/a	n/a
Election Mail	X	n/a	No change	X	X	n/a	n/a