

## ANNEX TO CONDITION 4

### Minimum targets to be incorporated in the Licensee's scheduled services and standards

PRODUCT/SERVICE			TARGET (%)		
No	Name of product/service		To end of March 2004	To end of March 2005	To end of March 2006
1	1 <sup>st</sup> Class mail	Notes 1 - 5	92.5	92.5	93.0
2	2 <sup>nd</sup> Class mail	Notes 1 - 5	98.5	98.5	98.5
3	Mailsort 1	Notes 1 - 6	91.0	91.0	91.5
4	Mailsort 2	Notes 1 - 6	97.5	97.5	97.5
5	Mailsort 3	Notes 1 - 7	97.5	97.5	97.5
6	Presstream 1	Notes 1 - 5	90.5	90.5	91.0
7	Presstream 2	Notes 1 - 5	97.5	97.5	97.5
8	1 <sup>st</sup> Class PPI	Notes 1 - 5, 8	90.6	90.6	91.1
9	2 <sup>nd</sup> Class PPI	Notes 1 - 5, 8	97.4	97.4	97.4
10	1 <sup>st</sup> Class response services	Notes 1 - 5, 9	90.3	90.3	90.8
11	2 <sup>nd</sup> Class response services	Notes 1 - 5, 9	97.5	97.5	97.5
12	Special delivery	Note 13	99.0	99.0	99.0
13	Tail of mail on all products: % to be delivered within the specified number of working days of the due day of service for services 1 to 12 above and 16 below		99.9 within 3 working days of that date for services 1 to 12 and within 7 working days of that date for service 16	99.9 within 3 working days for all these services	
14	Postcode area targets: all stamped and metered posted mail Note 10		90.5% in all areas	91.0% in all areas	91.5% in all areas
15	Postcode area targets: Intra area mail Note 11		92.5% in all areas	92.5% in all areas	92.5% in all areas

16	Parcels – 3 day standard service Note 12	90.0	90.0	90.0
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Notes:

1. The products and services referred to above are those products and services as may be more fully defined by reference to a table of definitions approved by Postcomm for the purpose of this Annex with the agreement of the Licensee<sup>1</sup>.
2. The percentages shown for products/services numbered 1 to 4 and 6 to 11 above show the percentage of letters that should meet the service requirements of delivery the next working day for first class services or by the end of the third working day after collection or receipt by the Licensee for second class services. The services numbered 1, 3, 6, 8 and 10 are first class services. The services numbered 2, 4, 7, 9 and 11 are second class services.
3. The percentages to be achieved are to be achieved on average in the United Kingdom as a whole throughout the periods of 12 months ending at the end of March in each of the years shown, excluding the Christmas and New Year period.
4. The Christmas and New Year period is the period commencing on the first Monday in December in any year and ending at the start of the first working day after the immediately following New Year public holiday or, in Scotland, at the start of the first working day after the immediately following Scottish New Year public holiday.
5. The 1<sup>st</sup> Class and 2<sup>nd</sup> Class targets are national targets for all stamped and metered 1<sup>st</sup> Class and all stamped and metered 2<sup>nd</sup> Class mail; they may reflect relative volumes and different targets for intra, neighbouring and distant postcode conveyance.
6. Any reference to Mailsort 1, 2 or 3 includes all the Mailsort services described in the table approved for the purpose of Note 1 with suffixes 1, 2 and 3 respectively.
7. The percentages shown for the product/service numbered 5 show the percentage of letters that should meet the service requirement of delivery by the end of the seventh working day after collection or receipt.
8. The services offered for 1st Class and 2nd Class PPI (Postage Paid Impression) are substantially the same services as other 1st Class and 2nd Class services. Separate performance targets are applicable because of slightly different arrangements for the receipt of mail under PPI services by the Licensee as compared with other services.
9. The response services referred to in the table approved for the purpose of Note 1 are offered through both 1<sup>st</sup> and 2<sup>nd</sup> class post.
10. The postcode area targets are minimum targets for delivering first class mail the next working day after receipt or collection to be achieved on average in each postcode area (except HS, KW and ZE) throughout the

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<sup>1</sup> Approval given 23 March 2001. Available on Postcomm public register and website.

periods of 12 months ending at the end of March in each of the years shown, excluding the Christmas and New Year period (see note 4).

11. The intra postcode area targets are minimum targets, for delivery of first class mail posted and delivered in the same postcode area, to be achieved on average in each postcode area throughout the period of 12 months ending at the end of March in each of the years shown, excluding the Christmas and New Year period (see note 4).

12. The percentages shown for the product/service numbered 16 show the percentage of parcels that should meet the service requirement of delivery by the end of the third working day after collection or receipt.

The percentages show the percentage of letters to be delivered within the delivery specification for the service purchased by the sender.