



2<sup>nd</sup> July 2008

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**CONDITION 7 NOTIFICATION:**

- 1 Presstream Alternative Delivery Specification**
- 2. Presstream Premium Mail Centre Extension**
- 3. No compensation option for Royal Mail Tracked™**

Dear Philip,

I am writing to formally notify you, under Condition 7 of Royal Mail's licence that on 2<sup>nd</sup> October 2008 changes to delivery options and pipeline access for customers using Royal Mail Presstream products will come into effect. These changes are beneficial, and have been made in order to make our specification easier for customers to use and to more accurately reflect our operational and automation requirements going forward. In addition a 'No Compensation' option will be provided with Royal Mail Tracked. Royal Mail would like to make these changes earlier than 2<sup>nd</sup> October 2008 as they are beneficial but acknowledge that Royal Mail's Licence, specifically Condition 7 requires a pre-deployment period of 3 months.

Details of these changes can be found overleaf.

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## 1. Alternative Delivery Specification on Presstream

The following change applies to all Presstream product variants.

The Alternative Delivery Specification (ADS as currently available with RM Heavyweight) will be made available to Presstream mailings. This means that if the item is too big to fit through a letterbox, items with an ADS instruction will default to ADS, allowing the delivery person to leave the item at the address in accordance with the ADS. The ADS definition is: *"if the recipient is not at home and the item is non letterboxable then it should be left in the vicinity of the letterbox, out of public sight and under shelter from the elements"*.

All ADS items would carry a label telling detailing the delivery method.

All Presstream ADS mailings would require a minimum of 7 days notice to allow Royal Mail to communicate that a Presstream ADS mailing is due.

All other existing Presstream terms and conditions must be adhered to. All ADS mailings would be made on the understanding that Royal Mail would not be held responsible for the loss of any item at the point of delivery and that Royal Mail would not compensate the recipient, but would refer the recipient back to the customer.

This is a beneficial change for our customers as it gives a greater choice of delivery options. As such it is not a mandatory change. Customers will choose the delivery specification that best suits their needs.

## 2 Presstream Premium Mail Centre Extension

The following change applies to Presstream Premium and will enable more Mail Centres to be access points. Below is a list of Mail Centres currently accepting Presstream Premium:

Bath/Taunton, Birmingham, Bristol, Cambridge, Cardiff, Chester, Croydon, Edinburgh , Glasgow, Greenford, Guildford, Harrow, Hemel Hempstead, Jubilee, Leeds, Leicester, Liverpool, London (All), Manchester, Oxford, Peterborough, Reading, Slough, Tonbridge, Uxbridge and Watford/St Albans/ Enfield.

On or after the 2<sup>nd</sup> October and following a customer request (and dependant on Operational capability and agreement) the following Mail Centres may be added to the above list with immediate effect. This means that customers' needs can be met by having Mail Centres added to the list quickly.

Mail Centres currently not on the list are the following:

Aberdeen, Belfast, Bolton, Bournemouth, Bradford, Canterbury, Carlisle, Chelmsford, Coventry, Crewe, Darlington, Dartford, Derby, Doncaster, Exeter, Farnborough, Gatwick,

Cont...

Gloucester, HWDC, Hull, Inverness, Ipswich, Maidstone, Middlesbrough (Teeside), Milton Keynes, Newcastle (Tyneside), Northampton, Norwich, Nottingham, Oldham, Plymouth, Portsmouth, Preston, Romford, Sheffield, Shrewsbury, Southampton, Southend-On-Sea, Stevenage, Stockport, Swansea, Swindon, Wolverhampton, Worcester, York.

An up to date list of Mail Centres will be maintained on Royal Mail's website.

For both changes all relevant publications (such as the Mailsort User Guide and Presstream Schedule) will be amended to encapsulate these adjustments, prior to them being deployed.

### 3. No Compensation option for Royal Mail Tracked™

On or after the 2<sup>nd</sup> October 2008 Royal Mail will introduce a 'no compensation' option on Royal Mail Tracked™. In return for choosing not to claim compensation customers will pay 0.75p per item less than the current tariff rates.

Changes will be made to all relevant publications (such as product literature and websites) will be amended to encapsulate these adjustments, prior to them being deployed.

A copy of this letter has been sent to Postwatch and will be published on Royal Mail's website within four 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  
Regulation & Commercial Policy Manager