



3<sup>rd</sup> May 2011

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## CONDITION 7 NOTIFICATION:

### Changes and clarifications to machineable letter product specifications

Dear Philip,

I am writing to formally notify you, under Condition 7 of our Licence, that we will make some changes to the specifications of our machineable letter products on 3<sup>rd</sup> August 2011. We would like to make changes as soon as possible but are mindful of the notification period required by Condition 7. From this date, customers posting the following products will be able to take advantage of revised specifications of 'One-piece mailer's, sealing tolerances and address block visibility as listed Appendix 1 below.

Mailsort<sup>®</sup> 70 OCR and CBC  
Mailsort<sup>®</sup> 120 OCR and CBC  
Mailsort<sup>®</sup> 700 OCR and CBC  
Advertising Mail<sup>™</sup> 70 OCR and CBC  
Advertising Mail<sup>™</sup> 120 OCR and CBC  
mailsort<sup>®</sup> Light (Advertising Mail<sup>™</sup> Light)  
mailmedia and mailmedia Plus  
Cleanmail<sup>®</sup> OCR and CBC  
Cleanmail Plus<sup>™</sup> OCR and CBC

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Clean Mail® Advance\*  
Country Sort High Volume

All the changes being made permit further relaxation of the current published specifications. We are also taking the opportunity to provide some clarifications. There are no changes to any pricing as a result of these amendments to product requirements and all other entry and presentation criteria remain as published in the User Guides and our Terms and Conditions.

A copy of this letter has been sent to Consumer Focus and will be published on Royal Mail's website within four working days.

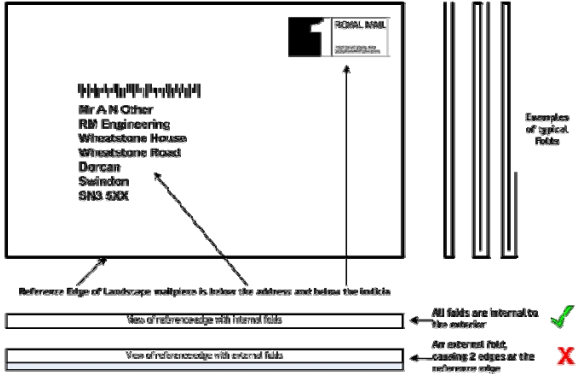
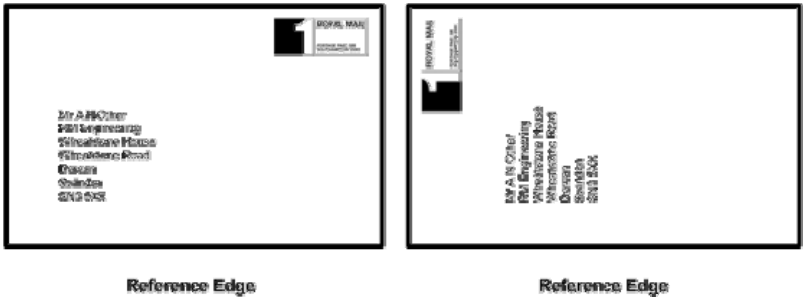
Yours sincerely,

A handwritten signature in black ink that reads "Simon Oates". The signature is written in a cursive, flowing style.

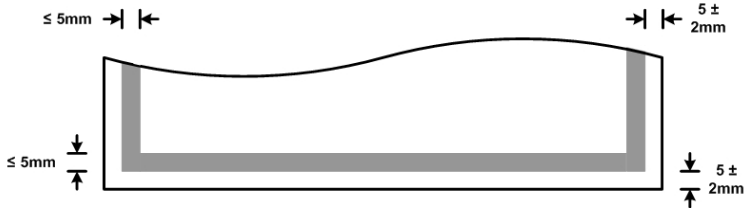
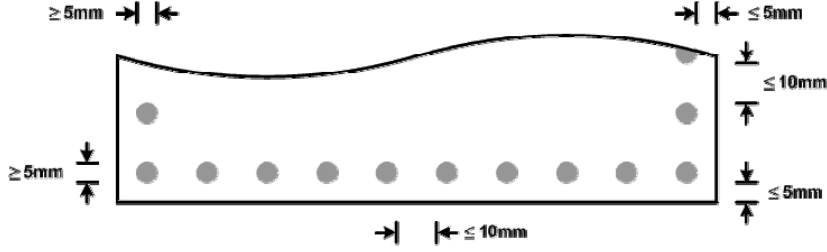
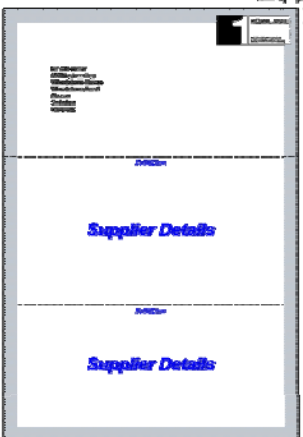
Simon Oates  
Director of Regulatory Strategy

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## Appendix 1

Current	Change or Clarification	Requirement
<b>'One Piece Mailer Specification'</b>		
Definition of a One-piece mailer to be included	Clarification	<i>'A One-piece mailer is a rectangular or square shaped mail piece that is made from a single sheet of rectangular or square paper. This sheet of paper is folded and sealed on its unfolded edges using either glue spots or a continuous glue line.'</i>
Inserts permitted	Clarification	<i>One-piece mailer envelopes may contain an insert providing that the technical specifications for the product chosen are met e.g. insert movement, thickness and spatial distortion.</i>
Glue specification for One-piece mailer	Change - this allows the above to be permitted	<i>Where a One-piece mailer has been made the sealing adhesive(s) must be <math>\leq 80</math> microns thick.</i>
Construction of the One-piece mailer	Clarification	<i>The edges of the One-piece mailer must either be sealed or folded. The edges and flap must be securely sealed by a number of glue spots or a continuous line of glue.</i>
Folding requirements	Clarification	<p><i>Where multiple folds are required these must be internal to the exterior, 'concertina folding' is not permitted. Gluing requirements must still be met.</i></p> 
Flap location	Clarification	<p><i>The flap must be <math>\geq 40</math>mm from the reference edge</i></p> 

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<p>Glue line width</p>	<p>Clarification</p>	<p>The glue line must be <math>\leq 5\text{mm}</math> wide with <math>\pm 2\text{mm}</math> tolerance</p> 
<p>Glue properties</p>	<p>Clarification &amp; Change</p>	<p>The glue weld must be <math>\leq 80</math> microns thick.          The glue must not be brittle.          The tensile strength of the glue must be <math>\geq 4.5\text{N}</math> or fibre tear must be exhibited on separation</p>
<p>Images</p>	<p>Change</p>	 
<p><b>Sealing requirements</b></p>		
<p>Sealing tolerance</p>	<p>Change &amp; Clarification</p>	<p>There is a maximum tolerance of 25mm from the right and left edges of the envelope and a maximum of 35mm from the top edge of the envelope where the flap does not have to be gummed or sealed.</p> <p>This tolerance applies to all envelope flap types.</p>
<p><b>Clarification of Tap test requirements OCR</b></p>		
<p>If the top line of the address block is Mailer Defined information it may tap out of the window</p>	<p>Change</p>	<p>If the Mailer Defined Information (MDI) is the top line of the block and taps cleanly &amp; completely out yet the addressee is visible this is acceptable. We will accept the addressee details tapping right up to the edge of the window.          * this does not apply to Cleanmail® Advance</p>

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Clarification of Tap test requirements CBC		
The Mailer Defined Information may tap out either totally or partially, the top line of the address block may tap out as long as it taps back in.	Change	<i>For CBC the Mailer Defined Information (MDI) can tap out either totally or partially and the top line of the address block can tap out as long as it taps back in. * this does not apply to Cleanmail® Advance</i>