



23 April 2007

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Copied for information to:

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CONDITION 7 NOTIFICATION:

Re-introduction of 80% Delivery Point Suffix Accuracy and Changes to the Optical Character Recognition and Customer Bar Code Specifications.

Dear Caroline,

I am writing to formally notify you, under Condition 7 of Royal Mail's Licence, that Royal Mail will

1. Re-introduce the requirement for customers who use the Customer Barcode (CBC) automated letter service options to ensure that at least 80% of items within a mailing contain a full and accurate Delivery Point Suffix (DPS) from 1st May 2008.

Royal Mail is providing customers with 12 month's notice of our intention to re-introduce the requirement for accurate DPS on mailings as specified in our product literature and in particular, Know How: a user's manual for Mailsort, Walksort and Cleanmail (2002) which was in force at the time of the Licence notification on 1st April 2003. This change is only applicable to customers who use the following services –

- Cleanmail® CBC
- Cleanmail Plus™ CBC
- Mailsort® Light
- Mailsort® 120 CBC
- mailmedia® 700
- mailmedia® Clean
- Mailsort® 700

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2. Make some beneficial changes to the Optical Character Recognition (OCR) and CBC specification, which will come into effect on 1st August 2007. The changes are detailed in the enclosed document.

Customers who use the following Royal Mail services are affected by the changes above.

- Cleanmail® OCR
- Cleanmail® CBC
- **mailmedia**® 700
- Mailsort® Light
- Mailsort® 120 OCR
- Mailsort® 700
- Cleanmail Plus™ OCR
- Cleanmail Plus™ CBC
- **mailmedia**® Clean
- International Bulk Mail™
- Mailsort® 120 CBC

All Royal Mail customers who use the above named services will receive a letter by the 30th April 2007 to inform them of these changes and the dates on which they become effective.

A copy of this letter has been sent to Postwatch and will be published on Royal Mail's website within 4 working days.

Yours sincerely,



Mark Waples
Regulation & Commercial Policy Manager