



6th September 2010

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**CONDITION 7 NOTIFICATION:
Changes to the Inland Letter Post and Inland Parcel Post Schemes**

Dear Philip,

I am writing to notify you formally, under Condition 7 of Royal Mail's Licence, of a number of adjustments to the Successor Postal Services Company Inland Letters Post Scheme 2001 (as amended) ("ILPS") that will take effect from 6th December

1) The following paid-for services will be removed from the ILPS and instead provided on a contractual basis:

- Admail
- Business Collection
- Business Keepsafe
- Diversion
- Floor Fees
- Keepsafe
- PO Box
- Private Postbox
- Private Roadside Letterbox
- Redirection
- Response Services
- Selectapost
- Local Collect

Cont...

In most cases existing customers of these services will receive a letter informing them of the change and directing them to the terms and conditions on our website. New customers will have the opportunity to read and sign terms and conditions when applying for these services. There are two exceptions to this:

- Where services are offered for a defined period of time (Keepsafe, PO Box, Redirections), customers already using these services will continue to receive them under the terms stated in the Scheme for the remainder of the period for which they have purchased the service. If they renew it will be under the new terms and conditions.
- We will continue to offer Private Postbox and Private Roadside Letterbox to existing customers under the terms stated in the Scheme. New customers will be subject to the new terms and conditions.

2) Details of the following free services will be removed from the ILPS and placed on the Royal Mail website:

- Forwarding
- Poste Restante
- Callers Service
- Petitions to Parliament and the Sovereign

3) All references to PPI mail – which is already provided on a contractual basis in any case – will be removed from the ILPS.

4) All services now listed on the Successor Postal Services Company Inland Parcel Post Scheme 2001 (as amended) will be transferred on to the ILPS to create a single scheme for all inland products.

There will be no less-beneficial changes to these products. Royal Mail will continue to make the affected services available to customers on contractual terms which do not differ from the conditions set out in the ILPS.

We will be communicating these changes to the relevant customers in October. This letter has been copied to Consumer Focus and will be published on Royal Mail's website within 4 working days.

Yours sincerely,



Mark Waples
Head of Regulation and Compliance