



8<sup>th</sup> January 2010

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**CONDITION 7 NOTIFICATION:  
Special Delivery™ 9.00am amendment to Terms and Conditions**

Dear Philip,

I am writing to formally notify you, under Condition 7 of Royal Mail's licence that on 8<sup>th</sup> April 2010 a change to the terms and conditions for Royal Mail Special Delivery™ 9.00am will come into effect. These changes are beneficial for sending and receiving customers. As such Royal Mail would like to introduce this change as soon as possible but is mindful of its obligation under Condition 7 and so is giving three month's notice.

**Special Delivery™ 9.00am – amendment to Terms and Conditions**

From 8<sup>th</sup> April 2010, Royal Mail will allow an element of flexibility to the delivery window for Special Delivery™ 9.00am in certain situations. Royal Mail recognises that purchasers of Special Delivery™ 9.00am want items to be delivered by 9.00am the following morning. In certain circumstances the delivery address may not open to receive Special Delivery™ items until 9.00am which means that successful delivery is not possible as no one is available to provide a signature. Royal Mail will continue to endeavour to deliver items by 9.00am but reserves the right to deliver Special Delivery™ 9.00am items, successfully, up to 09:30am where delivery is being made to a business address that is not open before or at 9.00am. Royal Mail recognises that delivery to such business addresses by 9:30am is preferable to issuing a "While you were out" card which requires the recipient to collect the item from the local callers' office after 2pm that day.

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Customer Services will be able to ascertain if a business premises was open before 9.00am or not when assessing claims for Special Delivery™ 9.00am items received between 9.00am and 9.30am. If the business premises was open prior to 9.00am claims for late delivery will be honored. This change does not alter or impact on areas which are exempt from the 9.00am guarantee.

Changes will be made to all relevant publications and product literature will be updated prior to deployment. A copy of this letter has been sent to Consumer Focus and will be published on Royal Mail's website within 4 working days.

Yours sincerely,

A handwritten signature in black ink that reads "M Waples". The signature is written in a cursive style with a large, stylized 'M'.

Mark Waples  
Head of Regulation and Compliance