



1<sup>st</sup> September 2009

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**CONDITION 7 NOTIFICATION:  
Local Collect fee waiver during December 2009**

Dear Philip,

I am writing to formally notify you, under Condition 7 of Royal Mail's licence that during the month of December 2009 Royal Mail will waive the 50p fee for Local Collect (as offered to recipients following a failed delivery). 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 during Christmas 2007, and the offering of Local Collect, for free, during December 2008, Royal Mail is again putting in place 3 key service improvements for recipients during December 2009. These will be available on all delivered mail (be it from retail or downstream access customers).

These service developments will improve the experience of packet recipients during this peak period. They include:

- Opening enquiry offices for longer
- Providing evening deliveries and Sunday re-deliveries as volume demands and geographical restrictions allow
- Waiving the 50p fee for Local Collect services after a failed delivery throughout December 2009.

Cont...

This letter has been copied to Consumer Focus and will be published on Royal Mail's website within 4 working days. Royal Mail will inform all social customers of these Christmas service developments in a direct mail campaign that will be sent to UK households from the 16<sup>th</sup> November 2009.<sup>1</sup>

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

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<sup>1</sup> Royal Mail will be informing retail-clients of the service developments via a multimedia campaign delivered via our sales-force from September 2009. This sales pack will include a DVD video, leave-behind brochures, and a template letter amongst other media.