

DUSP 1

SERVICES, ACCESS POINTS, PERFORMANCE TARGETS, NOTIFICATION AND PUBLICATION AND CONTINGENCY PLANNING¹

1.1. Application, definitions and interpretation

DUSP 1.1.1	This Designated USP condition (“ DUSP Condition ”) shall apply to the <u>universal service provider</u> .
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DUSP 1.1.2	<p>In this DUSP Condition—</p> <p>(a) “Act” means the Postal Services Act 2011 (c.5);</p> <p>(b) “actual routing time” means the period in <u>working days</u>, between the <u>deemed date of collection</u> of a <u>postal packet</u> and the <u>deemed delivery date</u> of that packet;</p> <p>(c) “appointed date” means 1 October 2011;</p> <p>(d) “appropriate testing methodology” means a testing methodology which is :</p> <ul style="list-style-type: none">i. representative of the range of services and customers for whom these performance targets are relevant;ii. capable of providing results with measurable statistical significance; andiii. compliant with Article 16 of the <u>Directive</u>; <p>with reference where relevant to harmonised standards adopted under Article 20 of the <u>Directive</u>.</p> <p>(e) “blind” means registered as blind under the provisions of the National Assistance Act 1948;</p> <p>(f) “Certificate of Posting” means a document issued or validated by a <u>post office</u> affirming that a <u>postal packet</u> has been deposited for conveyance;</p> <p>(g) “Christmas period” means the period commencing on the first Monday in December in any year and ending at the start of the first <u>working day</u> after the New Year <u>public holiday</u> in the following year or, in Scotland, at the start of the first <u>working day</u> after the Scottish New Year <u>public holiday</u> in the following year;</p> <p>(h) “Consumer Advocacy Bodies” means Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland;</p> <p>(i) “deemed date of collection” has the meaning given in DUSP 1.2.1(b);</p> <p>(j) “deemed delivered”, in relation to a performance target applicable to</p>
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¹ As of 1 April 2014

a postal packet, means any of
(i) delivered or attempted to be delivered to the address given on the postal packet;
(ii) delivered to a person named as the addressee on the postal packet; or
(iii) delivered to an alternative delivery point approved by OFCOM.

(k) “deemed delivery date” means the earlier of -
(i) the date upon which a postal packet is delivered to the address given on the postal packet;
(ii) the date upon which a postal packet is delivered to a person named as the addressee on the postal packet;
(iii) the date upon which a postal packet is delivered to an alternative delivery point requested by the addressee or approved by OFCOM;
(iv) the date upon which an unsuccessful attempt is made to deliver the postal packet in accordance with (i), (ii) or (iii) and the universal service provider offers the addressee a choice of redelivery within a reasonable period and an opportunity to collect the postal packet from any of the following places—

- a post office;
- a delivery office; or
- another collection point approved by OFCOM for the purposes of this paragraph.

(l) “delivery office” means an office managed by the universal service provider for the purposes of processing postal packets immediately prior to the activity of delivery to the addressee.

(m) “Directive” means *Directive 97/67/EC of the European Parliament and of the Council on common rules for the development of the internal market of Community postal services and the improvement of quality of service, as amended by Directive 2002/39/EC of the European Parliament and of the Council of 10 June 2001, Regulation (EC) No 1882/2003 of the European Parliament and of the Council of 29 September 2003 and Directive 2008/6/EC of the European Parliament and of the Council of 20 February 2008;*

(n) “domestic”, in relation to a postal service, means the service is for the conveyance of postal packets from access points in the United Kingdom to addresses in the United Kingdom.

(o) “EU office of exchange” means a facility for—
(i) the collection by a universal service provider of postal packets originating from a country within the European Union other than the United Kingdom, for onward conveyance and delivery within the United Kingdom; or
(ii) the deposit by a universal service provider of postal packets originating from the United Kingdom, for onward conveyance and delivery to a country within the European Union other than the United Kingdom;

(p) “eligible items” means
(i) books, papers and letters which are prepared for use by blind or partially sighted people,
(ii) papers sent to anyone to be prepared or impressed so blind or

- (iii) partially sighted people can use them, relief maps, machines, frames and attachments for making impressions for blind or partially sighted people to use,
- (iv) writing frames and attachments for blind or partially sighted people to use,
- (v) Braille instruction manuals,
- (vi) games (including card games) for blind or partially sighted people,
- (vii) mathematical appliances and attachments for blind or partially sighted people,
- (viii) recordings of readings from printed sources, such as books, journals, newspapers, periodicals or similar publications,
- (ix) equipment used to play such recordings,
- (x) metal plates impressed or sent for impressing for use by blind or partially sighted people,
- (xi) supplies of covers, envelopes and labels for sending articles for use by blind or partially sighted people,
- (xii) watches, clocks, timers, tools and measuring equipment designed for blind or partially sighted people to use,
- (xiii) walking sticks adapted for blind or partially sighted people,
- (xiv) harnesses for guide dogs; and
- (xv) computer disks and CDs which are prepared for blind or partially sighted people;

(q) “insured item” means a postal packet the value of which has been declared to a universal service provider and of which, in the event of its theft or loss or damage in the course of its conveyance by post, the universal service provider has agreed to pay to the sender the declared value or such lesser sum as is consistent with the provision of the service at affordable prices;

(r) “latest delivery time” means, for each UK address, the time expressed in minutes past an hour by which the universal service provider endeavours to make a delivery every working day in accordance with the universal service provider’s classification, as at 1 December 2005, of addresses as either "urban" or "rural";

(s) “letter box” includes any pillar box, wall box, or other box or receptacle provided by a postal operator for the purpose of receiving postal packets, or any class of postal packets for onwards conveyance by post;

(t) “meter” means a method of evidencing payment for postal services provided by a universal service provider which involve the conveyance of a postal packet, through which the sender having paid in advance for postage applies an impression to a visible surface of the postal packet using a franking machine licensed by the universal service provider;

(u) “partially sighted” means certified by an ophthalmologist, doctor or ophthalmic optician as having vision which cannot be improved using optical aids (including magnifiers) or additional illumination to allow 12 point sized print to be read at a comfortable reading distance;

(v) “post office” means any premises or vehicle in the United Kingdom

from which postal services are provided directly to the public;

- (w) “**postcode area**” means a geographical area indicated by the letters preceding the first number in the code, as the code is set out in the postcode address file;
- (x) “**postcode address file**” has the meaning given in s.116(3) Postal Services Act 2000;
- (y) “**postcode district**” means a geographical area indicated by the (alphabetical) letters and numbers in a postcode preceding the space in the code, as the code is set out in the postcode address file;
- (z) “**proof of delivery**” means a copy of a signature, or other evidence from the recipient in confirmation of receipt, obtained on delivery of a postal packet;
- (aa) “**public holiday**” includes, in relation to a particular territory or place, any day in relation to which OFCOM has by direction provided for an exception at that place under DUSP 1.3.2;
- (bb) “**registered item**” means a postal packet which has been registered with the universal service provider in connection with its conveyance by post and for which an amount determined by the universal service provider is payable to the sender in the event of theft or loss of or damage to it in the course of its conveyance by post;
- (cc) “**ROW office of exchange**” means a facility for—
- (i) the collection by a universal service provider of postal packets originating from a country outside the European Union, for onward conveyance and delivery within the United Kingdom; or
 - (ii) the deposit by a universal service provider of postal packets originating from the United Kingdom, for onward conveyance and delivery to a country outside the European Union.
- (dd) “**Royal Mail**” means Royal Mail Group Limited, whose registered company number in England and Wales is 04138203;
- (ee) “**single piece service**” means a postal service for a conveyance of an individual postal packet to the addressee, whose price per postal packet is not subject to any discounts related to—
- (i) the number of postal packets sent in connection with the person who paid for the service;
 - (ii) the positioning or formatting of text on the postal packet;
 - (iii) the use of markings which facilitate the use of machines to sort postal packets;
 - (iv) presortation into geographical areas for delivery; or
 - (v) the purchase of any other conveyance of the same or any other postal packet.
- (ff) “**specified collection time**” means, in relation to an access point used in the provision of a service set out in Condition DUSP 1.4, that period of time within which the universal service provider endeavours to make a collection in accordance with the universal service provider’s

	<p>classification of such <u>access points</u> as at 1 December 2005 as either “commercial area”, “town/city area”, “rest of UK”, “deep rural”, “business box” or “Post Office branch”.</p> <p>(gg) “target routing time” means the target maximum time for conveying <u>postal packets</u> from the <u>access point</u> to the delivery point in the provision of a <u>postal service</u>;</p> <p>(hh) “tracking facility” means a facility enabling a sender to monitor the progress of a <u>postal packet</u> through the <u>postal network</u>;</p> <p>(ii) “USO” means products and/or services provided by <u>Royal Mail</u> for the purpose of complying with <u>Royal Mail</u>’s obligations imposed by any designated USP condition;</p> <p>(jj) “working day” means any day which is not:</p> <ol style="list-style-type: none"> (a) a Sunday; or (b) a <u>public holiday</u> in the place of collection or the place of delivery of the <u>postal packet</u> concerned.
<p>DUSP 1.1.3</p>	<p>For the purpose of interpreting this DUSP Condition—</p> <p>(a) except in so far as DUSP 1.1.2 or the context otherwise requires, any word or expression shall have the same meaning as it has been ascribed for the purpose of Part 3 of the Act;</p> <p>(b) headings and titles shall be disregarded;</p> <p>(c) expressions cognate with those referred to in this DUSP Condition shall be construed accordingly;</p> <p>(d) the Interpretation Act 1978 (c. 30) shall apply as if this DUSP Condition were an Act of Parliament;</p> <p>(e) references to a day are references to a period of twenty-four hours beginning with one midnight and ending with the next, which period shall be treated to include a Saturday, a Sunday and a <u>public holiday</u>.</p>

1.2 Routing times and delivery

<p>DUSP 1.2.1(a)</p>	<p><u>Target routing times</u> and <u>actual routing times</u> are expressed using the formula “D + n”, where—</p> <ul style="list-style-type: none"> • “D” means the <u>deemed date of collection</u>; and • “n” means the number of <u>working days</u> between D and the delivery date, including the delivery date.
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<p>DUSP 1.2.1(b)</p>	<p>“Deemed date of collection” means—</p> <ul style="list-style-type: none"> (i) in the case of a <u>postal packet</u> deposited at an <u>access point</u> in the United Kingdom on a day on which no collection is required under DUSP 1.5, the next day on which a collection is required under DUSP 1.5; (ii) <ul style="list-style-type: none"> (I) in the case of a <u>postal packet</u> deposited in the United Kingdom as described in subparagraph (II), the next day on which a collection is required under DUSP 1.5, (II) subparagraph (I) applies where the <u>postal packet</u> is deposited at a letter box on which, or at a <u>post office</u> at which, a time for last collection is advertised, after the time for last collection on a day on which a collection is required under DUSP 1.5; (iii) in any other case where the <u>access point</u> is in the United Kingdom, the date of deposit; (iv) in the case of a <u>postal packet</u> deposited at an <u>access point</u> outside the United Kingdom, after a last collection time notified in accordance with the rules of the country in question, the next day on which a collection is required under the rules of that country; and (iv) in any other case where the <u>access point</u> is outside the United Kingdom, the date of deposit.
<p>DUSP 1.2.1(c)</p>	<p>Where, in relation to a <u>target routing time</u>, the formula as applied to the delivery of a particular <u>postal packet</u> results in delivery being required—</p> <ul style="list-style-type: none"> (i) in the UK, on a day on which a delivery is not required by DUSP 1.4.1 or DUSP 1.4.2 (as the case may be); or (ii) outside the UK, on a day on which under the rules of the territory of delivery no delivery is required; <p>compliance with the routing time requirement shall be achieved if delivery is effected on the next day on which a delivery is required.</p>

DUSP 1.2.2	<p>Where a service required by this DUSP condition requires delivery of a <u>postal packet</u>, delivery shall be effected if—</p> <p>(a) the <u>postal packet</u> has been delivered to the postal address marked on the <u>postal packet</u>;</p> <p>(b) the <u>postal packet</u> has been delivered to a person named as an addressee on the <u>postal packet</u>;</p> <p>(c) the <u>postal packet</u> has been delivered to another delivery point requested by the addressee or approved by <u>OFCOM</u> for the purposes of this paragraph; or</p> <p>(d) an unsuccessful attempt has been made to deliver the <u>postal packet</u> in accordance with sub-paragraphs (a), (b), or (c) and a <u>universal service provider</u> offers the addressee a choice of redelivery within a reasonable period and an opportunity to collect the <u>postal packet</u> from any of the following places—</p> <ul style="list-style-type: none"> (i) a <u>post office</u>; (ii) a <u>delivery office</u>; or (iii) another collection point approved by <u>OFCOM</u> for the purposes of this paragraph.
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1.3 Exceptions

DUSP 1.3.1	<p>Nothing in this DUSP Condition requires the doing of anything in relation to a <u>postal packet</u>—</p> <p>(a) whose weight exceeds 20 kilograms;</p> <p>(b) whose dimensions fall outside the minimum and maximum dimensions laid down in the Universal Postal Convention adopted by the 24th Congress of the Universal Postal Union, 2008²;</p> <p>(c) which contains an item which it is reasonable to exclude from carriage by post for reasons of potential harm to health, public security or compliance with law or other regulatory requirements; or</p> <p>(d) which does not comply with conditions reasonably imposed on an item's carriage by post for reasons of potential harm to health, public security or compliance with law or other regulatory requirements.</p>
DUSP 1.3.2	<p>The requirements in this DUSP Condition in respect of the delivery or collection of <u>postal packets</u> do not need to be met—</p> <p>(a) on any day which is (in the territory concerned) a <u>public holiday</u>; or</p> <p>(b) in such geographical conditions or other circumstances as <u>OFCOM</u> has by direction specified to be exceptional for the relevant purpose.</p>

² Universal Postal Convention (Berne 2008), published by the Universal Postal Union.

DUSP 1.3.2A	<u>OFCOM</u> may by direction set out the things which must be done when exceptional circumstances under DUSP 1.3.2(b) may have arisen in any particular case, including but not limited to: reporting, notification, appeals, reviews and the establishment of alternative delivery or collection arrangements.
DUSP 1.3.3	The requirements in this DUSP Condition in respect of the delivery of <u>postal packets</u> , the <u>target routing times</u> of services and any associated quality of service performance targets do not need to be met in relation to a particular address or delivery point, where the addressee has acquired one or more <u>postal services</u> in accordance with which <u>postal packets</u> for that addressee are to be delayed or diverted.
DUSP 1.3.4	Nothing in this DUSP Condition is to be read— (a) as requiring a service to continue without interruption, suspension or restriction in an emergency; or (b) as preventing individual agreements as to prices from being concluded with customers.

1.4 Obligation to provide deliveries

DUSP 1.4.1	Except as set out in DUSP 1.3, the <u>universal service provider</u> shall offer to provide at least one delivery of <u>letters</u> originating from anywhere in the world every Monday to Saturday— (a) to the home or premises of every individual or other person in the UK; and (b) to delivery points approved by <u>OFCOM</u> for the purposes of this Condition.
DUSP 1.4.2	Except as set out in DUSP 1.3, the <u>universal service provider</u> shall offer to provide at least one delivery of other <u>postal packets</u> originating from anywhere in the world every Monday to Friday— (a) to the home or premises of every individual or other person in the UK; and (b) to delivery points approved by <u>OFCOM</u> for the purposes of this paragraph.

1.5. Obligation to provide collections

DUSP 1.5.1	Except as set out in DUSP 1.3, the <u>universal service provider</u> shall provide at least one collection— (a) every Monday to Saturday, from public <u>access points</u> for <u>letters</u> for the services described in DUSP 1.4; and (b) every Monday to Friday, from public <u>access points</u> for other <u>postal packets</u> for the services described in DUSP 1.4.
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1.6. Obligation to provide end-to-end services

	<i>End-to-end domestic services at affordable tariffs</i>
DUSP 1.6.1	Except as set out in DUSP 1.3, the <u>universal service provider</u> shall provide <u>postal services</u> meeting the following descriptions at affordable prices determined in accordance with a public tariff which is uniform throughout the United Kingdom, on fair and reasonable terms, every day on which a collection is required by DUSP 1.5.
	<ul style="list-style-type: none"> • <i>Priority service(s)</i>
DUSP 1.6.1(a)	One or more <u>domestic single piece services</u> for the conveyance of <u>postal packets</u> meeting the description in DUSP 1.6.4, other than <u>insured items</u> , which— <ul style="list-style-type: none"> (i) have a <u>target routing time</u> of D+1; (ii) are capable of purchase by postage stamp and by <u>meter</u> and may be capable of purchase by other reasonable methods; (iii) include provision of a <u>Certificate of Posting</u> free of charge on request where the <u>postal packet</u> is deposited at a <u>post office</u>; (iv) include provision of <u>proof of delivery</u> on application by the sender; and (v) do not include provision of a <u>tracking facility</u>.
	<ul style="list-style-type: none"> • <i>Standard service(s)</i>
DUSP 1.6.1(b)	One or more <u>domestic single piece services</u> for the conveyance of <u>postal packets</u> meeting the description in in DUSP 1.6.4, other than <u>insured items</u> , which— <ul style="list-style-type: none"> (i) have a <u>target routing time</u> of D+3; (ii) are capable of purchase by postage stamp and by <u>meter</u> and may be capable of purchase by other reasonable methods; (iii) include provision of a <u>Certificate of Posting</u> free of charge on request where the <u>postal packet</u> is deposited at a <u>post office</u>; (iv) include provision of <u>proof of delivery</u> on application by the sender; and (v) do not include provision of a <u>tracking facility</u>.
	<ul style="list-style-type: none"> • <i>Return to sender service(s)</i>
DUSP 1.6.1(c)	One or more <u>domestic single piece services</u> for the conveyance of <u>postal packets</u> meeting the description in DUSP 1.6.4 back to the sender within a reasonable period, where— <ul style="list-style-type: none"> (i) the <u>postal packet</u> has been conveyed in the provision of a universal postal service and delivery to the addressee named on the <u>postal packet</u> has not been effected; (ii) the sender's address is legibly marked on the <u>postal packet</u>; and

	<p>(iii) the service may be paid for by reasonable methods;</p> <p>and for the purposes of this service, part (v) of the definition of “single piece service” shall read “the purchase of a conveyance of any other <u>postal packet</u>”.</p>
	<ul style="list-style-type: none"> • <i>Registered and insured service(s)</i>
DUSP 1.6.1(d)	<p>One or more <u>domestic single piece services</u> for the conveyance of <u>postal packets</u> weighing no more than 10 kilograms and meeting the description in DUSP 1.6.4 which—</p> <p>(i) have a <u>target routing time</u> of D+1;</p> <p>(ii) have a target delivery time of 1pm, except where this is not reasonably possible;</p> <p>(iii) are available for <u>registered items</u> and <u>insured items</u> only;</p> <p>(iv) provide a <u>tracking facility</u>;</p> <p>(v) offer to provide <u>proof of delivery</u> on application by the sender; and</p> <p>(vi) are paid for in advance.</p>
DUSP 1.6.1(e)	<p>One or more <u>domestic single piece services</u> for the conveyance of—</p> <p>(i) <u>registered items</u> weighing more than 10 kilograms and meeting the description in DUSP 1.6.4; and</p> <p>(ii) <u>insured items</u> weighing more than 10 kilograms and meeting the description in DUSP 1.6.4;</p> <p>which convey the <u>postal packet</u> to the delivery point within a reasonable period.</p>

<p>DUSP 1.6.1(f)</p>	<p>• <i>End-to-end international services – fast outgoing EU services</i></p> <p>One or more <u>single piece services</u> for the conveyance of <u>postal packets</u> meeting the description in DUSP 1.6.5 to <u>EU offices of exchange</u>, where—</p> <p>(i) in relation to each country, the postal packet is conveyed to the EU office of exchange within a period that is—</p> <ul style="list-style-type: none"> (a) reasonable; and (b) compatible with the provision of an end-to-end service in which at least 85% of <u>postal packets</u> are <u>deemed delivered</u> in D + 3 and at least 97% of <u>postal packets</u> are <u>deemed delivered</u> in D + 5; and <p>(ii) the service or services are capable of purchase by postage stamp and may be capable of purchase by other reasonable methods;</p> <p>(iii) the service or services include provision of a <u>Certificate of Posting</u> free of charge on request where the <u>postal packet</u> is deposited at a <u>post office</u>.</p> <p>The service must include one or more services for the conveyance of each of the following:</p> <ul style="list-style-type: none"> • items that are neither registered nor insured; • <u>registered items</u>; • <u>insured items</u>.
<p>DUSP 1.6.1(f)A</p>	<p><i>End-to-end international services – slow outgoing EU services</i></p> <p>One or more <u>single piece services</u> for the conveyance of <u>postal packets</u> meeting the description in DUSP 1.6.6 to <u>EU offices of exchange</u>, where—</p> <p>(i) in relation to each country, the <u>postal packet</u> is conveyed to the <u>EU office of exchange</u> within a period that is</p> <ul style="list-style-type: none"> (a) reasonable; and (b) compatible with a <u>target routing time</u> for the provision of an end –to-end service of D+30; <p>(ii) the service or services are capable of purchase by postage stamp and may be capable of purchase by other reasonable methods; and</p> <p>(ii) the service or services include provision of a <u>Certificate of Posting</u> free of charge on request where the <u>postal packet</u> is deposited at a <u>post office</u>.</p> <p>The service must include one or more services for the conveyance of each of the following:</p> <ul style="list-style-type: none"> • items that are neither registered nor insured; • <u>registered items</u> • <u>insured items</u>.

	<i>End-to-end international services – fast outgoing ROW services</i>
DUSP 1.6.1(g)	<p>One or more <u>single piece services</u> for the conveyance of <u>postal packets</u> meeting the description in DUSP 1.6.5 to <u>ROW offices of exchange</u> for onward delivery to each country of the world other than countries within the European Union, where—</p> <p>(i) in relation to each country, the <u>postal packet</u> is conveyed to the <u>ROW office of exchange</u> within a period that is—</p> <ul style="list-style-type: none"> (a) reasonable; and (b) compatible with a <u>target routing time</u> for the provision of the end-to-end service of D + 7; <p>(ii) the service or services are capable of purchase by postage stamp and may be capable of purchase by other reasonable methods; and</p> <p>(iii) the service or services include provision of a <u>Certificate of Posting</u> free of charge on request where the <u>postal packet</u> is deposited at a <u>post office</u>.</p> <p>The service must include the conveyance of each of the following:</p> <ul style="list-style-type: none"> • items that are neither registered nor insured; • <u>registered items</u>; • <u>insured items</u>.
	<i>End-to-end international services – slow outgoing ROW services</i>
DUSP 1.6.1(h)	<p>One or more <u>single piece services</u> for the conveyance of <u>postal packets</u> meeting the description in DUSP 1.6.5 to <u>ROW offices of exchange</u> for onward delivery to each country of the world other than countries within the European Union, where—</p> <p>(i) in relation to each country, the <u>postal packet</u> is conveyed to the <u>ROW office of exchange</u> within a period that is—</p> <ul style="list-style-type: none"> (a) reasonable; and (b) compatible with a <u>target routing time</u> for the provision of the end-to-end service of D + 72; <p>(ii) the service or services are capable of purchase by postage stamp and may be capable of purchase by other reasonable methods; and</p> <p>(iii) the service or services include provision of a <u>Certificate of Posting</u> free of charge on request where the <u>postal packet</u> is deposited at a <u>post office</u>.</p> <p>The service must include the conveyance of each of the following:</p> <ul style="list-style-type: none"> • items that are neither registered nor insured; • <u>registered items</u>; • <u>insured items</u>.
	<i>End-to-end international services – inbound EU services</i>
DUSP 1.6.1(i)	<p>One or more <u>single piece services</u> for the onward conveyance and delivery within the United Kingdom of <u>postal packets</u> meeting the description in DUSP 1.6.7 collected from <u>EU offices of exchange</u> for <u>postal packets</u> originating from each country within the European Union other than the United Kingdom, where in relation to each country, the <u>postal packet</u> is conveyed from the <u>EU office of exchange</u> to the delivery point within a period that is—</p> <ul style="list-style-type: none"> (i) reasonable; and

	(ii) compatible with the provision of an end-to-end service in which at least 85% of <u>postal packets</u> are <u>deemed delivered</u> in D + 3 and at least 97% of <u>postal packets</u> are <u>deemed delivered</u> in D + 5.
	<i>End-to-end international services – inbound ROW services</i>
DUSP 1.6.1(j)	One or more <u>single piece services</u> for the onward conveyance and delivery within the United Kingdom of <u>postal packets</u> meeting the description in DUSP 1.6.7 collected from <u>ROW offices of exchange</u> , where in relation to each country, the <u>postal packet</u> is conveyed from the <u>ROW office of exchange</u> to the delivery point within a reasonable period.
	<i>End-to-end international services – overseas operators</i>
DUSP 1.6.2	The <u>universal service provider</u> shall use reasonable endeavours directly or indirectly to establish arrangements with <u>postal operators</u> in countries outside the United Kingdom for them to— (a) deliver to the <u>universal service provider</u> any <u>postal packets</u> posted from outside the United Kingdom for addressees in the United Kingdom; and (b) deliver to addressees within their country of operation any <u>postal packets</u> posted from inside the United Kingdom for addressees in their country of operation.
	<i>End-to-end services to be provided free of charge</i>
DUSP 1.6.3	Except as set out in DUSP 1.3, the <u>universal service provider</u> shall provide the following <u>postal services</u> free of charge throughout the United Kingdom and on fair and reasonable terms every day on which a collection is required by DUSP 1.5.
	<ul style="list-style-type: none"> • <i>Legislative petitions and addresses</i>
DUSP 1.6.3(a)	A domestic <u>postal service</u> for the conveyance of <u>legislative petitions</u> and <u>addresses</u> within a reasonable period.
	<ul style="list-style-type: none"> • <i>Services for blind or partially sighted persons</i>
DUSP 1.6.3(b)	A domestic <u>postal service</u> having a <u>target routing time</u> of D + 1, which conveys <u>eligible items</u> weighing up to 7 kilograms in aggregate per <u>postal packet</u> — (i) to <u>blind</u> or <u>partially sighted</u> persons; (ii) from <u>blind</u> or <u>partially sighted</u> persons; or (iii) from organisations representing <u>blind</u> people or providing a service specifically designed for <u>blind</u> or <u>partially sighted</u> persons. The service— (i) includes provision of a <u>Certificate of Posting</u> free of charge on request if the <u>postal packet</u> is deposited at a <u>post office</u> ; and (ii) does not include the conveyance of <u>registered items</u> or <u>insured items</u> .
DUSP 1.6.3(c)	The services described in DUSP 1.6.3(e) for the conveyance of <u>eligible items</u> to <u>EU offices of exchange</u> and <u>ROW offices of exchange</u> for onward conveyance to any country in the world other than the United Kingdom— (i) to <u>blind</u> or <u>partially sighted</u> persons; (ii) from <u>blind</u> or <u>partially sighted</u> persons; or (iii) from organisations representing <u>blind</u> people or providing a service specifically designed for <u>blind</u> or <u>partially sighted</u> persons.

<p>DUSP 1.6.3(e)</p>	<p>One or more services for the conveyance of <u>postal packets</u> weighing no more than 7 kilograms, where the <u>postal packet</u> is conveyed to the <u>EU office of exchange</u> or the <u>ROW office of exchange</u> (as the case may be) within a period that is—</p> <p>(a) reasonable; and</p> <p>(b) compatible with a <u>target routing time</u> for the provision of the end-to-end service of D + 7.</p> <p>The services—</p> <p>(i) include provision of a <u>Certificate of Posting</u> free of charge on request if the <u>postal packet</u> is deposited at a <u>post office</u>; and</p> <p>(ii) do not include the conveyance of <u>registered items</u> or <u>insured items</u>.</p>
<p><i>Description of postal packets for domestic services</i></p>	
<p>DUSP 1.6.4</p>	<p>The description is:</p> <p>(a) as to the <u>postal packet</u>'s maximum dimensions—</p> <p>(i) if the <u>postal packet</u> is a right circular cylinder—</p> <p style="padding-left: 40px;">(aa) the length plus twice the diameter does not exceed 1040 millimetres;</p> <p style="padding-left: 40px;">(bb) the length does not exceed 900 millimetres; and</p> <p style="padding-left: 40px;">(cc) the diameter does not exceed 900 millimetres;</p> <p>(ii) if the <u>postal packet</u> is not a right circular cylinder, the dimensions of the <u>postal packet</u> (measured at their widest points) do not exceed 610 millimetres by 460 millimetres by 460 millimetres; and</p> <p>(b) as to the <u>postal packet</u>'s minimum dimensions (measured at their narrowest points), each dimension of the <u>postal packet</u> exceeds 0.25 millimetres.</p>
<p><i>Description of postal packets for fast outgoing international services and slow outgoing ROW services</i></p>	
<p>DUSP 1.6.5</p>	<p>The description is:</p> <p>(a) at minimum, each dimension of the postal packet, measured at their narrowest points, exceeds 0.25 millimetres;</p> <p>(b) at maximum as to weight—</p> <p>(i) if the postal packet contains items that are not printed papers, its weight does not exceed 2 kilograms;</p> <p>(ii) if the postal packet only contains printed papers, its weight does not exceed 5 kilograms;</p> <p>(c) at maximum as to dimensions—</p> <p>(i) if the postal packet is a right circular cylinder—</p> <p style="padding-left: 40px;">(aa) the length plus twice the diameter does not exceed 1040 millimetres;</p> <p style="padding-left: 40px;">(bb) the length does not exceed 900 millimetres; and</p> <p style="padding-left: 40px;">(cc) the diameter does not exceed 900 millimetres;</p> <p>(ii) if the postal packet is not a right circular cylinder—</p> <p style="padding-left: 40px;">(aa) the sum of the length, width and depth (measured at their widest points) does not exceed 900 millimetres; and</p> <p style="padding-left: 40px;">(bb) the greatest dimension (measured at its widest point) does not exceed 600 millimetres.</p>

	Description of postal packets for slow outgoing EU services
DUSP 1.6.6	<p>The description is:</p> <ul style="list-style-type: none"> (a) at minimum— <ul style="list-style-type: none"> (i) the weight of the <u>postal packet</u> exceeds 100 grams; and (ii) the dimensions of the <u>postal packet</u>, measured at their narrowest points, exceed 245 millimetres by 165 millimetres by 5 millimetres; (b) at maximum as to weight— <ul style="list-style-type: none"> (i) if the <u>postal packet</u> contains items that are not printed papers, its weight does not exceed 2 kilograms; (ii) if the <u>postal packet</u> only contains printed papers, its weight does not exceed 5 kilograms; (c) at maximum as to dimensions— <ul style="list-style-type: none"> (i) if the <u>postal packet</u> is a right circular cylinder— <ul style="list-style-type: none"> (aa) the length plus twice the diameter does not exceed 1040 millimetres; (bb) the length does not exceed 900 millimetres; and (cc) the diameter does not exceed 900 millimetres; (ii) if the <u>postal packet</u> is not a right circular cylinder— <ul style="list-style-type: none"> (aa) the sum of the length, width and depth (measured at their widest points) does not exceed 900 millimetres; and (bb) the greatest dimension (measured at its widest point) does not exceed 600 millimetres.
	Description of postal packets for inbound services
DUSP 1.6.7	<p>The description is:</p> <ul style="list-style-type: none"> (a) at maximum as to weight— <ul style="list-style-type: none"> (i) if the <u>postal packet</u> only contains literature for the <u>blind</u>, its weight does not exceed 7 kilograms; (ii) if the <u>postal packet</u> contains anything else, its weight does not exceed 2 kilograms; (b) at maximum as to dimensions— <ul style="list-style-type: none"> (i) if the <u>postal packet</u> is a right circular cylinder— <ul style="list-style-type: none"> (aa) the length plus twice the diameter does not exceed 1040 millimetres; (bb) the length does not exceed 900 millimetres; and (cc) the diameter does not exceed 900 millimetres; (ii) if the <u>postal packet</u> is not a right circular cylinder— <ul style="list-style-type: none"> (aa) the sum of the length, width and depth (measured at their widest points) does not exceed 900 millimetres; and (bb) the greatest dimension (measured at its widest point) does not exceed 600 millimetres.

1.7 Obligation to provide addressee services

<p>DUSP 1.7.1</p>	<p>Except as set out in DUSP 1.3, the <u>universal service provider</u> shall provide the following <u>postal services</u> to addressees at affordable prices determined in accordance with a public tariff which is uniform throughout the United Kingdom, on fair and reasonable terms, and shall be available for acquisition every day excluding any day which is a Sunday or a <u>public holiday</u> in the place of acquisition.</p>
	<ul style="list-style-type: none"> • <i>Redirection services</i>
<p>DUSP 1.7.1(a)</p>	<p>One or more services for addressees providing that during a specified reasonable period all <u>postal packets</u> meeting the description in DUSP 1.6.4, that are to be delivered by the <u>universal service provider</u> to a particular addressee should be conveyed to a postal address other than that marked on the <u>postal packet</u> (“the <u>redirection address</u>”) within a reasonable period, save that this service is not required-</p> <p>(i) where the <u>redirection address</u> is outside the United Kingdom and—</p> <ul style="list-style-type: none"> • the <u>postal packet</u> contains <u>registered items</u>, <u>insured items</u> or goods; or • the <u>postal packet</u> exceeds 100 grams in weight, 240 millimetres in length, 165 millimetres in width or 25 millimetres in thickness. <p>(ii) in relation to <u>postal packets</u> to a particular addressee or from a particular sender or class of sender, where the provision of the service in relation to those <u>postal packets</u> would create a substantial risk of crime;</p> <p>(iii) where the address marked on the <u>postal packet</u> or the redirection address relates to premises in relation to which it is reasonable not to provide the service; or</p> <p>(iv) where the <u>redirection address</u> is a <u>delivery office</u> or a <u>post office</u>.</p>
	<ul style="list-style-type: none"> • <i>Post restante services</i>
<p>DUSP 1.7.1(b)</p>	<p>One or more free of charge services for addressees, which provide—</p> <p>(i) for the address of any specified <u>post office</u> in the UK to be used as an addressee’s postal address for a reasonable period, and</p> <p>(ii) for <u>postal packets</u> meeting the description in DUSP 1.6.4 for that addressee to be held at that <u>post office</u> for a reasonable period for collection by the addressee, provided, in relation to any <u>post office</u>, that it is reasonable for the <u>post office</u> concerned to be used to provide the service.</p>
	<ul style="list-style-type: none"> • <i>Retention services</i>
<p>DUSP 1.7.1(c)</p>	<p>One or more services for addressees which provide for a delay for a specified reasonable period to the target delivery date otherwise applicable to any <u>postal packets</u> meeting the description in DUSP 1.6.4.</p>

1.8 Obligation to provide access points for the universal service

<p>DUSP 1.8.1</p>	<p>Except as <u>OFCOM</u> may have directed otherwise, the <u>universal service provider</u> shall provide, or procure the provision of, <u>letter boxes</u> and other <u>access points</u> for the purpose of providing the universal postal services</p>
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	referred to in DUSP 1.6.
DUSP 1.8.2	<p>In particular the <u>universal service provider</u> must ensure that –</p> <ul style="list-style-type: none"> (a) in the UK as a whole, the distribution of <u>letter boxes</u> is such that there is a <u>letter box</u> within half a mile of the premises of not less than 98% of <u>users</u> of <u>postal services</u>; and (b) in the case of any <u>users</u> of <u>postal services</u> whose premises are not within half a mile of a <u>letter box</u> or other <u>access point</u>, the <u>universal service provider</u> shall provide, or procure the provision of, access to the universal service in a manner which sufficiently meets the reasonable needs of such <u>users</u>, having regard to the costs and operational practicalities of doing so; and (c) the distribution of <u>access points</u> capable of receiving the largest relevant <u>postal packets</u> and <u>registered items</u> is such that – <ul style="list-style-type: none"> i. in the UK as a whole the premises of not less than 95% of <u>users</u> of <u>postal services</u> are within 5 kilometres of such an <u>access point</u>; and ii. in all <u>postcode areas</u> the premises of not less than 95% of <u>users</u> of <u>postal services</u> are within 10 kilometres of such an <u>access point</u>, and such <u>access points</u> are available to the public in accordance with conveniently published schedules.
DUSP 1.8.2A	<p>If exceptional circumstances exist such that pursuant to DUSP 1.3.2 no collection is required from a particular <u>access point</u>, that <u>access point</u> shall be taken into account for the purposes of DUSP 1.8.2 except as follows:</p> <ul style="list-style-type: none"> (a) If the exceptional circumstances concerned are those set out in paragraphs 5 (health and safety), 10 (difficulty of access: other) or 12 (anticipatory temporary health and safety closure), no account shall be taken of the access point if the exceptional circumstances concerned have persisted for 12 months or longer; and (b) If the exceptional circumstances concerned are those set out in paragraph 8 (third party blockage), account shall be taken of the access point if either: <ul style="list-style-type: none"> a. a collection is made from that access point at least once per week; or b. a collection is not made from that access point at least once per week but the exceptional circumstances concerned have persisted for less than 12 months.

<p>DUSP 1.8.2AA</p>	<p>The <u>universal service provider</u> shall within 3 months from 31 March each year provide an annual report to <u>OFCOM</u> on its provision of <u>letter boxes</u> in the UK. The report shall include the following information:</p> <ul style="list-style-type: none"> (a) the percentage of <u>users</u> of <u>postal services</u> across the UK with a <u>letter box</u> within half a mile, by straight line distance, of their premises as at 31 March that year, including details of any system used and steps taken to produce this calculation; (b) the total number of <u>letter boxes</u> nationwide and per nation as at 31 March that year, including a comparison with the previous year (except in the first year); and (c) the number of customer complaints received by the <u>universal service provider</u> as at 31 March that year in relation to the provision and / or location of <u>letter boxes</u> (not including complaints regarding <u>specified collection times</u>). <p>The <u>universal service provider</u> shall publish the report on its website within 3 months from 31 March each year.</p>
<p>DUSP 1.8.3</p>	<p>The <u>universal service provider</u> shall establish, maintain, and review annually a statement of arrangements to ensure that <u>users</u> of <u>postal services</u> whose premises are not within 10 kilometres of an <u>access point</u> provided pursuant to DUSP 1.8.2(c) will be provided with reasonable access to such facilities.</p>
<p>DUSP 1.8.4</p>	<p>The <u>universal service provider</u> shall establish, maintain and review annually a statement of arrangements to ensure that <u>users</u> of <u>postal services</u> who are <u>blind</u>, <u>partially sighted</u>, infirm through age, chronically sick, or disabled are able to post <u>postal packets</u> using the universal services regularly and as far as possible without significant cost to those <u>users</u> attributable to their difficulties.</p>

1.9 Obligation to meet performance targets

<p>DUSP 1.9.1</p>	<p>The <u>universal service provider</u> shall meet the performance targets set out in Table 1 and in Table 2 for the <u>universal services</u> included in that Table, measured on average in the United Kingdom as a whole throughout the periods of 12 months ending on 31 March in each year, excluding the <u>Christmas period</u>.</p>
<p>DUSP 1.9.2</p>	<p>The <u>universal service provider</u> shall monitor or procure the monitoring of its performance in relation to the standards set out in Table 1 using an <u>appropriate testing methodology</u>.</p>
<p>DUSP 1.9.3</p>	<p>The <u>universal service provider</u> shall subject its monitoring to review annually as set out in Table 1, where:</p> <ul style="list-style-type: none"> (a) Method A means the <u>universal service provider</u> shall appoint an independent person to test and give an opinion on the suitability of the methodology used; and (b) Method B means the <u>universal service provider</u> shall permit and cooperate with audit of its monitoring by persons appointed by <u>OFCOM</u> with the agreement of the <u>universal service provider</u>, which shall not be unreasonably withheld.
<p>DUSP 1.9.4</p>	<p>The <u>universal service provider</u> shall monitor or procure the monitoring of its performance in relation to the D+3 standard set out in Table 2 for USO outgoing European Union services using an <u>appropriate testing methodology</u>.</p>

DUSP 1.9.5	Where a standard in Table 1 or Table 2 is expressed by reference to <u>deemed delivery</u> , this shall entail no obligation to monitor separately each one of the ways in which <u>deemed delivery</u> may be achieved.
DUSP 1.9.6	The <u>universal service provider</u> shall at all times maintain and comply with a code of practice for identifying the incidence of, and addressing the causes of, significant failure to meet the performance targets in relation to any <u>postcode districts</u> within a <u>postcode area</u> in which the performance targets overall are met.

Table 1 – domestic standards, performance targets and monitoring

USO	Standard	Performance target (%)	Review of monitoring method
Deliveries			
DUSP 1.4.1 and 1.4.2	Delivery routes completed each day upon which a delivery is required by DUSP 1.4.1 and DUSP 1.4.2.	99.90	A
	<u>Postal packets deemed delivered</u> in the UK in the provision of the universal service.	99.50	B
DUSP 1.10.2	Deliveries made every day upon which a delivery is required by DUSP 1.4.1 and DUSP 1.4.2, by the latest delivery time notified to <u>OFCOM</u> in accordance with DUSP 1.10.2.	N/A	B
Collections			
DUSP 1.5	Public <u>access points</u> used in the provision of any <u>postal service</u> provided pursuant to DUSP 1.6, served each day upon which a collection is required by DUSP 1.5.	99.90	A
DUSP 1.5 and 1.10.2	Collections made every day upon which a collection is required by DUSP 1.5 from <u>letter boxes</u> and other public <u>access points</u> used in the provision of any <u>domestic service</u> provided pursuant to DUSP 1.6, at or after the final time of collection advertised on the <u>access point</u> .	N/A	A
Domestic end-to-end services			
DUSP 1.6.1(a)	USO priority services: services provided pursuant to DUSP 1.6.1(a) <u>deemed delivered</u> with an <u>actual routing time</u> of D+1.	93.0	B
DUSP 1.6.1(a)	USO priority services provided pursuant to DUSP 1.6.1(a), purchased by postage stamp and by <u>meter</u> : <u>deemed delivered</u> with an <u>actual routing time</u> of D+1 in each <u>postcode area</u> apart from HS, KW and ZE.	91.5	B
DUSP 1.6.1(a)	USO priority services provided pursuant to DUSP 1.6.1(a), purchased by postage stamp and by <u>meter</u> : <u>deemed delivered</u> with an <u>actual routing time</u> of D+1 in each of the <u>postcode areas</u> HS, KW and ZE.	N/A	B
DUSP 1.6.1(b)	USO standard services provided pursuant to DUSP 1.6.1(b) for <u>postal packets</u> : <u>deemed delivered</u> with an <u>actual routing time</u> of D+3.	98.5	B

DUSP 1.6.1(d)	USO registered and insured services for postal packets weighing no more than 10 kilograms, provided pursuant to DUSP 1.6.1(d): <u>deemed delivered</u> with an <u>actual routing time</u> as specified in accordance with DUSP 1.6.1(d).	99.0	A
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Table 2 – EU standards and performance targets

USO	Standard	Performance target (%)
DUSP 1.6.1(g)	USO incoming European Union services provided pursuant to DUSP 1.6.1(g) <u>deemed delivered</u> with an <u>actual routing time</u> of D+3.	85
DUSP 1.6.1(g)	USO incoming European Union services provided pursuant to DUSP 1.6.1(g) <u>deemed delivered</u> with an <u>actual routing time</u> of D+5.	97
DUSP 1.6.1(f)	USO outgoing European Union services provided pursuant to DUSP 1.6.1(f) <u>deemed delivered</u> with an <u>actual routing time</u> of D+3.	85
DUSP 1.6.1(f)	USO outgoing European Union services provided pursuant to DUSP 1.6.1(f) <u>deemed delivered</u> with an <u>actual routing time</u> of D+5.	97

1.10 Obligation to notify and publish information

DUSP 1.10.1	The <u>universal service provider</u> shall notify <u>OFCOM</u> and the <u>Consumer Advocacy Bodies</u> of, and publish in such a manner as will ensure reasonable publicity for it – <ul style="list-style-type: none"> (a) the brand names of the services it provides with a view to meeting its obligations under DUSP 1.6 and 1.7; (b) the terms and conditions of those services (including prices); and (c) any proposed change to the information in (a) and (b), at least one month in advance of the date on which it is to be implemented.
DUSP 1.10.2	The <u>universal service provider</u> shall notify <u>OFCOM</u> and the <u>Consumer Advocacy Bodies</u> of, and publish in such a manner as will ensure reasonable publicity for it – <ul style="list-style-type: none"> (a) the <u>latest delivery times</u> for the United Kingdom and the <u>specified collection times</u>; (b) any changes it intends to make to its <u>latest delivery times</u> and its <u>specified collection times</u> not less than three months prior to the change being made; and (c) every re-classification of addresses that will result in the <u>latest delivery time</u> of an address becoming later and of every re-classification of <u>access points</u> that will result in an <u>access point's specified collection time</u> starting earlier, within one month of such a change.

DUSP 1.10.3	The <u>universal service provider</u> shall publish its <u>latest delivery times</u> and its <u>specified collection times</u> and shall ensure any changes to them are published within one month of the change in such a manner as will ensure reasonable publicity for them.
DUSP 1.10.4	The <u>universal service provider</u> shall publish, in such a manner as will ensure reasonable publicity for them, its statement of arrangements under DUSP 1.8.3 (access arrangements for premises more than 10 km from access points) and DUSP 1.8.4 (access arrangements for those facing mobility challenges).
DUSP 1.10.5	The <u>universal service provider</u> shall notify <u>OFCOM</u> and the <u>Consumer Advocacy Bodies</u> and publish, no later than two months from the end of each quarter, its performance for that quarter in relation to - (a) all the standards in Table 1; and (b) the D+3 standard for the European Union outgoing service required by DUSP 1.6.1(f).
DUSP 1.10.6	The <u>universal service provider</u> shall notify <u>OFCOM</u> and the <u>Consumer Advocacy Bodies</u> and publish in such a manner as will ensure reasonable publicity for it, no later than two months from the end of each <u>Christmas period</u> , its performance during that <u>Christmas period</u> in relation to - (a) the D+3 standard for the European Union outgoing service required by DUSP 1.6.1(f); and (b) all the standards in Table 1 apart from - (i) deliveries made every day upon which a delivery is required in the area in question by the latest delivery time notified to <u>OFCOM</u> in accordance with DUSP 1.10.2; and (ii) collections made each day upon which a collection is required in the area in question from <u>letter boxes</u> and other <u>access points</u> used in the provision of any <u>domestic service</u> provided pursuant to DUSP 1.6, at or after the final time of collection advertised on the <u>access point</u> .
DUSP 1.10.7	The <u>universal service provider</u> shall notify <u>OFCOM</u> and the <u>Consumer Advocacy Bodies</u> and publish in such a manner as will ensure reasonable publicity for it, no later than three months from 31 March each year, its performance in relation to the following standards for the period of 12 months ending 31 March, (providing both adjusted and unadjusted results when appropriate ³): (a) the D+3 standard for the European Union outgoing service required by DUSP 1.6.1(f); and (b) all the standards in Table 1.
1.10.8	The <u>universal service provider</u> shall ensure that <u>OFCOM</u> and the <u>Consumer Advocacy Bodies</u> are provided with up to date copies of the code of practice maintained in accordance with DUSP 1.9.6.

1.11 Obligation to maintain and review contingency plans

DUSP 1.11.1	The <u>universal service provider</u> shall at all times maintain appropriate contingency plans, which set out the measures to be taken by the <u>universal service provider</u> to ensure as far as practicable the provision of the services required by DUSP 1.4 to 1.7 without interruption, suspension or restriction of any service in the event, locally, regionally or nationally, of
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³ E.g. to take account of a force majeure incident.

	industrial action, an emergency or a natural disaster, and implement those plans, as appropriate, where such events occur.
DUSP 1.11.2	At least once every two years from the <u>appointed date</u> , the <u>universal service provider</u> must review and where appropriate, update or amend its contingency plans.

Table of terms defined in the Act

This table is provided for information and does not form a part of this condition. We make no representations as to its accuracy or completeness. Please refer to the Act.

Defined term	Section of the Act
<i>access points</i>	29(11)
<i>Citizens Advice</i>	65(1)
<i>Citizens Advice Scotland</i>	65(1)
<i>legislative petitions and addresses</i>	32(2)
<i>OFCOM</i>	90
<i>postal network</i>	38(3)
<i>postal operator</i>	27(3)
<i>postal packet</i>	27(2)
<i>universal service provider</i>	65(1) and Schedule 9 paragraph 3(3)
<i>user</i>	65(1)

Schedule 2

Informal mark up of the proposed version of DUSP 1 on which we consulted, to show the changes between that and the as-made version

This marked up version of DUSP 1 as we consulted on it is provided as an aid to understanding but is not the proposed legal instrument. Additions are marked in red.

DUSP 1

SERVICES, ACCESS POINTS, PERFORMANCE TARGETS, NOTIFICATION AND PUBLICATION AND CONTINGENCY PLANNING

1.1. Application, definitions and interpretation

DUSP 1.1.1	This Designated USP condition (“ DUSP Condition ”) shall apply to the <u>universal service provider</u> .
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DUSP 1.1.2	<p>In this DUSP Condition—</p> <p>(a) “Act” means the Postal Services Act 2011 (c.5);</p> <p>(b) “actual routing time” means the period in <u>working days</u>, between the <u>deemed date of collection</u> of a <u>postal packet</u> and the <u>deemed delivery date</u> of that packet;</p> <p>(c) “appointed date” means 1 October 2011;</p> <p>(d) “appropriate testing methodology” means a testing methodology which is :</p> <ul style="list-style-type: none">i. representative of the range of services and customers for whom these performance targets are relevant;ii. capable of providing results with measurable statistical significance; andiii. compliant with Article 16 of the <u>Directive</u>; <p>with reference where relevant to harmonised standards adopted under Article 20 of the <u>Directive</u>.</p> <p>(e) “blind” means registered as blind under the provisions of the National Assistance Act 1948;</p> <p>(f) “Certificate of Posting” means a document issued or validated by a <u>post office</u> affirming that a <u>postal packet</u> has been deposited for conveyance;</p>
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- (g) “**Christmas period**” means the period commencing on the first Monday in December in any year and ending at the start of the first working day after the New Year public holiday in the following year or, in Scotland, at the start of the first working day after the Scottish New Year public holiday in the following year;
- (h) “**Consumer Advocacy Bodies**” means Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland;
- (i) “**deemed date of collection**” has the meaning given in DUSP 1.2.1(b);
- (j) “**deemed delivered**”, in relation to a performance target applicable to a postal packet, means any of
- (i) delivered or attempted to be delivered to the address given on the postal packet;
 - (ii) delivered to a person named as the addressee on the postal packet; or
 - (iii) delivered to an alternative delivery point approved by OFCOM.
- (k) “**deemed delivery date**” means the earlier of -
- (i) the date upon which a postal packet is delivered to the address given on the postal packet;
 - (ii) the date upon which a postal packet is delivered to a person named as the addressee on the postal packet;
 - (iii) the date upon which a postal packet is delivered to an alternative delivery point requested by the addressee or approved by OFCOM;
 - (iv) the date upon which an unsuccessful attempt is made to deliver the postal packet in accordance with (i), (ii) or (iii) and the universal service provider offers the addressee a choice of redelivery within a reasonable period and an opportunity to collect the postal packet from any of the following places—
 - o a post office;
 - o a delivery office; or
 - o another collection point approved by OFCOM for the purposes of this paragraph.
- (l) “**delivery office**” means an office managed by the universal service provider for the purposes of processing postal packets immediately prior to the activity of delivery to the addressee.
- (m) “**Directive**” means *Directive 97/67/EC of the European Parliament and of the Council on common rules for the development of the internal market of Community postal services and the improvement of quality of service, as amended by Directive 2002/39/EC of the European Parliament and of the Council of 10 June 2001, Regulation (EC) No 1882/2003 of the European Parliament and of the Council of 29 September 2003 and Directive 2008/6/EC of the European Parliament and of the Council of 20 February 2008*;
- (n) “**domestic**”, in relation to a postal service, means the service is for the conveyance of postal packets from access points in the United Kingdom to addresses in the United Kingdom.

- (o) “EU office of exchange”** means a facility for—
- (i) the collection by a universal service provider of postal packets originating from a country within the European Union other than the United Kingdom, for onward conveyance and delivery within the United Kingdom; or
 - (ii) the deposit by a universal service provider of postal packets originating from the United Kingdom, for onward conveyance and delivery to a country within the European Union other than the United Kingdom;
- (p) “eligible items”** means
- (i) books, papers and letters which are prepared for use by blind or partially sighted people,
 - (ii) papers sent to anyone to be prepared or impressed so blind or partially sighted people can use them,
 - (iii) relief maps, machines, frames and attachments for making impressions for blind or partially sighted people to use,
 - (iv) writing frames and attachments for blind or partially sighted people to use,
 - (v) Braille instruction manuals,
 - (vi) games (including card games) for blind or partially sighted people,
 - (vii) mathematical appliances and attachments for blind or partially sighted people,
 - (viii) recordings of readings from printed sources, such as books, journals, newspapers, periodicals or similar publications,
 - (ix) equipment used to play such recordings,
 - (x) metal plates impressed or sent for impressing for use by blind or partially sighted people,
 - (xi) supplies of covers, envelopes and labels for sending articles for use by blind or partially sighted people,
 - (xii) watches, clocks, timers, tools and measuring equipment designed for blind or partially sighted people to use,
 - (xiii) walking sticks adapted for blind or partially sighted people,
 - (xiv) harnesses for guide dogs; and
 - (xv) computer disks and CDs which are prepared for blind or partially sighted people;
- (q) “insured item”** means a postal packet the value of which has been declared to a universal service provider and of which, in the event of its theft or loss or damage in the course of its conveyance by post, the universal service provider has agreed to pay to the sender the declared value or such lesser sum as is consistent with the provision of the service at affordable prices;
- (r) “latest delivery time”** means, for each UK address, the time expressed in minutes past an hour by which the universal service provider endeavours to make a delivery every working day in accordance with the universal service provider’s classification, as at 1 December 2005, of addresses as either "urban" or "rural";
- (s) “letter box”** includes any pillar box, wall box, or other box or receptacle provided by a postal operator for the purpose of receiving postal packets, or any class of postal packets for onwards conveyance

by post;

- (t) “**meter**” means a method of evidencing payment for postal services provided by a universal service provider which involve the conveyance of a postal packet, through which the sender having paid in advance for postage applies an impression to a visible surface of the postal packet using a franking machine licensed by the universal service provider;
- (u) “**partially sighted**” means certified by an ophthalmologist, doctor or ophthalmic optician as having vision which cannot be improved using optical aids (including magnifiers) or additional illumination to allow 12 point sized print to be read at a comfortable reading distance;
- (v) “**post office**” means any premises or vehicle in the United Kingdom from which postal services are provided directly to the public;
- (w) “**postcode area**” means a geographical area indicated by the letters preceding the first number in the code, as the code is set out in the postcode address file;
- (x) “**postcode address file**” has the meaning given in s.116(3) Postal Services Act 2000;
- (y) “**postcode district**” means a geographical area indicated by the (alphabetical) letters and numbers in a postcode preceding the space in the code, as the code is set out in the postcode address file;
- (z) “**proof of delivery**” means a copy of a signature, or other evidence from the recipient in confirmation of receipt, obtained on delivery of a postal packet;
- (aa) “**public holiday**” includes, in relation to a particular territory or place, any day in relation to which OFCOM has by direction provided for an exception at that place under DUSP 1.3.2;
- (bb) “**registered item**” means a postal packet which has been registered with the universal service provider in connection with its conveyance by post and for which an amount determined by the universal service provider is payable to the sender in the event of theft or loss of or damage to it in the course of its conveyance by post;
- (cc) “**ROW office of exchange**” means a facility for—
 - (i) the collection by a universal service provider of postal packets originating from a country outside the European Union, for onward conveyance and delivery within the United Kingdom; or
 - (ii) the deposit by a universal service provider of postal packets originating from the United Kingdom, for onward conveyance and delivery to a country outside the European Union.
- (dd) “**Royal Mail**” means Royal Mail Group Limited, whose registered company number in England and Wales is 04138203;
- (ee) “**single piece service**” means a postal service for a conveyance of an

	<p>individual <u>postal packet</u> to the addressee, whose price per <u>postal packet</u> is not subject to any discounts related to—</p> <ul style="list-style-type: none"> (i) the number of <u>postal packets</u> sent in connection with the person who paid for the service; (ii) the positioning or formatting of text on the <u>postal packet</u>; (iii) the use of markings which facilitate the use of machines to sort <u>postal packets</u>; (iv) presortation into geographical areas for delivery; or (v) the purchase of any other conveyance of the same or any other <u>postal packet</u>. <p>(ff) “specified collection time” means, in relation to an <u>access point</u> used in the provision of a service set out in Condition DUSP 1.4, that period of time within which the <u>universal service provider</u> endeavours to make a collection in accordance with the <u>universal service provider’s</u> classification of such <u>access points</u> as at 1 December 2005 as either “commercial area”, “town/city area”, “rest of UK”, “deep rural”, “business box” or “Post Office branch”.</p> <p>(gg)“target routing time” means the target maximum time for conveying <u>postal packets</u> from the <u>access point</u> to the delivery point in the provision of a <u>postal service</u>;</p> <p>(hh)“tracking facility” means a facility enabling a sender to monitor the progress of a <u>postal packet</u> through the <u>postal network</u>;</p> <p>(ii) “USO” means products and/or services provided by <u>Royal Mail</u> for the purpose of complying with <u>Royal Mail’s</u> obligations imposed by any designated USP condition;</p> <p>(jj) “working day” means any day which is not:</p> <ul style="list-style-type: none"> (a) a Sunday; or (b) a <u>public holiday</u> in the place of collection or the place of delivery of the <u>postal packet</u> concerned.
<p>DUSP 1.1.3</p>	<p>For the purpose of interpreting this DUSP Condition—</p> <ul style="list-style-type: none"> (a) except in so far as DUSP 1.1.2 or the context otherwise requires, any word or expression shall have the same meaning as it has been ascribed for the purpose of Part 3 of the Act; (b) headings and titles shall be disregarded; (c) expressions cognate with those referred to in this DUSP Condition shall be construed accordingly; (d) the Interpretation Act 1978 (c. 30) shall apply as if this DUSP Condition were an Act of Parliament; (e) references to a day are references to a period of twenty-four hours beginning with one midnight and ending with the next, which period shall be treated to include a Saturday, a Sunday and a <u>public holiday</u>.

1.2 Routing times and delivery

DUSP 1.2.1(a)	<p><u>Target routing times</u> and <u>actual routing times</u> are expressed using the formula “D + n”, where—</p> <ul style="list-style-type: none">• “D” means the <u>deemed date of collection</u>; and• “n” means the number of <u>working days</u> between D and the delivery date, including the delivery date.
DUSP 1.2.1(b)	<p>“Deemed date of collection” means—</p> <p>(i) in the case of a <u>postal packet</u> deposited at an <u>access point</u> in the United Kingdom on a day on which no collection is required under DUSP 1.5, the next day on which a collection is required under DUSP 1.5;</p> <p>(ii)</p> <p>(I) in the case of a <u>postal packet</u> deposited in the United Kingdom as described in subparagraph (II), the next day on which a collection is required under DUSP 1.5,</p> <p>(II) subparagraph (I) applies where the <u>postal packet</u> is deposited at a letter box on which, or at a <u>post office</u> at which, a time for last collection is advertised, after the time for last collection on a day on which a collection is required under DUSP 1.5;</p> <p>(iii) in any other case where the <u>access point</u> is in the United Kingdom, the date of deposit;</p> <p>(iv) in the case of a <u>postal packet</u> deposited at an <u>access point</u> outside the United Kingdom, after a last collection time notified in accordance with the rules of the country in question, the next day on which a collection is required under the rules of that country; and</p> <p>(iv) in any other case where the <u>access point</u> is outside the United Kingdom, the date of deposit.</p>
DUSP 1.2.1(c)	<p>Where, in relation to a <u>target routing time</u>, the formula as applied to the delivery of a particular <u>postal packet</u> results in delivery being required—</p> <p>(i) in the UK, on a day on which a delivery is not required by DUSP 1.4.1 or DUSP 1.4.2 (as the case may be); or</p> <p>(ii) outside the UK, on a day on which under the rules of the territory of delivery no delivery is required;</p> <p>compliance with the routing time requirement shall be achieved if delivery is effected on the next day on which a delivery is required.</p>

DUSP 1.2.2	<p>Where a service required by this DUSP condition requires delivery of a <u>postal packet</u>, delivery shall be effected if—</p> <p>(a) the <u>postal packet</u> has been delivered to the postal address marked on the <u>postal packet</u>;</p> <p>(b) the <u>postal packet</u> has been delivered to a person named as an addressee on the <u>postal packet</u>;</p> <p>(c) the <u>postal packet</u> has been delivered to another delivery point requested by the addressee or approved by <u>OFCOM</u> for the purposes of this paragraph; or</p> <p>(d) an unsuccessful attempt has been made to deliver the <u>postal packet</u> in accordance with sub-paragraphs (a), (b), or (c) and a <u>universal service provider</u> offers the addressee a choice of redelivery within a reasonable period and an opportunity to collect the <u>postal packet</u> from any of the following places—</p> <ul style="list-style-type: none"> (i) a <u>post office</u>; (ii) a <u>delivery office</u>; or (iii) another collection point approved by <u>OFCOM</u> for the purposes of this paragraph.
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1.3 Exceptions

DUSP 1.3.1	<p>Nothing in this DUSP Condition requires the doing of anything in relation to a <u>postal packet</u>—</p> <p>(a) whose weight exceeds 20 kilograms;</p> <p>(b) whose dimensions fall outside the minimum and maximum dimensions laid down in the Universal Postal Convention adopted by the 24th Congress of the Universal Postal Union, 2008⁴;</p> <p>(c) which contains an item which it is reasonable to exclude from carriage by post for reasons of potential harm to health, public security or compliance with law or other regulatory requirements; or</p> <p>(d) which does not comply with conditions reasonably imposed on an item's carriage by post for reasons of potential harm to health, public security or compliance with law or other regulatory requirements.</p>
DUSP 1.3.2	<p>The requirements in this DUSP Condition in respect of the delivery or collection of <u>postal packets</u> do not need to be met—</p> <p>(a) on any day which is (in the territory concerned) a <u>public holiday</u>; or</p> <p>(b) in such geographical conditions or other circumstances as <u>OFCOM</u> has by direction specified to be exceptional for the relevant purpose.</p>

⁴ Universal Postal Convention (Berne 2008), published by the Universal Postal Union.

DUSP 1.3.2A	<u>OFCOM</u> may by direction set out the things which must be done when exceptional circumstances under DUSP 1.3.2(b) may have arisen in any particular case, including but not limited to: reporting, notification, appeals, reviews and the establishment of alternative delivery or collection arrangements.
DUSP 1.3.3	The requirements in this DUSP Condition in respect of the delivery of <u>postal packets</u> , the <u>target routing times</u> of services and any associated quality of service performance targets do not need to be met in relation to a particular address or delivery point, where the addressee has acquired one or more <u>postal services</u> in accordance with which <u>postal packets</u> for that addressee are to be delayed or diverted.
DUSP 1.3.4	Nothing in this DUSP Condition is to be read— (a) as requiring a service to continue without interruption, suspension or restriction in an emergency; or (b) as preventing individual agreements as to prices from being concluded with customers.

1.4 Obligation to provide deliveries

DUSP 1.4.1	Except as set out in DUSP 1.3, the <u>universal service provider</u> shall offer to provide at least one delivery of <u>letters</u> originating from anywhere in the world every Monday to Saturday— (a) to the home or premises of every individual or other person in the UK; and (b) to delivery points approved by <u>OFCOM</u> for the purposes of this Condition.
DUSP 1.4.2	Except as set out in DUSP 1.3, the <u>universal service provider</u> shall offer to provide at least one delivery of other <u>postal packets</u> originating from anywhere in the world every Monday to Friday— (a) to the home or premises of every individual or other person in the UK; and (b) to delivery points approved by <u>OFCOM</u> for the purposes of this paragraph.

1.5. Obligation to provide collections

DUSP 1.5.1	Except as set out in DUSP 1.3, the <u>universal service provider</u> shall provide at least one collection— (a) every Monday to Saturday, from public <u>access points</u> for <u>letters</u> for the services described in DUSP 1.4; and (b) every Monday to Friday, from public <u>access points</u> for other <u>postal packets</u> for the services described in DUSP 1.4.
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1.6. Obligation to provide end-to-end services

	<i>End-to-end domestic services at affordable tariffs</i>
DUSP 1.6.1	Except as set out in DUSP 1.3, the <u>universal service provider</u> shall provide <u>postal services</u> meeting the following descriptions at affordable prices determined in accordance with a public tariff which is uniform throughout the United Kingdom, on fair and reasonable terms, every day on which a collection is required by DUSP 1.5.
	<ul style="list-style-type: none"> • <i>Priority service(s)</i>
DUSP 1.6.1(a)	One or more <u>domestic single piece services</u> for the conveyance of <u>postal packets</u> meeting the description in DUSP 1.6.4, other than <u>insured items</u> , which— <ul style="list-style-type: none"> (i) have a <u>target routing time</u> of D+1; (ii) are capable of purchase by postage stamp and by <u>meter</u> and may be capable of purchase by other reasonable methods; (iii) include provision of a <u>Certificate of Posting</u> free of charge on request where the <u>postal packet</u> is deposited at a <u>post office</u>; (iv) include provision of <u>proof of delivery</u> on application by the sender; and (v) do not include provision of a <u>tracking facility</u>.
	<ul style="list-style-type: none"> • <i>Standard service(s)</i>
DUSP 1.6.1(b)	One or more <u>domestic single piece services</u> for the conveyance of <u>postal packets</u> meeting the description in in DUSP 1.6.4, other than <u>insured items</u> , which— <ul style="list-style-type: none"> (i) have a <u>target routing time</u> of D+3; (ii) are capable of purchase by postage stamp and by <u>meter</u> and may be capable of purchase by other reasonable methods; (iii) include provision of a <u>Certificate of Posting</u> free of charge on request where the <u>postal packet</u> is deposited at a <u>post office</u>; (iv) include provision of <u>proof of delivery</u> on application by the sender; and (v) do not include provision of a <u>tracking facility</u>.
	<ul style="list-style-type: none"> • <i>Return to sender service(s)</i>
DUSP 1.6.1(c)	One or more <u>domestic single piece services</u> for the conveyance of <u>postal packets</u> meeting the description in DUSP 1.6.4 back to the sender within a reasonable period, where— <ul style="list-style-type: none"> (i) the <u>postal packet</u> has been conveyed in the provision of a universal postal service and delivery to the addressee named on the <u>postal packet</u> has not been effected; (ii) the sender's address is legibly marked on the <u>postal packet</u>; and

	<p>(iii) the service may be paid for by reasonable methods;</p> <p>and for the purposes of this service, part (v) of the definition of “single piece service” shall read “the purchase of a conveyance of any other <u>postal packet</u>”.</p>
	<ul style="list-style-type: none"> • <i>Registered and insured service(s)</i>
DUSP 1.6.1(d)	<p>One or more <u>domestic single piece services</u> for the conveyance of <u>postal packets</u> weighing no more than 10 kilograms and meeting the description in DUSP 1.6.4 which—</p> <p>(i) have a <u>target routing time</u> of D+1;</p> <p>(ii) have a target delivery time of 1pm, except where this is not reasonably possible;</p> <p>(iii) are available for <u>registered items</u> and <u>insured items</u> only;</p> <p>(iv) provide a <u>tracking facility</u>;</p> <p>(v) offer to provide <u>proof of delivery</u> on application by the sender; and</p> <p>(vi) are paid for in advance.</p>
DUSP 1.6.1(e)	<p>One or more <u>domestic single piece services</u> for the conveyance of—</p> <p>(i) <u>registered items</u> weighing more than 10 kilograms and meeting the description in DUSP 1.6.4; and</p> <p>(ii) <u>insured items</u> weighing more than 10 kilograms and meeting the description in DUSP 1.6.4;</p> <p>which convey the <u>postal packet</u> to the delivery point within a reasonable period.</p>

<p>DUSP 1.6.1(f)</p>	<p>• <i>End-to-end international services – fast outgoing EU services</i></p> <p>One or more <u>single piece services</u> for the conveyance of <u>postal packets</u> meeting the description in DUSP 1.6.5 to <u>EU offices of exchange</u>, where—</p> <p>(i) in relation to each country, the postal packet is conveyed to the EU office of exchange within a period that is—</p> <ul style="list-style-type: none"> (a) reasonable; and (b) compatible with the provision of an end-to-end service in which at least 85% of <u>postal packets</u> are <u>deemed delivered</u> in D + 3 and at least 97% of <u>postal packets</u> are <u>deemed delivered</u> in D + 5; and <p>(ii) the service or services are capable of purchase by postage stamp and may be capable of purchase by other reasonable methods;</p> <p>(iii) the service or services include provision of a <u>Certificate of Posting</u> free of charge on request where the <u>postal packet</u> is deposited at a <u>post office</u>.</p> <p>The service must include one or more services for the conveyance of each of the following:</p> <ul style="list-style-type: none"> • items that are neither registered nor insured; • <u>registered items</u>; • <u>insured items</u>.
<p>DUSP 1.6.1(f)A</p>	<p><i>End-to-end international services – slow outgoing EU services</i></p> <p>One or more <u>single piece services</u> for the conveyance of <u>postal packets</u> meeting the description in DUSP 1.6.6 to <u>EU offices of exchange</u>, where—</p> <p>(i) in relation to each country, the <u>postal packet</u> is conveyed to the <u>EU office of exchange</u> within a period that is</p> <ul style="list-style-type: none"> (a) reasonable; and (b) compatible with a <u>target routing time</u> for the provision of an end –to-end service of D+30; <p>(ii) the service or services are capable of purchase by postage stamp and may be capable of purchase by other reasonable methods; and</p> <p>(ii) the service or services include provision of a <u>Certificate of Posting</u> free of charge on request where the <u>postal packet</u> is deposited at a <u>post office</u>.</p> <p>The service must include one or more services for the conveyance of each of the following:</p> <ul style="list-style-type: none"> • items that are neither registered nor insured; • <u>registered items</u> • <u>insured items</u>.

	<i>End-to-end international services – fast outgoing ROW services</i>
DUSP 1.6.1(g)	<p>One or more <u>single piece services</u> for the conveyance of <u>postal packets</u> meeting the description in DUSP 1.6.5 to <u>ROW offices of exchange</u> for onward delivery to each country of the world other than countries within the European Union, where—</p> <p>(i) in relation to each country, the <u>postal packet</u> is conveyed to the <u>ROW office of exchange</u> within a period that is—</p> <ul style="list-style-type: none"> (a) reasonable; and (b) compatible with a <u>target routing time</u> for the provision of the end-to-end service of D + 7; <p>(ii) the service or services are capable of purchase by postage stamp and may be capable of purchase by other reasonable methods; and</p> <p>(iii) the service or services include provision of a <u>Certificate of Posting</u> free of charge on request where the <u>postal packet</u> is deposited at a <u>post office</u>.</p> <p>The service must include the conveyance of each of the following:</p> <ul style="list-style-type: none"> • items that are neither registered nor insured; • <u>registered items</u>; • <u>insured items</u>.
	<i>End-to-end international services – slow outgoing ROW services</i>
DUSP 1.6.1(h)	<p>One or more <u>single piece services</u> for the conveyance of <u>postal packets</u> meeting the description in DUSP 1.6.5 to <u>ROW offices of exchange</u> for onward delivery to each country of the world other than countries within the European Union, where—</p> <p>(i) in relation to each country, the <u>postal packet</u> is conveyed to the <u>ROW office of exchange</u> within a period that is—</p> <ul style="list-style-type: none"> (a) reasonable; and (b) compatible with a <u>target routing time</u> for the provision of the end-to-end service of D + 72; <p>(ii) the service or services are capable of purchase by postage stamp and may be capable of purchase by other reasonable methods; and</p> <p>(iii) the service or services include provision of a <u>Certificate of Posting</u> free of charge on request where the <u>postal packet</u> is deposited at a <u>post office</u>.</p> <p>The service must include the conveyance of each of the following:</p> <ul style="list-style-type: none"> • items that are neither registered nor insured; • <u>registered items</u>; • <u>insured items</u>.
	<i>End-to-end international services – inbound EU services</i>
DUSP 1.6.1(i)	<p>One or more <u>single piece services</u> for the onward conveyance and delivery within the United Kingdom of <u>postal packets</u> meeting the description in DUSP 1.6.7 collected from <u>EU offices of exchange</u> for <u>postal packets</u> originating from each country within the European Union other than the United Kingdom, where in relation to each country, the <u>postal packet</u> is conveyed from the <u>EU office of exchange</u> to the delivery point within a period that is—</p> <ul style="list-style-type: none"> (i) reasonable; and

	(ii) compatible with the provision of an end-to-end service in which at least 85% of <u>postal packets</u> are <u>deemed delivered</u> in D + 3 and at least 97% of <u>postal packets</u> are <u>deemed delivered</u> in D + 5.
	<i>End-to-end international services – inbound ROW services</i>
DUSP 1.6.1(j)	One or more <u>single piece services</u> for the onward conveyance and delivery within the United Kingdom of <u>postal packets</u> meeting the description in DUSP 1.6.7 collected from <u>ROW offices of exchange</u> , where in relation to each country, the <u>postal packet</u> is conveyed from the <u>ROW office of exchange</u> to the delivery point within a reasonable period.
	<i>End-to-end international services – overseas operators</i>
DUSP 1.6.2	The <u>universal service provider</u> shall use reasonable endeavours directly or indirectly to establish arrangements with <u>postal operators</u> in countries outside the United Kingdom for them to— (a) deliver to the <u>universal service provider</u> any <u>postal packets</u> posted from outside the United Kingdom for addressees in the United Kingdom; and (b) deliver to addressees within their country of operation any <u>postal packets</u> posted from inside the United Kingdom for addressees in their country of operation.
	<i>End-to-end services to be provided free of charge</i>
DUSP 1.6.3	Except as set out in DUSP 1.3, the <u>universal service provider</u> shall provide the following <u>postal services</u> free of charge throughout the United Kingdom and on fair and reasonable terms every day on which a collection is required by DUSP 1.5.
	<ul style="list-style-type: none"> • <i>Legislative petitions and addresses</i>
DUSP 1.6.3(a)	A domestic <u>postal service</u> for the conveyance of <u>legislative petitions</u> and <u>addresses</u> within a reasonable period.
	<ul style="list-style-type: none"> • <i>Services for blind or partially sighted persons</i>
DUSP 1.6.3(b)	A domestic <u>postal service</u> having a <u>target routing time</u> of D + 1, which conveys <u>eligible items</u> weighing up to 7 kilograms in aggregate per <u>postal packet</u> — (i) to <u>blind</u> or <u>partially sighted</u> persons; (ii) from <u>blind</u> or <u>partially sighted</u> persons; or (iii) from organisations representing <u>blind</u> people or providing a service specifically designed for <u>blind</u> or <u>partially sighted</u> persons. The service— (i) includes provision of a <u>Certificate of Posting</u> free of charge on request if the <u>postal packet</u> is deposited at a <u>post office</u> ; and (ii) does not include the conveyance of <u>registered items</u> or <u>insured items</u> .
DUSP 1.6.3(c)	The services described in DUSP 1.6.3(e) for the conveyance of <u>eligible items</u> to <u>EU offices of exchange</u> and <u>ROW offices of exchange</u> for onward conveyance to any country in the world other than the United Kingdom— (i) to <u>blind</u> or <u>partially sighted</u> persons; (ii) from <u>blind</u> or <u>partially sighted</u> persons; or (iii) from organisations representing <u>blind</u> people or providing a service specifically designed for <u>blind</u> or <u>partially sighted</u> persons.

<p>DUSP 1.6.3(e)</p>	<p>One or more services for the conveyance of <u>postal packets</u> weighing no more than 7 kilograms, where the <u>postal packet</u> is conveyed to the <u>EU office of exchange</u> or the <u>ROW office of exchange</u> (as the case may be) within a period that is—</p> <p>(a) reasonable; and</p> <p>(b) compatible with a <u>target routing time</u> for the provision of the end-to-end service of D + 7.</p> <p>The services—</p> <p>(i) include provision of a <u>Certificate of Posting</u> free of charge on request if the <u>postal packet</u> is deposited at a <u>post office</u>; and</p> <p>(ii) do not include the conveyance of <u>registered items</u> or <u>insured items</u>.</p>
<p><i>Description of postal packets for domestic services</i></p>	
<p>DUSP 1.6.4</p>	<p>The description is:</p> <p>(a) as to the <u>postal packet</u>'s maximum dimensions—</p> <p>(i) if the <u>postal packet</u> is a right circular cylinder—</p> <p style="padding-left: 40px;">(aa) the length plus twice the diameter does not exceed 1040 millimetres;</p> <p style="padding-left: 40px;">(bb) the length does not exceed 900 millimetres; and</p> <p style="padding-left: 40px;">(cc) the diameter does not exceed 900 millimetres;</p> <p>(ii) if the <u>postal packet</u> is not a right circular cylinder, the dimensions of the <u>postal packet</u> (measured at their widest points) do not exceed 610 millimetres by 460 millimetres by 460 millimetres; and</p> <p>(b) as to the <u>postal packet</u>'s minimum dimensions (measured at their narrowest points), each dimension of the <u>postal packet</u> exceeds 0.25 millimetres.</p>
<p><i>Description of postal packets for fast outgoing international services and slow outgoing ROW services</i></p>	
<p>DUSP 1.6.5</p>	<p>The description is:</p> <p>(a) at minimum, each dimension of the postal packet, measured at their narrowest points, exceeds 0.25 millimetres;</p> <p>(b) at maximum as to weight—</p> <p>(i) if the postal packet contains items that are not printed papers, its weight does not exceed 2 kilograms;</p> <p>(ii) if the postal packet only contains printed papers, its weight does not exceed 5 kilograms;</p> <p>(c) at maximum as to dimensions—</p> <p>(i) if the postal packet is a right circular cylinder—</p> <p style="padding-left: 40px;">(aa) the length plus twice the diameter does not exceed 1040 millimetres;</p> <p style="padding-left: 40px;">(bb) the length does not exceed 900 millimetres; and</p> <p style="padding-left: 40px;">(cc) the diameter does not exceed 900 millimetres;</p> <p>(ii) if the postal packet is not a right circular cylinder—</p> <p style="padding-left: 40px;">(aa) the sum of the length, width and depth (measured at their widest points) does not exceed 900 millimetres; and</p> <p style="padding-left: 40px;">(bb) the greatest dimension (measured at its widest point) does not exceed 600 millimetres.</p>

	Description of postal packets for slow outgoing EU services
DUSP 1.6.6	<p>The description is:</p> <ul style="list-style-type: none"> (a) at minimum— <ul style="list-style-type: none"> (i) the weight of the <u>postal packet</u> exceeds 100 grams; and (ii) the dimensions of the <u>postal packet</u>, measured at their narrowest points, exceed 245 millimetres by 165 millimetres by 5 millimetres; (b) at maximum as to weight— <ul style="list-style-type: none"> (i) if the <u>postal packet</u> contains items that are not printed papers, its weight does not exceed 2 kilograms; (ii) if the <u>postal packet</u> only contains printed papers, its weight does not exceed 5 kilograms; (c) at maximum as to dimensions— <ul style="list-style-type: none"> (i) if the <u>postal packet</u> is a right circular cylinder— <ul style="list-style-type: none"> (aa) the length plus twice the diameter does not exceed 1040 millimetres; (bb) the length does not exceed 900 millimetres; and (cc) the diameter does not exceed 900 millimetres; (ii) if the <u>postal packet</u> is not a right circular cylinder— <ul style="list-style-type: none"> (aa) the sum of the length, width and depth (measured at their widest points) does not exceed 900 millimetres; and (bb) the greatest dimension (measured at its widest point) does not exceed 600 millimetres.
	Description of postal packets for inbound services
DUSP 1.6.7	<p>The description is:</p> <ul style="list-style-type: none"> (a) at maximum as to weight— <ul style="list-style-type: none"> (i) if the <u>postal packet</u> only contains literature for the <u>blind</u>, its weight does not exceed 7 kilograms; (ii) if the <u>postal packet</u> contains anything else, its weight does not exceed 2 kilograms; (b) at maximum as to dimensions— <ul style="list-style-type: none"> (i) if the <u>postal packet</u> is a right circular cylinder— <ul style="list-style-type: none"> (aa) the length plus twice the diameter does not exceed 1040 millimetres; (bb) the length does not exceed 900 millimetres; and (cc) the diameter does not exceed 900 millimetres; (ii) if the <u>postal packet</u> is not a right circular cylinder— <ul style="list-style-type: none"> (aa) the sum of the length, width and depth (measured at their widest points) does not exceed 900 millimetres; and (bb) the greatest dimension (measured at its widest point) does not exceed 600 millimetres.

1.7 Obligation to provide addressee services

<p>DUSP 1.7.1</p>	<p>Except as set out in DUSP 1.3, the <u>universal service provider</u> shall provide the following <u>postal services</u> to addressees at affordable prices determined in accordance with a public tariff which is uniform throughout the United Kingdom, on fair and reasonable terms, and shall be available for acquisition every day excluding any day which is a Sunday or a <u>public holiday</u> in the place of acquisition.</p>
	<ul style="list-style-type: none"> • <i>Redirection services</i>
<p>DUSP 1.7.1(a)</p>	<p>One or more services for addressees providing that during a specified reasonable period all <u>postal packets</u> meeting the description in DUSP 1.6.4, that are to be delivered by the <u>universal service provider</u> to a particular addressee should be conveyed to a postal address other than that marked on the <u>postal packet</u> (“the <u>redirection address</u>”) within a reasonable period, save that this service is not required-</p> <ul style="list-style-type: none"> (i) where the <u>redirection address</u> is outside the United Kingdom and— <ul style="list-style-type: none"> • the <u>postal packet</u> contains <u>registered items</u>, <u>insured items</u> or goods; or • the <u>postal packet</u> exceeds 100 grams in weight, 240 millimetres in length, 165 millimetres in width or 25 millimetres in thickness. (ii) in relation to <u>postal packets</u> to a particular addressee or from a particular sender or class of sender, where the provision of the service in relation to those <u>postal packets</u> would create a substantial risk of crime; (iii) where the address marked on the <u>postal packet</u> or the redirection address relates to premises in relation to which it is reasonable not to provide the service; or (iv) where the <u>redirection address</u> is a <u>delivery office</u> or a <u>post office</u>.
	<ul style="list-style-type: none"> • <i>Post restante services</i>
<p>DUSP 1.7.1(b)</p>	<p>One or more free of charge services for addressees, which provide—</p> <ul style="list-style-type: none"> (i) for the address of any specified <u>post office</u> in the UK to be used as an addressee’s postal address for a reasonable period, and (ii) for <u>postal packets</u> meeting the description in DUSP 1.6.4 for that addressee to be held at that <u>post office</u> for a reasonable period for collection by the addressee, provided, in relation to any <u>post office</u>, that it is reasonable for the <u>post office</u> concerned to be used to provide the service.
	<ul style="list-style-type: none"> • <i>Retention services</i>
<p>DUSP 1.7.1(c)</p>	<p>One or more services for addressees which provide for a delay for a specified reasonable period to the target delivery date otherwise applicable to any <u>postal packets</u> meeting the description in DUSP 1.6.4.</p>

1.8 Obligation to provide access points for the universal service

<p>DUSP 1.8.1</p>	<p>Except as <u>OFCOM</u> may have directed otherwise, the <u>universal service provider</u> shall provide, or procure the provision of, <u>letter boxes</u> and other <u>access points</u> for the purpose of providing the universal postal services</p>
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	referred to in DUSP 1.6.
DUSP 1.8.2	<p>In particular the <u>universal service provider</u> must ensure that –</p> <ul style="list-style-type: none"> (a) in the UK as a whole, the distribution of <u>letter boxes</u> is such that there is a <u>letter box</u> within half a mile of the premises of not less than 98% of <u>users</u> of <u>postal services</u>; and (b) in the case of any <u>users</u> of <u>postal services</u> whose premises are not within half a mile of a <u>letter box</u> or other <u>access point</u>, the <u>universal service provider</u> shall provide, or procure the provision of, access to the universal service in a manner which sufficiently meets the reasonable needs of such <u>users</u>, having regard to the costs and operational practicalities of doing so; and (c) the distribution of <u>access points</u> capable of receiving the largest relevant <u>postal packets</u> and <u>registered items</u> is such that – <ul style="list-style-type: none"> i. in the UK as a whole the premises of not less than 95% of <u>users</u> of <u>postal services</u> are within 5 kilometres of such an <u>access point</u>; and ii. in all <u>postcode areas</u> the premises of not less than 95% of <u>users</u> of <u>postal services</u> are within 10 kilometres of such an <u>access point</u>, and such <u>access points</u> are available to the public in accordance with conveniently published schedules.
DUSP 1.8.2A	<p>If exceptional circumstances exist such that pursuant to DUSP 1.3.2 no collection is required from a particular <u>access point</u>, that <u>access point</u> shall be taken into account for the purposes of DUSP 1.8.2 except as follows:</p> <ul style="list-style-type: none"> (a) If the exceptional circumstances concerned are those set out in paragraphs 5 (health and safety), 10 (difficulty of access: other) or 12 (anticipatory temporary health and safety closure), no account shall be taken of the access point if the exceptional circumstances concerned have persisted for 12 months or longer; and (b) If the exceptional circumstances concerned are those set out in paragraph 8 (third party blockage), account shall be taken of the access point if either: <ul style="list-style-type: none"> a. a collection is made from that access point at least once per week; or b. a collection is not made from that access point at least once per week but the exceptional circumstances concerned have persisted for less than 12 months.

<p>DUSP 1.8.2AA</p>	<p>The <u>universal service provider</u> shall within 3 months from 31 March each year provide an annual report to <u>OFCOM</u> on its provision of <u>letter boxes</u> in the UK. The report shall include the following information:</p> <ul style="list-style-type: none"> (a) the percentage of <u>users</u> of <u>postal services</u> across the UK with a <u>letter box</u> within half a mile, by straight line distance, of their premises as at 31 March that year, including details of any system used and steps taken to produce this calculation; (b) the total number of <u>letter boxes</u> nationwide and per nation as at 31 March that year, including a comparison with the previous year (except in the first year); and (c) the number of customer complaints received by the <u>universal service provider</u> as at 31 March that year in relation to the provision and / or location of <u>letter boxes</u> (not including complaints regarding <u>specified collection times</u>). <p>The <u>universal service provider</u> shall publish the report on its website within 3 months from 31 March each year.</p>
<p>DUSP 1.8.3</p>	<p>The <u>universal service provider</u> shall establish, maintain, and review annually a statement of arrangements to ensure that <u>users</u> of <u>postal services</u> whose premises are not within 10 kilometres of an <u>access point</u> provided pursuant to DUSP 1.8.2(c) will be provided with reasonable access to such facilities.</p>
<p>DUSP 1.8.4</p>	<p>The <u>universal service provider</u> shall establish, maintain and review annually a statement of arrangements to ensure that <u>users</u> of <u>postal services</u> who are <u>blind</u>, <u>partially sighted</u>, infirm through age, chronically sick, or disabled are able to post <u>postal packets</u> using the universal services regularly and as far as possible without significant cost to those <u>users</u> attributable to their difficulties.</p>

1.9 Obligation to meet performance targets

<p>DUSP 1.9.1</p>	<p>The <u>universal service provider</u> shall meet the performance targets set out in Table 1 and in Table 2 for the <u>universal services</u> included in that Table, measured on average in the United Kingdom as a whole throughout the periods of 12 months ending on 31 March in each year, excluding the <u>Christmas period</u>.</p>
<p>DUSP 1.9.2</p>	<p>The <u>universal service provider</u> shall monitor or procure the monitoring of its performance in relation to the standards set out in Table 1 using an <u>appropriate testing methodology</u>.</p>
<p>DUSP 1.9.3</p>	<p>The <u>universal service provider</u> shall subject its monitoring to review annually as set out in Table 1, where:</p> <ul style="list-style-type: none"> (a) Method A means the <u>universal service provider</u> shall appoint an independent person to test and give an opinion on the suitability of the methodology used; and (b) Method B means the <u>universal service provider</u> shall permit and cooperate with audit of its monitoring by persons appointed by <u>OFCOM</u> with the agreement of the <u>universal service provider</u>, which shall not be unreasonably withheld.
<p>DUSP 1.9.4</p>	<p>The <u>universal service provider</u> shall monitor or procure the monitoring of its performance in relation to the D+3 standard set out in Table 2 for USO outgoing European Union services using an <u>appropriate testing methodology</u>.</p>

DUSP 1.9.5	Where a standard in Table 1 or Table 2 is expressed by reference to <u>deemed delivery</u> , this shall entail no obligation to monitor separately each one of the ways in which <u>deemed delivery</u> may be achieved.
DUSP 1.9.6	The <u>universal service provider</u> shall at all times maintain and comply with a code of practice for identifying the incidence of, and addressing the causes of, significant failure to meet the performance targets in relation to any <u>postcode districts</u> within a <u>postcode area</u> in which the performance targets overall are met.

Table 1 – domestic standards, performance targets and monitoring

USO	Standard	Performance target (%)	Review of monitoring method
Deliveries			
DUSP 1.4.1 and 1.4.2	Delivery routes completed each day upon which a delivery is required by DUSP 1.4.1 and DUSP 1.4.2.	99.90	A
	<u>Postal packets deemed delivered</u> in the UK in the provision of the universal service.	99.50	B
DUSP 1.10.2	Deliveries made every day upon which a delivery is required by DUSP 1.4.1 and DUSP 1.4.2, by the latest delivery time notified to <u>OFCOM</u> in accordance with DUSP 1.10.2.	N/A	B
Collections			
DUSP 1.5	Public <u>access points</u> used in the provision of any <u>postal service</u> provided pursuant to DUSP 1.6, served each day upon which a collection is required by DUSP 1.5.	99.90	A
DUSP 1.5 and 1.10.2	Collections made every day upon which a collection is required by DUSP 1.5 from <u>letter boxes</u> and other public <u>access points</u> used in the provision of any <u>domestic service</u> provided pursuant to DUSP 1.6, at or after the final time of collection advertised on the <u>access point</u> .	N/A	A
Domestic end-to-end services			
DUSP 1.6.1(a)	USO priority services: services provided pursuant to DUSP 1.6.1(a) <u>deemed delivered</u> with an <u>actual routing time</u> of D+1.	93.0	B
DUSP 1.6.1(a)	USO priority services provided pursuant to DUSP 1.6.1(a), purchased by postage stamp and by <u>meter</u> : <u>deemed delivered</u> with an <u>actual routing time</u> of D+1 in each <u>postcode area</u> apart from HS, KW and ZE.	91.5	B
DUSP 1.6.1(a)	USO priority services provided pursuant to DUSP 1.6.1(a), purchased by postage stamp and by <u>meter</u> : <u>deemed delivered</u> with an <u>actual routing time</u> of D+1 in each of the <u>postcode areas</u> HS, KW and ZE.	N/A	B
DUSP 1.6.1(b)	USO standard services provided pursuant to DUSP 1.6.1(b) for <u>postal packets</u> : <u>deemed delivered</u> with an <u>actual routing time</u> of D+3.	98.5	B

DUSP 1.6.1(d)	USO registered and insured services for postal packets weighing no more than 10 kilograms, provided pursuant to DUSP 1.6.1(d): <u>deemed delivered</u> with an <u>actual routing time</u> as specified in accordance with DUSP 1.6.1(d).	99.0	A
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Table 2 – EU standards and performance targets

USO	Standard	Performance target (%)
DUSP 1.6.1(g)	USO incoming European Union services provided pursuant to DUSP 1.6.1(g) <u>deemed delivered</u> with an <u>actual routing time</u> of D+3.	85
DUSP 1.6.1(g)	USO incoming European Union services provided pursuant to DUSP 1.6.1(g) <u>deemed delivered</u> with an <u>actual routing time</u> of D+5.	97
DUSP 1.6.1(f)	USO outgoing European Union services provided pursuant to DUSP 1.6.1(f) <u>deemed delivered</u> with an <u>actual routing time</u> of D+3.	85
DUSP 1.6.1(f)	USO outgoing European Union services provided pursuant to DUSP 1.6.1(f) <u>deemed delivered</u> with an <u>actual routing time</u> of D+5.	97

1.10 Obligation to notify and publish information

DUSP 1.10.1	The <u>universal service provider</u> shall notify <u>OFCOM</u> and the <u>Consumer Advocacy Bodies</u> of, and publish in such a manner as will ensure reasonable publicity for it – <ul style="list-style-type: none"> (a) the brand names of the services it provides with a view to meeting its obligations under DUSP 1.6 and 1.7; (b) the terms and conditions of those services (including prices); and (c) any proposed change to the information in (a) and (b), at least one month in advance of the date on which it is to be implemented.
DUSP 1.10.2	The <u>universal service provider</u> shall notify <u>OFCOM</u> and the <u>Consumer Advocacy Bodies</u> of, and publish in such a manner as will ensure reasonable publicity for it – <ul style="list-style-type: none"> (a) the <u>latest delivery times</u> for the United Kingdom and the <u>specified collection times</u>; (b) any changes it intends to make to its <u>latest delivery times</u> and its <u>specified collection times</u> not less than three months prior to the change being made; and (c) every re-classification of addresses that will result in the <u>latest delivery time</u> of an address becoming later and of every re-classification of <u>access points</u> that will result in an <u>access point's specified collection time</u> starting earlier, within one month of such a change.

DUSP 1.10.3	The <u>universal service provider</u> shall publish its <u>latest delivery times</u> and its <u>specified collection times</u> and shall ensure any changes to them are published within one month of the change in such a manner as will ensure reasonable publicity for them.
DUSP 1.10.4	The <u>universal service provider</u> shall publish, in such a manner as will ensure reasonable publicity for them, its statement of arrangements under DUSP 1.8.3 (access arrangements for premises more than 10 km from access points) and DUSP 1.8.4 (access arrangements for those facing mobility challenges).
DUSP 1.10.5	The <u>universal service provider</u> shall notify <u>OFCOM</u> and the <u>Consumer Advocacy Bodies</u> and publish, no later than two months from the end of each quarter, its performance for that quarter in relation to - (a) all the standards in Table 1; and (b) the D+3 standard for the European Union outgoing service required by DUSP 1.6.1(f).
DUSP 1.10.6	The <u>universal service provider</u> shall notify <u>OFCOM</u> and the <u>Consumer Advocacy Bodies</u> and publish in such a manner as will ensure reasonable publicity for it, no later than two months from the end of each <u>Christmas period</u> , its performance during that <u>Christmas period</u> in relation to - (a) the D+3 standard for the European Union outgoing service required by DUSP 1.6.1(f); and (b) all the standards in Table 1 apart from - (i) deliveries made every day upon which a delivery is required in the area in question by the latest delivery time notified to <u>OFCOM</u> in accordance with DUSP 1.10.2; and (ii) collections made each day upon which a collection is required in the area in question from <u>letter boxes</u> and other <u>access points</u> used in the provision of any <u>domestic service</u> provided pursuant to DUSP 1.6, at or after the final time of collection advertised on the <u>access point</u> .
DUSP 1.10.7	The <u>universal service provider</u> shall notify <u>OFCOM</u> and the <u>Consumer Advocacy Bodies</u> and publish in such a manner as will ensure reasonable publicity for it, no later than three months from 31 March each year, its performance in relation to the following standards for the period of 12 months ending 31 March, (providing both adjusted and unadjusted results when appropriate ⁵): (a) the D+3 standard for the European Union outgoing service required by DUSP 1.6.1(f); and (b) all the standards in Table 1.
1.10.8	The <u>universal service provider</u> shall ensure that <u>OFCOM</u> and the <u>Consumer Advocacy Bodies</u> are provided with up to date copies of the code of practice maintained in accordance with DUSP 1.9.6.

1.11 Obligation to maintain and review contingency plans

DUSP 1.11.1	The <u>universal service provider</u> shall at all times maintain appropriate contingency plans, which set out the measures to be taken by the <u>universal service provider</u> to ensure as far as practicable the provision of the services required by DUSP 1.4 to 1.7 without interruption, suspension or restriction of any service in the event, locally, regionally or nationally, of
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⁵ E.g. to take account of a force majeure incident.

	industrial action, an emergency or a natural disaster, and implement those plans, as appropriate, where such events occur.
DUSP 1.11.2	At least once every two years from the <u>appointed date</u> , the <u>universal service provider</u> must review and where appropriate, update or amend its contingency plans.

Table of terms defined in the Act

This table is provided for information and does not form a part of this condition. We make no representations as to its accuracy or completeness. Please refer to the Act.

Defined term	Section of the Act
<i>access points</i>	29(11)
<i>Citizens Advice</i>	65(1)
<i>Citizens Advice Scotland</i>	65(1)
<i>legislative petitions and addresses</i>	32(2)
<i>OFCOM</i>	90
<i>postal network</i>	38(3)
<i>postal operator</i>	27(3)
<i>postal packet</i>	27(2)
<i>universal service provider</i>	65(1) and Schedule 9 paragraph 3(3)
<i>user</i>	65(1)