

Condition DUSP 3.3

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Royal Mail statement on the arrangements for users of postal services whose premises are not within 10 kilometres of an access point capable of receiving postal packets up to 20 kilograms and registered mail.

The access point described in Condition DUSP 3.3 granted to Royal Mail by Ofcom is, in practice, a Post Office counter, as this is the basic means of providing comprehensive physical access for all customers to the postal network including for the largest postal packets Royal Mail is obliged to carry and for the sale of Special Delivery items.

The Licence granted to Royal Mail recognises that up to 5% of potential and actual users of postal services may have to travel more than 10kms on those occasions when they need to post a large postal packet or Special Delivery item. This Condition requires Royal Mail to issue a statement of what arrangements it has, or intends to offer, for such users.

Statement

Royal Mail's access arrangements are designed to ensure customers of postal services that they can post the largest postal packets and use the Special Delivery service on a daily basis and that a daily collection of items is made by Royal Mail.

For all mail items, the daily collection service is offered Monday to Saturday (as required by the terms of Condition DUSP 3.3). The last available posting times are shown at the individual Post Offices and customers should be aware that the Saturday collection will be earlier than the weekday collection.

Post Offices are generally located in urban and main rural population centres. The latest posting times will vary by location and are determined by the time needed to transport the items to an appropriate postal handling centre for sortation that day and in time for onward transmission to their delivery destination.

Royal Mail believes that the potential customers who may have to travel more than 10kms to a Post Office to post a large postal packet and/or Special Delivery item are largely those living in rural areas. In this type of location, the availability of Post Office facilities may be from part-time Rural Post Offices or mobile Post Offices, which may not always be available on a daily basis.

In addition, where Royal Mail delivers to more remote rural premises by van, items which carry the appropriate postage can be handed to the driver for collection and onward transmission. In that instance, postal packets may be refused if too bulky or heavy.

Also, where Royal Mail has an arrangement with an individual customer for a private, lockable roadside delivery box, mail for collection can be left in the lockable box, providing it bears the appropriate postage. A small charge is made for this service. Customers may also use an unlockable box at their own risk.

Royal Mail offers a paid-for contractual collection service for all mail products which is available for one-off or regular daily collection, and is available for six days a week. There is also an available option of choosing an actual collection time.

These services cannot be provided for those locations where, in accordance with the exceptions process agreed with Ofcom , our regulator, Royal Mail is unable to provide the Universal Service Obligation.

The balance Royal Mail has to strike in these circumstances is one of reasonableness in the provision of its physical access points. Royal Mail sympathises with its customers who have to travel more than 10kms to post larger postal items or use the Special Delivery services, and hopes that where they are also likely to have to travel that distance to access shops and other retail outlets necessary for daily living they include a visit to the Post Office as part of that trip. Royal Mail trusts that such customers will have developed ways of meeting these needs and overcoming the distance problems of rural living. Royal Mail believes that its current arrangements provide a reasonable and cost effective means of access for customers of postal services, which further meets the HM Government access requirements of Post Office Ltd to provide as complete as possible nation wide coverage.