



06 April 2009

Philip Groves  
Postcomm  
Hercules House  
6 Hercules Road  
LONDON  
SE1 7DB

Mark Waples  
1<sup>st</sup> Floor  
Royal Mail Letters Centre  
35-50 Rathbone Place  
LONDON  
W1T 1HQ  
[mark.waples@royalmail.com](mailto:mark.waples@royalmail.com)

Copied for information to:

Ruth Heller  
Postcomm  
Hercules House  
6 Hercules Road  
LONDON  
SE1 7DB

Nigel Woods & Cem Suleyman  
Consumer Focus  
4<sup>th</sup> floor  
Artillery House  
Artillery Row  
LONDON  
SW1P 1RT

**CONDITION 7 NOTIFICATION:  
An update to the Royal Mail Heavyweight and Big Book specification**

Dear Philip,

I am writing to formally notify you, as required by Condition 7 of Royal Mail's Licence, that an update to the specification for Royal Mail Heavyweight and Big Book will take effect on 06<sup>th</sup> July 2009. This update is necessary to reflect how bundles should be placed within Rigid Stackable Containers (RSCs) and brings the specification into line with that of Mailsort and Presstream.

The current clause on page 23 of the product guide for Royal Mail Heavyweight and Big Book states:

**"The maximum bundle weight is 6.4kg when stacked in columns (to enable RSCs to be unloaded from the front and worked through to the rear without stepping or stretching), or 4.2kg if loaded in layers on RSCs."**

This will be altered to read:

**"Bundles must not exceed 6.4kg in weight. If mail is presented in RSCs the bundles must be stacked in columns to enable the cage to be unloaded from the front and worked through to the rear without having to step on contents or stretch to reach the bundles at the rear of the cage."**

A copy of this letter has been sent to Consumer Focus and will be published on Royal Mail's website in due course.

Cont...

Yours sincerely,

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

Mark Waples  
Head of Regulation and Compliance