

# LICENCE APPLICATION FORM

## POSTCOMM

### The Postal Services Commission

#### Form of application for licence under section 11 of the Postal Services Act 2000

#### Note

Applicants should note that any incorrect or misleading information provided on this application form could lead to revocation of any licence granted, in accordance with Schedule 3 of the licence.

Please read the Guidance provided with this application form, and refer to the Codes of Practice on Mail Integrity and on Common Operational Procedures, prior to completing it. If there are any queries which are not covered in the Guidance or Codes please contact Postcomm.

#### Information about the applicant

1. Please provide the following details –
  - (a) name of applicant in full,
  - (b) any trading name(s),
  - (c) main business address, and
  - (d) name, address, telephone number and e-mail address (where available) of person to whom correspondence or enquiries about the application should be directed.
2. Please state whether the applicant is a public limited company, private limited company, overseas company, other body corporate, partnership, unincorporated association, sole trader or other entity (and in the last case give particulars of the applicant's legal status).
3. If the applicant is a body corporate, please state –
  - (a) the jurisdiction in which it is incorporated,
  - (b) if applicable, its Company/corporate registration number,
  - (c) the address of the registered office,
  - (d) the full names and personal addresses of its current directors (including any shadow directors within the meaning of section 741 of the Companies Act 1985) or, where applicable, its corresponding officers,

- (e) the name and registered office of any holding company (within the meaning of section 736 of the Companies Act 1985) of the applicant and the name and registered or principal office of any parent undertaking (within the meaning of section 258 of that Act) of the applicant.
4. If the applicant is not a body corporate (e.g. it is a sole trader, partnership or other entity) please state -
    - (a) full name of each individual concerned in the management of the applicant, each partner of the applicant and/or each parent undertaking of the applicant within the meaning of section 258 of the Companies Act 1985
    - (b) address of each such individual,
    - (c) date and place of birth of each such individual, and
    - (d) date and place of registration and registration number of each such undertaking.
  5. Give the name of any "controlling persons" of the applicant not named in response to questions 3 or 4 above, together with details of any such person's date and place of birth and address.
  6. Where any person (other than a person whose name is given in response to questions 3(e) and 4 holds 20 per cent or more of any class of the shares of the applicant, give the name and address of each such person, specifying in each case the number of shares so held and the percentage of the aggregate number of shares of that class represented thereby.

### **The applicant's proposed postal service business**

7. State whether the applicant or any person, company or other entity referred to in response to paragraphs 1-6 above holds, has held or has previously applied for a licence under section 11 of the Postal Services Act 2000.
8. Please provide a brief description of the proposed postal service, with particular reference to the type or types of mail the applicant proposes to carry under this licence, and the likely geographical coverage (referring to postcodes if possible). Please include the proposed timescale for commencement of licensed operations.
9. Please provide a forecast of volume and revenue for the applicant's licensed postal services business for the first year and the basis on which such forecasts have been prepared.

## **Protecting the integrity of mail**

10. Please provide, in relation to any of the persons named in response to questions 3(d), 4(a), 5 or 6
  - (a) full details of any disqualification orders or undertakings under the Company Directors Disqualification Act 1986,
  - (b) a 'basic disclosure' provided by the Criminal Records Bureau, and
  - (c) full details of any proceedings or investigations of which the applicant is aware which may lead to any such disqualifications, or to any convictions for dishonesty or like conduct, or to any convictions for offences under the Postal Services Act.
11. Please provide a copy of the applicant's registration under the Data Protection Act 1988.
12. Please provide brief details of how the licensee proposes to comply with the Mail Integrity Code of Practice (condition 3 of the licence).
13. As required under Condition 9 of the standard licence please set out the arrangements the applicant proposes to implement to ensure that funds are available, or arrangements in place, to ensure that mail it has collected or received, the conveyance of which requires a licence under section 11 of the Postal Services Act 2000, is delivered in the event that the applicant ceases to be a postal operator.

## **Application of standard licence conditions**

- 14.. If the applicant believes any of the standard licence conditions should not apply to it, please indicate which these are and provide reasons in each case. (Note: Condition 12 is required only where the licence applicant is a member of a group which includes a postal operator which has a statutory monopoly in its home market).
15. Please indicate if there are any other conditions the applicant believes should be included in its licence.

I confirm that having made due enquiry the information supplied is complete and correct to the best of my knowledge and belief.

I confirm that I am willing to provide such further information as Postcomm requests in connection with its consideration of this application.

I enclose the licence application fee of £1000.

Signed .....

Print name .....

Print job title .....

For and on behalf of .....

Dated .....

## Guidance for Applicants

### **1. *General***

- 1.1 These notes are intended as a guide for those who are considering applying for a postal services licence. They set out the legal framework surrounding the licensing system and the licence application process, and provide advice on the completion of the licence application form. This advice is for guidance only. It should not be relied upon as an exact, comprehensive and legally accurate treatment of the subject. Applicants should where appropriate seek their own legal advice.
- 1.2 All the documents referred to in these guidelines are available on Postcomm's website, [www.psc.gov.uk](http://www.psc.gov.uk).

### **2. *Legal Framework***

#### **Postal Services Act 2000**

- 2.1 The Postal Services Act 2000 ("the Act") established the framework for the regulation of postal services in the UK and Postcomm as the independent regulator of those services. It also established the Consumer Council for Postal Services ("Postwatch") as the representative body for the users of postal services.

#### **Postcomm's statutory duties**

- 2.2 Postcomm is required to seek to ensure that customers continue to enjoy a universal postal service. The universal service, which is currently provided by Royal Mail, consists of the delivery and collection at least once every working day of mail (not exceeding 20 kilograms in weight) and the provision of a registered postal service, all at affordable prices that are uniform throughout the UK.
- 2.3 Subject to this, Postcomm is charged with furthering the interests of users of postal services wherever appropriate by promoting effective competition between postal operators. In doing so, Postcomm must have regard to the interests of those who are disabled, chronically sick, are of pensionable age, are on low incomes and who reside in rural areas.

- 2.4 Subject to the duties above, Postcomm has a further duty to exercise its functions in a manner which it considers is best calculated to promote efficiency and economy on the part of postal operators.
- 2.5 Lastly, in performing all its functions in relation to holders of licences granted under the Act, Postcomm must have regard to the need to ensure that they are able to finance the activities authorised or required by their licences.

## **Licensing**

- 2.6 Until the Act came into force, the Post Office (now Royal Mail) had the exclusive privilege of delivering letters within the United Kingdom with a value of less than £1 and weighing less than 350g. Under the Act this monopoly has been replaced by a system of licensing. Licensees can convey, within the terms of their licence, letters with a value of less than £1 and weighing less than 350g. Section 6(2) of the Act makes it an offence to convey letters falling into this category without the necessary licence. The only exceptions to this rule are services exempted under section 7 of the Act and items which do not fall within the definition of a "letter" as set out in section 125 of the Act.
- 2.7 Only Postcomm has the power to grant licences. This power was conferred upon it by Section 11 of the Act. No other body or individual has the power to grant licences for postal operations.
- 2.8 The Act enables Postcomm to specify the requirements for licence applications. Postcomm has set out the information it requires from applicants in the application form which accompanies these notes.

## **Change of ownership**

- 2.9 Section 11 of the Act provides that licences may not be transferred. Where a new legal entity wishes to take over the operation of an existing licensee, a new licence must be applied for. However, it is possible to take over a company that has a licence without making a new licence application, but the change of control must be notified to Postcomm.

## **Licence fees**

- 2.10 The Act enables Postcomm to set a reasonable application fee. This has been set at

£1000 per licence application. Postcomm will not process an application until this fee is received. In the event that a licence is granted there is provision for annual amounts to be paid to Postcomm. These fees are payable whether or not the licensee is operating in the area for which it is licensed. Where a licensee's annual turnover for the licensed services exceeds a threshold of £10m, annual amounts will be calculated by reference to their turnover in relation to other licensees whose turnover exceeds £10m, including Royal Mail. Where the annual turnover for licensed services is below £10m, an annual amount of £1,000 will be payable. The annual fee is payable on 30 June in the relevant year or, if later, one month after Postcomm gives notification that the fee is required. Please note that for licence fee purposes the year begins on 1 April and that the first part-year is usually considered a complete year for licence fee purposes.

## **Consultation**

2.11 Before granting a licence the Act requires Postcomm to consult on the proposed grant and on the proposed terms of the licence which in most cases are expected to be the standard conditions. Postcomm must publish a notice which states why Postcomm proposes to grant the licence, and this must be brought to the attention of Postwatch and those people who may be affected by the grant of the licence. The minimum statutory period of a postal licence consultation is 28 days.

## **Modification**

2.12 Once Postcomm has granted a licence its conditions may be modified if the licensee consents to the modifications. Licensees may request modifications to the conditions of their licence but only Postcomm has the power to make any modifications under Section 14 of the Act. Postcomm may refer licence modifications that it wishes to make but with which the licensee does not agree, to the Competition Commission. Before making any modification, Postcomm must publish a notice stating what the proposed modifications are, the effect of them and the reasons for making them and serve copies on the Secretary of State for Trade and Industry ("SoS"), Postwatch and the licensee. The SoS may direct Postcomm not to make the modification proposed under Section 14 if (s)he considers that the modification should not be made, or that it should be made under Section 17 of the Act. The effect of this provision is that the SoS

may direct Postcomm to refer proposed licence modifications to the Competition Commission, which will then investigate and report whether or not it is in the public interest that the modifications should be made. If the Competition Commission decides that the proposed licence modifications may be made they will be effected under Section 17, rather than Section 14, of the Act.

### **Enforcement and financial penalties**

2.13 Postcomm has the power under sections 22 – 37 of the Act to take enforcement action against any licensee which infringes the terms of its licence. The enforcement action that may be taken against licensees includes the levying of financial penalties of up to 10% of the offender's turnover (section 30 of the Act). More information on this subject can be found in Postcomm's Statement of Policy in relation to Financial Penalties.

### **Exemptions**

2.14 Some operators may feel that the services they wish to carry out should be exempted from the licensed area under Section 7 of the Act, rather than licensed under Section 6 of the Act. Section 8 of the Act allows the SoS to modify Section 7, on the recommendation of Postcomm, after Postcomm has consulted with Postwatch, licensees and such other persons as it considers appropriate. Once an activity is exempted under Section 7 of the Act any operator or individual may engage in that activity without the need for a licence. If an operator thinks that an exemption would be appropriate for the service it wishes to provide, it should approach Postcomm setting out why it believes the service should not be subject to the licensing regime established by the Act, but instead should be exempted.

2.15 Whilst Postcomm will consider each case on its merits, in deciding whether an activity should be exempted rather than licensed, Postcomm will consider two key criteria:

- Does the activity involve the conveyance of mail most or all of which would otherwise not be available to the universal service provider; and
- Is the activity carried out in such a way that explicit regulation to ensure integrity of the mail is not in practice needed or relevant?

In addition, Postcomm will also take account of two practical factors in considering the case of exemption. If any activity meets both these criteria in addition to the key criteria this is an indication that Postcomm would be likely to recommend exemption to the SoS:

- Can the activity proposed for exemption be clearly defined; and
- Is the activity carried out by such a large number of people that it makes licensing disproportionate and impractical?

### **3     *Licence application process***

#### **General**

3.1 Postcomm is generally willing to discuss the licensing process and any queries potential applicants may have, although it may need to prioritise enquiries from existing applicants and licensees at times of particular pressure. Contact details are at the end of these guidance notes.

3.2 Applications must be made on the form provided. Advice on completion of the form is included below. Postcomm may request additional information from applicants at any stage during the process.

3.3 The time it takes to handle a licence application from receipt of the ***fully completed*** application and fee to grant of a licence is currently, on average, 3 months, including the statutory consultation period. The overall time for processing of applications varies, depending on the completeness of the application received and on its complexity, and on the number of applications being processed at any time. This timescale should be taken as a guideline only, but Postcomm can, on request, give individual applicants an estimate of timescale for processing at the time of application.

3.4 It should be noted that, although Postcomm staff do their best to be helpful on informal enquiries, Postcomm is not obliged to give advice or guidance on any application until the application fee has been paid and a completed application form received. If an incomplete, 'draft' application is sent, workload is increased, as Postcomm has to contact the applicant to request missing information. Delays in responding to such

requests can lead to extended delays in processing applications. It should also be noted that any advice or comment on an application in no way commits Postcomm to granting a licence.

## **Confidentiality**

3.5 Postcomm recognises that some of the information it requires in the licence application is commercially sensitive and therefore applicants would wish to keep it confidential. The Postal Services Act requires Postcomm not to disclose information relating to the affairs of individuals or businesses, except for certain specified purposes or with their consent. Information provided to Postcomm by the applicant, including the fact that the applicant is applying for a licence, is kept confidential by Postcomm until the point at which the statutory consultation begins. The single exception is that some of the information provided is shared with the relevant consumer body, Postwatch, before the consultation period begins. Postwatch is bound by the same rules on disclosure. Thereafter any licence granted will be in the public domain but the information provided in respect of the application will normally remain confidential. It is, of course, open to applicants to make information about their application public at any time.

## **Access to Royal Mail's postal facilities**

3.6 Operators wishing to access Royal Mail's postal facilities under Condition 9 of the Royal Mail licence will need to come to an agreement with Royal Mail over the terms and conditions of access. Details of existing agreements are available on Royal Mail's website at: [www.royalmail.com/portal/rm/content1?catId=400147&mediaId=9600084](http://www.royalmail.com/portal/rm/content1?catId=400147&mediaId=9600084) and user guides and answers to general enquiries on access can be obtained by e-mailing [dsa@royalmail.com](mailto:dsa@royalmail.com). For more complex enquiries, contact Paul Bates at Royal Mail ([paul.bs.bates@royalmail.com](mailto:paul.bs.bates@royalmail.com) or 07702 572330) or Sophie Davidson ([sophie.davidson@royalmail.com](mailto:sophie.davidson@royalmail.com) or 07715 480652). It is not necessary to have obtained a licence before beginning negotiations with Royal Mail. Nor is it necessary to have finalised an access agreement with Royal Mail before applying for a licence. However, both of these steps must be completed before operations under an access agreement can begin.

## Licence terms and conditions

3.7 Postcomm's expectation is that the provisions of the standard licences will not usually be departed from other than in exceptional circumstances. In applying for a licence it is, therefore, clear to applicants what the terms and conditions of any licence granted are likely to be.

## Evaluation of licence applications

3.8 Postcomm will assess all applications in line with its statutory duties set out above, having regard to the requirements of the European Directive. It can only license activities which, if carried out, would otherwise infringe section 6(1) of the Act.

3.9 In considering a licence application, Postcomm will need to satisfy itself that the applicant will be able to meet the requirements of the licence which reflect the "essential requirements" under Article 2 of the European Directive, especially those relating to confidentiality of correspondence. As part of this, Postcomm will consider the fitness and propriety of any 'controlling person or persons' of an applicant. The definition of "*controlling person*" includes a director of a company or someone who can influence either the decisions of the directors or a substantial proportion of the shareholder vote. The definition also encompasses controlling persons of partnerships and other corporate bodies<sup>1</sup>. Postcomm will take into account whether the 'controlling person or persons' of an applicant have convictions involving dishonesty (or similar conduct) which are not spent under the terms of the Rehabilitation of Offenders Act 1974 or the Rehabilitation of Offenders (Northern Ireland) Order 1978 and which may therefore cast doubt on their ability to respect the integrity of the mail that would be handled. Similarly, checks will be made to ensure that no 'controlling person' is subject to a disqualification order or undertaking under the Company Directors Disqualification Act 1986. Postcomm will also assess the measures that the applicant has put in place, or proposes to put in place, to ensure the security of mail and may undertake a visit to the applicant's operational premises. If the applicant holds or has previously held a licence under the Act, regard will be had to the applicant's compliance with that licence. If the applicant has previously had a

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<sup>1</sup> For the full definition of "*controlling person*", see licence Condition 1 (Interpretation and construction).

licence application refused or a licence revoked, regard will be had to the reason for that refusal or revocation. Similarly, if the controlling person or persons of the applicant have previously held responsibilities in a licensed company, regard may be had to compliance with that licence. Finally, Postcomm will consider whether the controlling person or persons has been cautioned for or convicted of any offences under the Act.

- 3.10 Postcomm will consider with the applicant the provisions of the relevant standard licence to ensure that the applicant will be in a position to meet all of its conditions. This will include the measures which the applicant proposes to put in place to ensure that mail on hand will be delivered in the event of the licensee ceasing to trade. Postcomm will not require that such measures are in place at the application stage, but needs to be satisfied that these will be in place prior to grant of the licence. At the application stage, a letter from the relevant party confirming that it would be prepared to put in place the arrangements proposed by the applicant if a licence were to be granted would be considered suitable assurance of this fact.

### **Consultation process**

- 3.11 Once Postcomm has completed its evaluation of the application and is satisfied that a licence should be granted, Postcomm will issue a notice which identifies the applicant and sets out the reasons why Postcomm proposes to grant the licence. A draft licence will be attached to the notice.
- 3.12 The consultation notice is publicised in line with Postcomm's obligations under the Act. Consultees have a period of at least 28 days (the statutory minimum) for interested parties to respond to the consultation notice. During that period, consultees may request additional information on the application and Postcomm will normally discuss any such requests with the applicant.
- 3.13 At the end of the consultation period, Postcomm will review any responses and decide whether to grant the licence in its existing form, or in an amended form to reflect the responses to the consultation, or to refuse to grant the licence. Postcomm expects that normally licences it issues will be in the standard form. Should it propose changes to the licence, these will be discussed with the applicant.
- 3.14 Prior to the grant of the licence, Postcomm will require the operator to provide contact

details for display on Postcomm's website and to have in place arrangements to ensure the delivery of mail on hand should the licensee cease to trade as a postal operator.

### **Refusal to grant a licence**

- 3.15 Where the Commission determines not to grant a licence it will, as soon as practicable after making that determination, notify the applicant and provide a written statement of its reasons for its decision.

## ***4. Completion of the application form***

### Question 1

- 4.1. Applicants should include the full name of the body corporate, partnership, sole trader or other joint venture, together with any names under which the applicant trades, and contact details for the person who should be contacted in relation to the application.

### Question 2

- 4.2. Postcomm requires information on the status of the applicant as this will, in some cases, affect the precise form of the licence.

### Questions 3 to 6

- 4.3. This information is required to establish precisely who the licensee would be and will also be used to make enquiries for the purposes of establishing that the applicant will be able to meet the requirements of the licence, especially in relation to protecting the integrity of mail. Protection of the integrity of mail is one of the "essential requirements" in Article 2 of the European Postal Services Directive ("the European Directive"). The definition of 'controlling person' can be found in condition 1 of the licence, but it should be noted that as well as sole proprietors, partners, directors or corresponding officers and shareholders, this includes any person in accordance with whose instructions or directions, directors or corresponding officers are accustomed to act.

### Question 7

- 4.4. This information will help Postcomm in its handling and assessment of the application.

#### Question 8

- 4.5. Postcomm will use this information to verify that a licence is required for the services that the applicant proposes to provide. The information about proposed geographical coverage of the applicant may be used in Postcomm's monitoring of the development of the postal market.

#### Question 9

- 4.6 This information will be used to calculate the licence fee and required guarantee sum, should this be how the applicant is proposing to provide the necessary security. It may also be used in Postcomm's monitoring of the development of the postal market.

#### Question 10

- 4.7 This information is required to ensure that the applicant can be relied upon to protect the integrity of the mail they handle. 'Basic disclosure' is a service provided by the Criminal Records Bureau ("CRB"). Details of how to apply for 'Basic disclosure' and the associated cost can be found on their website [www.crb.gov.uk](http://www.crb.gov.uk). A certificate, which excludes any spent convictions, will be provided. Applicants should include the *originals* of such certificates with their application form. Once certified copies of the certificates have been made, these certificates will be returned to applicants.
- 4.8 At the time of issuing this updated Guidance, introduction of the Basic Disclosure service by the CRB has been delayed, and the CRB is unable to confirm a date when it will be in a position to offer this service. Pending its introduction, Postcomm is prepared to accept subject access disclosures obtained under Section 7 of the Data Protection Act 1998 from the relevant police force(s). These can be obtained by Directors contacting their local police stations and asking for a record of information which may be held about them, on computers, in the category 'Person Record: Prosecution/ conviction'.
- 4.9. If one of the individuals listed in response to questions 3(d), 4(a), 5 or 6 is resident overseas, then a Certificate of Good Conduct, or equivalent document, should be obtained from the relevant Police or other authority. The Criminal Records Bureau can provide advice on obtaining these. Please contact Postcomm if there is any difficulty in obtaining such a Certificate.

- 4.10. Postcomm will not usually proceed to consultation before seeing the required Certificates, (or subject access disclosures, pending the introduction of the Basic Disclosure service).

#### Question 11

- 4.11. A copy of the Data Protection registration is required, as Postcomm needs to be satisfied that the applicant has the necessary registration to support the gathering of evidence which may be used in evidence for a prosecution under Sections 83 - 88 of the Act (interference with the mail). Please note that becoming a licensed postal operator automatically makes any previously exempt data holder subject to the registration requirement. In the registration, 'the prevention and detection of crime' should be listed as a 'purpose', 'Postcomm' and 'Postwatch' should be shown as specific 'sources' and 'disclosures' under all purposes, and, if the applicant is a global organisation, 'worldwide' should be shown under 'transfers'.

#### Question 12

- 4.12. In providing this information, applicants should refer to the Mail Integrity Code of Practice.

#### Question 13

- 4.13. The applicant should refer to the formula in condition 9 of the standard licence which sets out the means of calculating the amount of the guarantee that Postcomm requires. In answering this question, the applicant should explain how it proposes to provide security to this level. This may be provided in the form of a bank guarantee or similar, or a contract with Royal Mail or another operator. The security will not be required until the licence is granted but Postcomm will need to be satisfied prior to issuing the licence for consultation that the necessary security will be put in place. A letter from the provider confirming that it is willing to provide this security should a licence be granted is considered satisfactory at the application stage.
- 4.14. For applicants' and their banks'/insurers' information, the standard wording for the guarantee is as follows:

'We [name and address of bank/insurance company] hereby guarantee to Postcomm that in the event that [licensee] ceases to carry on business as a postal

operator, we will, on receipt of a written demand from Postcomm, pay to a postal operator or postal operators nominated by Postcomm such sum or sums as Postcomm may require for the purpose of ensuring that postal packets in the licensee's care at the time of such cessation will be delivered to the places to which they are addressed. This guarantee shall continue until Postcomm confirms in writing that it is no longer required. The maximum aggregate sum payable under the guarantee shall be £[figure to be inserted in accordance with Condition 9 of the licence].<sup>2</sup>

#### Questions 14 and 15

- 4.15. Postcomm expects that licences granted may not differ from the standard licence unless there is good reason. The assumption therefore is that all conditions apply unless the applicant makes a reasonable case otherwise. Please note, however, that Condition 11, relating to separation of accounts, currently applies only where the licence applicant is a member of a group which includes a postal operator which has a statutory monopoly in its home state.

#### Signature

- 4.16. In the case of a company, the application should be signed by a director with appropriate authority or by the company secretary. In the case of a partnership, this should be a managing partner, and in the case of a sole trader, the sole trader should sign the application form.

### **5. *Information requirements for licensees***

- 5.1 Licensees are required to provide to Postcomm information about several aspects of their business, including:
- Details of systems used to measure and record performance in achieving contract targets, and to record, analyse and respond to complaints (Condition 2);
  - Half yearly reports on performance against contract requirements and on complaints received (Condition 2);

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<sup>2</sup> Note that Postcomm is considering changes to this wording to address concerns about the open-ended nature of the guarantee. Up-to-date wording can be provided by the contacts shown at paragraph 6.1.

- Mail integrity (Condition 3);
- Copies of any notifications, applications, or submissions under the Competition Act 1998 (Condition 5); and
- Copies of any notifications, applications, or submissions related to change of control of the licensee, mergers and takeovers (Condition 6).

The information to be provided to Postcomm under conditions 2 and 3 as listed above, is also to be provided to Postwatch. Licensees are also required to make available information on their performance against contract targets and on complaints received to any third party who may request such information and to ensure that the full address and telephone number of Postwatch are included in all explanatory literature for users of their services.

5.2 Further to this, Condition 7 of the licence requires the licensee to furnish to Postcomm such information as Postcomm may require or as may be necessary for the purpose of performing the functions assigned to Postcomm by or under the Act.

5.3 In order that Postcomm can monitor the development of the market, licensees will, for the foreseeable future, be required to provide, on a quarterly basis:

- information on the total revenues generated by the licensed services, broken down into two categories - mail passed to Royal Mail for final delivery and mail delivered by any other operator - and
- information on the total volume of mail handled under the licence (broken down as above).

And, on an annual basis:

- a forecast of the volume of mail expected to be handled under each category of the licensed services in the forthcoming year; and
- their Annual Report and Accounts, where these are required by law to be produced.

5.4 All of this information is vital in ensuring that Postcomm can ensure that the “essential requirements” are being met and can monitor market developments and the effect of new entrants on the market, their success and what effect this is having on Royal Mail

Group Plc and its ability to provide the UK's universal service.

**6. *Contact details***

6.1 If applicants have any enquiries about applying for a postal services licence or wish to arrange a meeting to discuss an application, please contact:

Licensing Section  
Postcomm  
Hercules House  
6 Hercules Road  
London  
SE1 7DB

Telephone: 020 7593 2100 or e-mail: [claire.mehegan@psc.gov.uk](mailto:claire.mehegan@psc.gov.uk) or [ros.poulson@psc.gov.uk](mailto:ros.poulson@psc.gov.uk)