



26<sup>th</sup> September 2008

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Copied for information to:

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**CONDITION 7 NOTIFICATION:  
Local Collect fee waiver during December 2008**

Dear Philip,

I am writing to formally notify you, under Condition 7 of Royal Mail's licence that during the month of December 2008 Royal Mail, subject to Regulatory consent<sup>1</sup>, will waive the fee for Local Collect (as offered to recipients following a failed delivery<sup>2</sup>). This change is beneficial, and is proposed to enhance the delivery experience of recipients in the run up to and during the Christmas period.

Following consumers' dissatisfaction with packet deliveries last Christmas, Royal Mail is putting in place a range of service improvements for recipients during December 2008. These will be available on all delivered mail (be it from retail or downstream access customers).

These recipient-focused service developments will improve the experience for packet recipients during this peak period. They include:

- Opening all enquiry offices for longer
- Providing evening deliveries and Sunday re-deliveries as volume demands and geographical restrictions allow
- Promoting alternative addressing options, such as using Local Collect or using an address where someone will be available to receive the item
- Waive the 50p fee for Local Collect services after a failed delivery throughout December 2008.

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<sup>1</sup> Royal Mail has applied to Postcomm for a Direction to reduce the 3 month notice period required by Condition 7.

<sup>2</sup> Local Collect as offered to posting customers for an annual fee of £300 remains unchanged by this proposal.

Cont...

We will be telling all customers of these Christmas service developments in a direct mail campaign that will take place between 17<sup>th</sup> and 22nd November 2008<sup>3</sup>. This letter has been copied to Postwatch 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 & Compliance

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<sup>3</sup> This communication will make it clear that the plan to waive the 50p Local Collect charge is subject to Regulatory consent.