

**Emma Gilthorpe**  
Chief Executive  
Royal Mail

**Natalie Black CBE**  
Group Director  
Networks and Communications

3 June 2025

Dear Emma,

We have been made aware of a communication sent to all businesses and organisations who hold an account with Royal Mail on 30<sup>th</sup> May 2025 regarding 'Important information about service terms and conditions changes'.

The letter refers to changes to the delivery frequency of Second Class letters and specifically that:

*'Second Class, Economy letters and Large Letters will be delivered 5 days per week on alternate weekdays (Monday - Friday). This change will go live from **7 July 2025**, or the date Ofcom agrees changes to the Universal Service Obligation (USO), whichever is later'.*

As you are aware, Ofcom is currently consulting on proposals to reform the universal postal service, so that it is better aligned with the needs of people and businesses and remains sustainable in the future. This includes proposals to change the delivery frequency of Second Class letters. We have spoken to a range of stakeholders about our proposals, including users, businesses, postal operators, consumer groups, trade unions and public bodies.

Our consultation closed on 10<sup>th</sup> April 2025 and we are examining all stakeholder responses. For the avoidance of doubt, no decisions have been taken on the proposals for reform of the universal service contained in our consultation. We will publish a statement setting out our decisions in summer 2025. Until that point, the existing regulations remain in place.

As a result, we consider Royal Mail's announcement of changes to Second Class delivery speeds to incorrectly assume an outcome in relation to Ofcom's decisions on the future of the universal service. Any reference by Royal Mail to specific dates, either in relation to Ofcom's decisions or the implementation of any potential reforms, is therefore premature.

I would like to remind you that it is important for Royal Mail to make clear in any future communication to stakeholders that proposals for reform of the universal service are subject to Ofcom's decisions. Given the confusion and media enquiries which have resulted from your communications, we will be publishing this letter to clarify the position for all affected stakeholders.

Kind regards,

A handwritten signature in black ink, appearing to read 'N. A. Black'.

Natalie Black

**Group Director, Networks and Communications**