

Jersey Competition Regulatory Authority

Determination re: Jersey Post Limited's Price Control

19 September 2007

Determination of 19 September 2007 under Condition 20.3 of Jersey Post Limited's Licence issued by the Board of the JCRA to:

Jersey Post Limited

Condition 20.3 of the licence issued to Jersey Post Limited's ('Jersey Post') licence (the 'Licence') allows the JCRA to determine the maximum level of charges Jersey Post may apply for Licensed Services or Postal Services to fulfil the Universal Service Obligation.

Whereas:

The JCRA has fully considered all representations made in response to the public consultation in January 2007 that followed a price control review of the Jersey Post's services,

The JCRA hereby determines as follows:

- 1. The JCRA will cap the maximum level of charges Jersey Post may apply for Licensed Services or Postal Services to fulfil the Universal Service Obligation (the 'price control')
- 2. The scope of the price control shall be limited to the services listed in Appendix 1 of this Determination.
- 3. Any reference to year refers to a calendar year.
- 4. Concerning the services covered by this Determination, Jersey Post shall set its prices for these services and any new services introduced that do or can compete with the services listed in Appendix 1 so that the Actual Revenue it receives for these services does not exceed the Allowed Revenue. Actual Revenue in each year of the control is the amount of revenue that has actually been collected by Jersey Post in respect of these services in that year.
- 5. The Allowed Revenue for any given year subject to the price control (i.e. 'year T') will be determined as the sum, over all services listed in Appendix 1 (including any new services introduced that do or can compete with the services listed in Appendix 1), of the base price P_T multiplied by actual volume for that product in year T. So for example:
 - o P_{2008} is of the base price P_{2007} (which are those prices as at 1 January 2007) multiplied by $(100\% + (RPI_{2008} P_0))$
 - \circ P₂₀₀₉ is P₂₀₀₈ multiplied by (100%+(RPI₂₀₀₉-X))
 - \circ P₂₀₁₀ is P₂₀₀₉ multiplied by (100%+(RPI₂₀₀₉-X))
- 6. In paragraph 5, P₀ is determined as 4.0, X is determined as 1.8, RPI₂₀₀₈ is determined as the percentage change in the value of the RPI series produced by the States of Jersey Statistics Unit between June 2006 and June 2007, RPI₂₀₀₉ is determined as the percentage change in the value of the RPI series produced by the States of Jersey Statistics Unit between June 2007 and June 2008, and RPI₂₀₁₀ is determined as the percentage change in

the value of the RPI series produced by the States of Jersey Statistics Unit between June 2008 and June 2009.

- 7. A correction factor shall apply to the calculation of Allowed Revenue in the event that Jersey Post has recovered more or less Actual Revenue than Allowed Revenue in the previous control year. This correction factor shall adjust the level of Allowed Revenue that can be recovered in that control year by the difference between Actual Revenue and Allowed Revenue in the previous control year together with interest applied to the difference based on a level of interest rate equal to Bank of England base rate plus 4 per cent points if Actual Revenue exceeds Allowed Revenue and at Bank of England base rate Actual Revenue is smaller than Allowed Revenue. By definition there will be no correction factor in the first year of the control.
- 8. An Automatic Volume Adjustment (AVA) shall apply to the calculation of Allowed Revenue in the event that total mail volume in the price regulated area deviates by at least 5 per cent from the total volume forecast for that control year. If total volumes are more than 5 per cent lower than forecast, Allowed Revenue will be decreased by a percentage amount equivalent to half the difference between the percentage reduction in volumes below forecast and 5 per cent. This reflects the assumption that on average 50 per cent of costs are fixed and 50 per cent are variable. Similarly, if total volumes are more than 5 per cent higher than forecast, then Allowed Revenue will be increased by a percentage amount equivalent to half the difference between the percentage increase in volumes above forecast and 5 per cent.
- 9. Jersey Post is allowed to increase prices for individual products and services within the price regulated area by more that RPI-X subject to Licence Conditions 20.2 and 20.4. This does not preclude recourse by the JCRA to Licence Condition 20.5. It should be noted that Article 16 of the Competition (Jersey) Law 2005 also applies which prevents Jersey Post from charging prices for any individual products that may be deemed to be excessive.
- 10. The P₀ and X factors have been calculated on the basis of an allowed 3 per cent profit margin on operating and capital expenditure associated with the provision of the services in Appendix 1 and a fair share of the operating losses on Jersey Post's retail business unit. The actual profit margin earned by Jersey Post is neither restricted nor guaranteed. If Jersey Post achieves cost reductions that exceed those assumed feasible and forming the basis for the P₀ and the X factors, its profit margin, *ceteris paribus*, will exceed the 3 percent profit margin that has been allowed. The converse also applies.
- In the event of unforeseen events which occur during the price control period and which are accepted by the JCRA as being outside of Jersey Post's control, Jersey Post may apply to the JCRA for a revision of this Determination. If such circumstances occur during the last 6 months of the price control period and which are accepted by the JCRA as being outside Jersey Post's control, the additional costs that Jersey Post incurs as a result of these unforeseen circumstances will be taken into account in setting the control for the next price control period.
- 12. By the 31st March following the end of any control year, Jersey Post shall provide a written report to the JCRA, in a form agreed by the JCRA, on its compliance with this Determination.

- 13. The control period will run from 1 January 2008 31 December 2010.
- 14. This Determination shall be come into effect on 1 January 2008.

22 November 2007

By Order of the Board of the JCRA

Licensed products and services	£ (prices at 19/09/07)
Local letter service – 100g	0.35
Local letter service – 200g	0.59
Local letter service – 300g	0.92
Local letter service – 400g	1.20
Local letter service – 500g	1.48
Local letter service – 600g	1.81
Local letter service – 700g	2.26
Local letter service – 800g	2.63
Local letter service – 900g	2.90
Local letter service – 1000g	3.16
Local letter service – 1250g	3.91
Local letter service – 1500g	4.66
Local letter service – 1750g	5.41
Local letter service – 2000g	6.16
Local letter service – 2250g	6.91
Local letter service – 2500g	7.66
Local letter service – 2750g	8.41
Local letter service – 3000g	9.16
Local letter service – 3250g	9.91
Local letter service – 3500g	10.66
Local letter service – 3750g	11.41
Local letter service – 4000g	12.16
Local letter service – 4250g	12.91
Local letter service – 4500g	13.66
Local letter service – 4750g	14.41
Local letter service – 5000g	15.16
Local letter service – 10000g	15.43
Domestic (UK, IOM and other CIs letters) – 100g	0.39
Domestic (UK, IOM and other CIs letters) – 200g	0.83
Domestic (UK, IOM and other CIs letters) – 300g	1.24
Domestic (UK, IOM and other CIs letters) – 400g	1.58
Domestic (UK, IOM and other CIs letters) – 500g	2.07
Domestic (UK, IOM and other CIs letters) – 600g	2.51

Attachment to the Final Notice to Jersey Fost Emilied dated 22 IV	
Domestic (UK, IOM and other CIs letters) – 700g	2.97
Domestic (UK, IOM and other CIs letters) – 800g	3.44
Domestic (UK, IOM and other CIs letters) – 900g	3.80
Domestic (UK, IOM and other CIs letters) – 1000g	4.22
Domestic (UK, IOM and other CIs letters) – 1250g	5.26
Domestic (UK, IOM and other CIs letters) – 1500g	6.30
Domestic (UK, IOM and other CIs letters) – 1750g	7.34
Domestic (UK, IOM and other CIs letters) – 2000g	8.38
Domestic (UK, IOM and other CIs letters) – 2250g	9.42
Domestic (UK, IOM and other CIs letters) – 2500g	10.46
Domestic (UK, IOM and other CIs letters) – 2750g	11.50
Domestic (UK, IOM and other CIs letters) – 3000g	12.54
Domestic (UK, IOM and other CIs letters) – 3250g	13.58
Domestic (UK, IOM and other CIs letters) – 3500g	14.62
Domestic (UK, IOM and other CIs letters) – 3750g	15.66
Domestic (UK, IOM and other CIs letters) – 4000g	16.70
Domestic (UK, IOM and other CIs letters) – 4250g	17.74
Domestic (UK, IOM and other CIs letters) – 4500g	18.78
Domestic (UK, IOM and other CIs letters) – 4750g	19.82
Domestic (UK, IOM and other CIs letters) – 5000g	20.86
Domestic (UK, IOM and other CIs letters) – 10000g	21.23
European airmail letters – 20g	0.43
European airmail letters – 40g	0.58
European airmail letters – 60g	0.76
European airmail letters – 80g	0.96
European airmail letters – 100g	1.12
European airmail letters – 120g	1.30
European airmail letters – 140g	1.50
European airmail letters – 160g	1.69
European airmail letters – 180g	1.87
European airmail letters – 200g	2.04
European airmail letters – 220g	2.22
European airmail letters – 240g	2.42
European airmail letters – 260g	2.59
European airmail letters – 280g	2.79

Attachment to the Final Notice to Jersey Post Limited dated 22 No	
European airmail letters – 300g	2.96
European airmail letters – 320g	3.14
European airmail letters – 340g	3.33
European airmail letters – 360g	3.51
European airmail letters – 380g	3.71
European airmail letters – 400g	3.88
European airmail letters – 420g	4.07
European airmail letters – 440g	4.25
European airmail letters – 460g	4.43
European airmail letters – 480g	4.61
European airmail letters – 500g	4.79
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European airmail letters – 560g	5.27
European airmail letters – 580g	5.43
European airmail letters – 600g	5.59
European airmail letters – 620g	5.75
European airmail letters – 640g	5.91
European airmail letters – 660g	6.07
European airmail letters – 680g	6.23
European airmail letters – 700g	6.39
European airmail letters – 720g	6.55
European airmail letters – 740g	6.71
European airmail letters – 760g	6.87
European airmail letters – 780g	7.03
European airmail letters – 800g	7.19
European airmail letters – 820g	7.35
European airmail letters – 840g	7.51
European airmail letters – 860g	7.67
European airmail letters – 880g	7.83
European airmail letters – 900g	7.99
European airmail letters – 920g	8.15
European airmail letters – 940g	8.31
European airmail letters – 960g	8.47
European airmail letters – 980g	8.63

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European airmail letters – 1020g	8.95
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European airmail letters – 1060g	9.27
European airmail letters – 1080g	9.43
European airmail letters – 1100g	9.59
European airmail letters – 1120g	9.75
European airmail letters – 1140g	9.91
European airmail letters – 1160g	10.07
European airmail letters – 1180g	10.23
European airmail letters – 1200g	10.39
European airmail letters – 1220g	10.55
European airmail letters – 1240g	10.71
European airmail letters – 1260g	10.87
European airmail letters – 1280g	11.03
European airmail letters – 1300g	11.19
European airmail letters – 1320g	11.35
European airmail letters – 1340g	11.51
European airmail letters – 1360g	11.67
European airmail letters – 1380g	11.83
European airmail letters – 1400g	11.99
European airmail letters – 1420g	12.15
European airmail letters – 1440g	12.31
European airmail letters – 1460g	12.47
European airmail letters – 1480g	12.63
European airmail letters – 1500g	12.79
European airmail letters – 1520g	12.95
European airmail letters – 1540g	13.11
European airmail letters – 1560g	13.27
European airmail letters – 1580g	13.43
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European airmail letters – 1820g	15.35
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European airmail letters – 1860g	15.67
European airmail letters – 1880g	15.83
European airmail letters – 1900g	15.99
European airmail letters – 1920g	16.15
European airmail letters – 1940g	16.31
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European airmail letters – 1980g	16.63
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International airmail letters (Zone 1) – 10g	0.52
International airmail letters (Zone 1) – 20g	0.76
International airmail letters (Zone 1) – 40g	1.19
International airmail letters (Zone 1) – 60g	1.61
International airmail letters (Zone 1) – 80g	2.04
International airmail letters (Zone 1) – 100g	2.47
International airmail letters (Zone 1) – 120g	2.90
International airmail letters (Zone 1) – 140g	3.33
International airmail letters (Zone 1) – 160g	3.76
International airmail letters (Zone 1) – 180g	4.19
International airmail letters (Zone 1) – 200g	4.61
International airmail letters (Zone 1) – 220g	5.04
International airmail letters (Zone 1) – 240g	5.46
International airmail letters (Zone 1) – 260g	5.89
International airmail letters (Zone 1) – 280g	6.32
International airmail letters (Zone 1) – 300g	6.74
International airmail letters (Zone 1) – 320g	7.18
International airmail letters (Zone 1) – 340g	7.61
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International airmail letters (Zone 1) – 460g	10.16
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International airmail letters (Zone 1) – 680g	14.81
International airmail letters (Zone 1) – 700g	15.23
International airmail letters (Zone 1) – 720g	15.65
International airmail letters (Zone 1) – 740g	16.07
International airmail letters (Zone 1) – 760g	16.49
International airmail letters (Zone 1) – 780g	16.91
International airmail letters (Zone 1) – 800g	17.33
International airmail letters (Zone 1) – 820g	17.75
International airmail letters (Zone 1) – 840g	18.17
International airmail letters (Zone 1) – 860g	18.59
International airmail letters (Zone 1) – 880g	19.01
International airmail letters (Zone 1) – 900g	19.43
International airmail letters (Zone 1) – 920g	19.85
International airmail letters (Zone 1) – 940g	20.27
International airmail letters (Zone 1) – 960g	20.69
International airmail letters (Zone 1) – 980g	21.11
International airmail letters (Zone 1) – 1000g	21.53
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International airmail letters (Zone 1) – 1040g	22.37
International airmail letters (Zone 1) – 1060g	22.79

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International airmail letters (Zone 1) – 1160g	24.89
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International airmail letters (Zone 1) – 1680g	35.81
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Attachment to the Final Notice to Jersey 1 ost Elimited dated 22 No	
International airmail letters (Zone 2) – 460g	12.05
International airmail letters (Zone 2) – 480g	12.56
International airmail letters (Zone 2) – 500g	13.07
International airmail letters (Zone 2) – 520g	13.57
International airmail letters (Zone 2) – 540g	14.07
International airmail letters (Zone 2) – 560g	14.57
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International airmail letters (Zone 2) – 780g	20.07
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International airmail letters (Zone 2) – 1140g	29.07
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International airmail letters (Zone 2) – 1860g	47.07
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International airmail letters (Zone 2) – 1940g	49.07
International airmail letters (Zone 2) – 1960g	49.57
International airmail letters (Zone 2) – 1980g	50.07
International airmail letters (Zone 2) – 2000g	50.57
European airmail postcards – 20g	0.43
International airmail postcards – 10g	0.52
International air letter – 10g	0.52
International pre-paid aerogramme – 10g	0.62
Direct Mail	
Signed for (Recorded delivery) (≤20kg)	0.68
International signed for (Recorded) £30 max comp (≤20kg)	3.50
International signed for (Recorded) £100 max comp (≤20kg)	4.18
Special delivery £500 max comp – 100g	6.34
Special delivery £500 max comp – 500g	8.45
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Special delivery £500 max comp – 3kg Special delivery £500 max comp – 3.5kg Special delivery £500 max comp – 4kg Special delivery £500 max comp – 4.5kg Special delivery £500 max comp – 5kg Special delivery £500 max comp – 5kg	12.25 12.86 13.41 13.95 14.53 14.93
Special delivery £500 max comp – 3kg Special delivery £500 max comp – 3.5kg Special delivery £500 max comp – 4kg Special delivery £500 max comp – 4.5kg Special delivery £500 max comp – 5kg Special delivery £500 max comp – 5.5kg Special delivery £500 max comp – 6kg	12.25 12.86 13.41 13.95 14.53 14.93 15.49

Special delivery £500 max comp – 8kg	17.55
Special delivery £500 max comp – 8.5kg	18.03
Special delivery £500 max comp – 9kg	18.54
Special delivery £500 max comp – 9.5kg	19.06
Special delivery £500 max comp – 10kg	19.57
Special delivery £1000 max comp – 100g	8.45
Special delivery £1000 max comp – 500g	10.56
Special delivery £1000 max comp – 1kg	12.29
Special delivery £1000 max comp – 1.5kg	13.05
Special delivery £1000 max comp – 2kg	13.84
Special delivery £1000 max comp – 2.5kg	14.67
Special delivery £1000 max comp – 3kg	15.33
Special delivery £1000 max comp – 3.5kg	16.08
Special delivery £1000 max comp – 4kg	16.76
Special delivery £1000 max comp – 4.5kg	17.45
Special delivery £1000 max comp – 5kg	18.17
Special delivery £1000 max comp – 5.5kg	18.68
Special delivery £1000 max comp – 6kg	19.36
Special delivery £1000 max comp – 6.5kg	19.98
Special delivery £1000 max comp – 7kg	20.62
Special delivery £1000 max comp – 7.5kg	21.23
Special delivery £1000 max comp – 8kg	21.94
Special delivery £1000 max comp – 8.5kg	22.53
Special delivery £1000 max comp – 9kg	23.18
Special delivery £1000 max comp – 9.5kg	23.83
Special delivery £1000 max comp – 10kg	24.47
Special delivery £2500 max comp – 100g	10.56
Special delivery £2500 max comp – 500g	12.68
Special delivery £2500 max comp – 1kg	14.75
Special delivery £2500 max comp – 1.5kg	15.71
Special delivery £2500 max comp – 2kg	16.61
Special delivery £2500 max comp – 2.5kg	17.60
Special delivery £2500 max comp – 3kg	18.39
Special delivery £2500 max comp – 3.5kg	19.30
Special delivery £2500 max comp – 4kg	20.11

Special delivery £2500 max comp – 5kg 21.80 Special delivery £2500 max comp – 5.5kg 22.42 Special delivery £2500 max comp – 6kg 23.22 Special delivery £2500 max comp – 6kg 23.27 Special delivery £2500 max comp – 7kg 24.75 Special delivery £2500 max comp – 7kg 25.48 Special delivery £2500 max comp – 8kg 26.35 Special delivery £2500 max comp – 8kg 27.05 Special delivery £2500 max comp – 9kg 27.81 Special delivery £2500 max comp – 9kg 28.59 Special delivery £2500 max comp – 9kg 29.36 Business Reply (Local) 86.60 Business Reply (Local) 86.60 Redirection (Local) – Residential Customers – 1 month 18.04 Redirection (Local) – Residential Customers – 1 month 47.39 Redirection (Local) – Residential Customers – 12 months 82.37 Redirection (UK, IOM and other Cls) – Residential Customers – 3 months 67.71 Redirection (UK, IOM and other Cls) – Residential Customers – 1 month 48.87 Redirection (International) – Residential Customers – 1 month 48.87 Redirection (International) – Residential Customers – 1 month	Special delivery £2500 max comp – 4.5kg	20.93
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Special delivery £2500 max comp - 6.5kg Special delivery £2500 max comp - 7kg Special delivery £2500 max comp - 7kg Special delivery £2500 max comp - 7.5kg Special delivery £2500 max comp - 8kg Special delivery £2500 max comp - 8kg Special delivery £2500 max comp - 9kg Special delivery £2500 max comp - 10kg Business Reply (Local) Business Reply (Local) Redirection (Local) - Residential Customers - 1 month Redirection (Local) - Residential Customers - 3 months Redirection (Local) - Residential Customers - 12 months Redirection (UK, IOM and other Cls) - Residential Customers - 3 months Redirection (UK, IOM and other Cls) - Residential Customers - 1 month Redirection (UK, IOM and other Cls) - Residential Customers - 12 months Redirection (IK, IOM and other Cls) - Residential Customers - 12 months Redirection (IK, IOM and other Cls) - Residential Customers - 12 months Redirection (International) - Residential Customers - 1 month Redirection (Local) - Business Customers - 1 month Redirection (Local) - Business Customers - 3 months Redirection (Local) - Business Customers - 6 months Redirection (Local) - Business Customers - 1 month Redirection (Local) - Busi	, , , , , , , , , , , , , , , , , , , ,	23.22
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Special delivery £2500 max comp – 8kg Special delivery £2500 max comp – 8.5kg Special delivery £2500 max comp – 9kg Special delivery £2500 max comp – 9kg Special delivery £2500 max comp – 9.5kg Special delivery £2500 max comp – 9.5kg Special delivery £2500 max comp – 10kg Business Reply (Local) Business Reply (Local) Business Reply (UK, IOM and other CIs) Redirection (Local) – Residential Customers – 1 month Redirection (Local) – Residential Customers – 3 months Redirection (Local) – Residential Customers – 6 months Redirection (Local) – Residential Customers – 12 months Redirection (UK, IOM and other CIs) – Residential Customers – 1 month Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 6 months Redirection (UK, IOM and other CIs) – Residential Customers – 12 months Redirection (International) – Residential Customers – 1 month Redirection (International) – Residential Customers – 1 month Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 6 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 6 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months 32.71 Redirection (UK, IOM and other CIs) – Business Customers – 6 months		24.75
Special delivery £2500 max comp – 8.5kg Special delivery £2500 max comp – 9kg Special delivery £2500 max comp – 9kg Special delivery £2500 max comp – 9.5kg Special delivery £2500 max comp – 10kg Business Reply (Local) Business Reply (UK, IOM and other Cls) Redirection (Local) – Residential Customers – 1 month Redirection (Local) – Residential Customers – 3 months Redirection (Local) – Residential Customers – 6 months Redirection (UK, IOM and other Cls) – Residential Customers – 1 month Redirection (UK, IOM and other Cls) – Residential Customers – 3 months Redirection (UK, IOM and other Cls) – Residential Customers – 6 months Redirection (UK, IOM and other Cls) – Residential Customers – 6 months Redirection (UK, IOM and other Cls) – Residential Customers – 12 months Redirection (International) – Residential Customers – 1 month Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 1 month Redirection (UK, IOM and other Cls) – Business Customers – 1 month Redirection (UK, IOM and other Cls) – Business Customers – 3 months Redirection (UK, IOM and other Cls) – Business Customers – 3 months Redirection (UK, IOM and other Cls) – Business Customers – 6 months Redirection (UK, IOM and other Cls) – Business Customers – 6 months	Special delivery £2500 max comp – 7.5kg	25.48
Special delivery £2500 max comp – 9kg Special delivery £2500 max comp – 9.5kg Special delivery £2500 max comp – 9.5kg Special delivery £2500 max comp – 10kg 29.36 Business Reply (Local) Business Reply (UK, IOM and other CIs) Redirection (Local) – Residential Customers – 1 month Redirection (Local) – Residential Customers – 3 months Redirection (Local) – Residential Customers – 6 months Redirection (Local) – Residential Customers – 12 months Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 6 months Redirection (UK, IOM and other CIs) – Residential Customers – 12 months Redirection (International) – Residential Customers – 1 month Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 1 month Redirection (International) – Residential Customers – 1 month Redirection (International) – Residential Customers – 1 month Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months	Special delivery £2500 max comp – 8kg	26.35
Special delivery £2500 max comp – 9.5kg Special delivery £2500 max comp – 10kg 29.36 Business Reply (Local) 86.60 Business Reply (UK, IOM and other CIs) Redirection (Local) – Residential Customers – 1 month Redirection (Local) – Residential Customers – 3 months Redirection (Local) – Residential Customers – 6 months Redirection (Local) – Residential Customers – 12 months Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 6 months Redirection (UK, IOM and other CIs) – Residential Customers – 12 months Redirection (IN, IOM and other CIs) – Residential Customers – 12 months Redirection (International) – Residential Customers – 12 months Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 6 months Redirection (International) – Residential Customers – 6 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 6 months Redirection (Local) – Business Customers – 6 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months	Special delivery £2500 max comp – 8.5kg	27.05
Special delivery £2500 max comp – 10kg Business Reply (Local) 86.60 Business Reply (UK, IOM and other CIs) Redirection (Local) – Residential Customers – 1 month Redirection (Local) – Residential Customers – 3 months Redirection (Local) – Residential Customers – 6 months Redirection (Local) – Residential Customers – 12 months Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 6 months Redirection (UK, IOM and other CIs) – Residential Customers – 12 months Redirection (International) – Residential Customers – 12 months Redirection (International) – Residential Customers – 12 months Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 6 months Redirection (International) – Residential Customers – 12 months Redirection (International) – Residential Customers – 12 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 6 months Redirection (Local) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months	Special delivery £2500 max comp – 9kg	27.81
Business Reply (Local) Business Reply (UK, IOM and other CIs) Redirection (Local) – Residential Customers – 1 month Redirection (Local) – Residential Customers – 3 months Redirection (Local) – Residential Customers – 6 months Redirection (Local) – Residential Customers – 12 months Redirection (UK, IOM and other CIs) – Residential Customers – 1 month Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 6 months Redirection (UK, IOM and other CIs) – Residential Customers – 12 months Redirection (International) – Residential Customers – 12 months Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 6 months Redirection (International) – Residential Customers – 6 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 12 months Redirection (UK, IOM and other CIs) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months	Special delivery £2500 max comp – 9.5kg	28.59
Business Reply (UK, IOM and other CIs) Redirection (Local) – Residential Customers – 1 month Redirection (Local) – Residential Customers – 3 months Redirection (Local) – Residential Customers – 6 months Redirection (Local) – Residential Customers – 6 months Redirection (Local) – Residential Customers – 12 months Redirection (UK, IOM and other CIs) – Residential Customers – 1 month Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 6 months Redirection (UK, IOM and other CIs) – Residential Customers – 12 months Redirection (International) – Residential Customers – 1 month Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 6 months Redirection (International) – Residential Customers – 12 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 6 months Redirection (Local) – Business Customers – 6 months Redirection (Local) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months	Special delivery £2500 max comp – 10kg	29.36
Redirection (Local) – Residential Customers – 1 month Redirection (Local) – Residential Customers – 3 months Redirection (Local) – Residential Customers – 6 months Redirection (Local) – Residential Customers – 12 months Redirection (UK, IOM and other CIs) – Residential Customers – 1 month Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 6 months Redirection (UK, IOM and other CIs) – Residential Customers – 6 months Redirection (International) – Residential Customers – 12 month Redirection (International) – Residential Customers – 1 month Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 6 months Redirection (International) – Residential Customers – 12 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 6 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 12 months Redirection (UK, IOM and other CIs) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months	Business Reply (Local)	86.60
Redirection (Local) – Residential Customers – 3 months Redirection (Local) – Residential Customers – 6 months Redirection (Local) – Residential Customers – 6 months Redirection (UK, IOM and other CIs) – Residential Customers – 1 month Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 6 months Redirection (UK, IOM and other CIs) – Residential Customers – 12 months Redirection (International) – Residential Customers – 12 months Redirection (International) – Residential Customers – 1 month Redirection (International) – Residential Customers – 6 months Redirection (International) – Residential Customers – 6 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months 32.71	Business Reply (UK, IOM and other CIs)	86.60
Redirection (Local) – Residential Customers – 6 months Redirection (Local) – Residential Customers – 12 months Redirection (UK, IOM and other CIs) – Residential Customers – 1 month Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 6 months Redirection (UK, IOM and other CIs) – Residential Customers – 6 months Redirection (International) – Residential Customers – 12 months Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 6 months Redirection (International) – Residential Customers – 12 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 6 months Redirection (Local) – Business Customers – 12 months Redirection (UK, IOM and other CIs) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months 32.08	Redirection (Local) – Residential Customers – 1 month	18.04
Redirection (Local) – Residential Customers – 12 months Redirection (UK, IOM and other CIs) – Residential Customers – 1 month Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 6 months Redirection (UK, IOM and other CIs) – Residential Customers – 12 months Redirection (International) – Residential Customers – 12 months Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 6 months Redirection (International) – Residential Customers – 6 months Redirection (International) – Residential Customers – 12 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 6 months Redirection (Local) – Business Customers – 12 months Redirection (Local) – Business Customers – 12 months Redirection (UK, IOM and other CIs) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months 32.71	Redirection (Local) – Residential Customers – 3 months	29.33
Redirection (UK, IOM and other CIs) – Residential Customers – 1 month Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 6 months Redirection (UK, IOM and other CIs) – Residential Customers – 12 months Redirection (International) – Residential Customers – 12 months Redirection (International) – Residential Customers – 1 month Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 6 months Redirection (International) – Residential Customers – 12 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 6 months Redirection (Local) – Business Customers – 12 months Redirection (UK, IOM and other CIs) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months	Redirection (Local) – Residential Customers – 6 months	47.39
Redirection (UK, IOM and other CIs) – Residential Customers – 3 months Redirection (UK, IOM and other CIs) – Residential Customers – 6 months 120.75 Redirection (UK, IOM and other CIs) – Residential Customers – 12 months Redirection (International) – Residential Customers – 1 month Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 6 months Redirection (International) – Residential Customers – 6 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 6 months 120.78 Redirection (Local) – Business Customers – 12 months Redirection (UK, IOM and other CIs) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months 332.08	Redirection (Local) – Residential Customers – 12 months	82.37
Redirection (UK, IOM and other CIs) – Residential Customers – 6 months Redirection (UK, IOM and other CIs) – Residential Customers – 12 months Redirection (International) – Residential Customers – 1 month Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 6 months Redirection (International) – Residential Customers – 6 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 6 months Redirection (Local) – Business Customers – 6 months Redirection (Local) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months 332.08	Redirection (UK, IOM and other CIs) – Residential Customers – 1 month	32.71
Redirection (UK, IOM and other CIs) – Residential Customers – 12 months225.73Redirection (International) – Residential Customers – 1 month48.87Redirection (International) – Residential Customers – 3 months101.18Redirection (International) – Residential Customers – 6 months180.43Redirection (International) – Residential Customers – 12 months337.29Redirection (Local) – Business Customers – 1 month32.71Redirection (Local) – Business Customers – 3 months67.73Redirection (Local) – Business Customers – 6 months120.78Redirection (UK, IOM and other CIs) – Business Customers – 1 month89.96Redirection (UK, IOM and other CIs) – Business Customers – 3 months186.21Redirection (UK, IOM and other CIs) – Business Customers – 6 months332.08	Redirection (UK, IOM and other CIs) – Residential Customers – 3 months	67.71
Redirection (International) – Residential Customers – 1 month Redirection (International) – Residential Customers – 3 months Redirection (International) – Residential Customers – 6 months Redirection (International) – Residential Customers – 12 months Redirection (Local) – Business Customers – 1 month Redirection (Local) – Business Customers – 3 months Redirection (Local) – Business Customers – 6 months Redirection (Local) – Business Customers – 6 months Redirection (Local) – Business Customers – 12 months Redirection (UK, IOM and other CIs) – Business Customers – 1 month Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months 332.08	Redirection (UK, IOM and other CIs) – Residential Customers – 6 months	120.75
Redirection (International) – Residential Customers – 3 months101.18Redirection (International) – Residential Customers – 6 months180.43Redirection (International) – Residential Customers – 12 months337.29Redirection (Local) – Business Customers – 1 month32.71Redirection (Local) – Business Customers – 3 months67.73Redirection (Local) – Business Customers – 6 months120.78Redirection (Local) – Business Customers – 12 months225.75Redirection (UK, IOM and other CIs) – Business Customers – 1 month89.96Redirection (UK, IOM and other CIs) – Business Customers – 3 months186.21Redirection (UK, IOM and other CIs) – Business Customers – 6 months332.08	Redirection (UK, IOM and other CIs) – Residential Customers – 12 months	225.73
Redirection (International) – Residential Customers – 6 months180.43Redirection (International) – Residential Customers – 12 months337.29Redirection (Local) – Business Customers – 1 month32.71Redirection (Local) – Business Customers – 3 months67.73Redirection (Local) – Business Customers – 6 months120.78Redirection (Local) – Business Customers – 12 months225.75Redirection (UK, IOM and other CIs) – Business Customers – 1 month89.96Redirection (UK, IOM and other CIs) – Business Customers – 3 months186.21Redirection (UK, IOM and other CIs) – Business Customers – 6 months332.08	Redirection (International) – Residential Customers – 1 month	48.87
Redirection (International) – Residential Customers – 12 months337.29Redirection (Local) – Business Customers – 1 month32.71Redirection (Local) – Business Customers – 3 months67.73Redirection (Local) – Business Customers – 6 months120.78Redirection (Local) – Business Customers – 12 months225.75Redirection (UK, IOM and other CIs) – Business Customers – 1 month89.96Redirection (UK, IOM and other CIs) – Business Customers – 3 months186.21Redirection (UK, IOM and other CIs) – Business Customers – 6 months332.08	Redirection (International) – Residential Customers – 3 months	101.18
Redirection (Local) – Business Customers – 1 month32.71Redirection (Local) – Business Customers – 3 months67.73Redirection (Local) – Business Customers – 6 months120.78Redirection (Local) – Business Customers – 12 months225.75Redirection (UK, IOM and other CIs) – Business Customers – 1 month89.96Redirection (UK, IOM and other CIs) – Business Customers – 3 months186.21Redirection (UK, IOM and other CIs) – Business Customers – 6 months332.08	Redirection (International) – Residential Customers – 6 months	180.43
Redirection (Local) – Business Customers – 3 months67.73Redirection (Local) – Business Customers – 6 months120.78Redirection (Local) – Business Customers – 12 months225.75Redirection (UK, IOM and other CIs) – Business Customers – 1 month89.96Redirection (UK, IOM and other CIs) – Business Customers – 3 months186.21Redirection (UK, IOM and other CIs) – Business Customers – 6 months332.08	Redirection (International) – Residential Customers – 12 months	337.29
Redirection (Local) – Business Customers – 6 months120.78Redirection (Local) – Business Customers – 12 months225.75Redirection (UK, IOM and other CIs) – Business Customers – 1 month89.96Redirection (UK, IOM and other CIs) – Business Customers – 3 months186.21Redirection (UK, IOM and other CIs) – Business Customers – 6 months332.08	Redirection (Local) – Business Customers – 1 month	32.71
Redirection (Local) – Business Customers – 12 months225.75Redirection (UK, IOM and other CIs) – Business Customers – 1 month89.96Redirection (UK, IOM and other CIs) – Business Customers – 3 months186.21Redirection (UK, IOM and other CIs) – Business Customers – 6 months332.08	Redirection (Local) – Business Customers – 3 months	67.73
Redirection (UK, IOM and other CIs) – Business Customers – 1 month89.96Redirection (UK, IOM and other CIs) – Business Customers – 3 months186.21Redirection (UK, IOM and other CIs) – Business Customers – 6 months332.08	Redirection (Local) – Business Customers – 6 months	120.78
Redirection (UK, IOM and other CIs) – Business Customers – 3 months Redirection (UK, IOM and other CIs) – Business Customers – 6 months 332.08	Redirection (Local) – Business Customers – 12 months	225.75
Redirection (UK, IOM and other CIs) – Business Customers – 6 months 332.08	Redirection (UK, IOM and other CIs) – Business Customers – 1 month	89.96
	Redirection (UK, IOM and other CIs) – Business Customers – 3 months	186.21
Redirection (UK, IOM and other CIs) – Business Customers – 12 months 620.76	Redirection (UK, IOM and other CIs) – Business Customers – 6 months	332.08
	Redirection (UK, IOM and other CIs) – Business Customers – 12 months	620.76

Redirection (International) – Business Customers – 1 month	130.43
Redirection (International) – Business Customers – 3 months	269.86
Redirection (International) – Business Customers – 6 months	481.26
Redirection (International) – Business Customers – 12 months	899.58
Standard PO Box Facility	151.42
Parcel Service PO Box Facility	242.51
Retention of mail	18.04
Poste Restante	
Articles for the Blind	
Mail to addresses within the British Forces Post Office	
FreePost Local	86.60
FreePost UK	86.60