



Service Level Agreement

Revision History

This section records the change history of this document.

Version	Author	Date	Description of Changes
V2.01	John Stanhope	23/07/2025	Updated version for Micom Technologies

1. Service Specification

1.1 Introduction

- 1.1.1 The Micom Service, provided by Micom Technologies Ltd. allows you to create letters (called Micom Mailing Items), either online via the Micom web browser application the Micom Comms App, SFTP, API or Autolink
- 1.1.2 The Micom service allows for the delivery of letters in physical, printed form, the sending of SMS messages, the delivery of communications via an email service and the ability to allow recipients to collect letters from an online portal.
- 1.1.3 Delivery of physical letters via the Micom service first sorts items in compliance with Royal Mail guidelines. Items are printed and letters inserted into envelopes and postcards & letters are handed over to our [DSA (Down Stream Access)] provider who, using their network, transports them to Royal Mail Inward Mail Centres [IMC]. Royal Mail route to local delivery offices for “final mile” delivery to household and business addresses.
- 1.1.4 Delivery of letters via the Email service will first validate email addresses to ensure, as far as possible, that the Micom recipient exists before sending the document either as an attachment to the email or inviting the recipient to follow a secure link to retrieve the document.
- 1.1.5 The SMS service is intended to augment the postal and email services.
- 1.1.6 This document forms part of your Agreement with Micom, in relation to the use of the Micom Service and as such should be read in conjunction with the Terms and Conditions of Micom Service. Where there is any conflict between this document and the Terms and Conditions of Micom Service, the Terms and Conditions of Micom Service will take precedence. This document sets out the scope of the Micom Service and what is expected of you as an Micom user
- 1.1.7 This document was last updated on 23/07/2025.

1.2 Definitions

- 1.2.1 The terms used in this document are defined below. Terms not otherwise defined in this document are defined in the Terms and Conditions:
- 1.2.2 **“Agreement”**: means the agreement between Micom and the Customer constituted by an Account Application Form, where applicable the Mailing Profile(s), these terms and conditions (as varied from time to time) and the Service Specification;
- 1.2.3 **“Ad Hoc Customer”**: means a Customer using the account payment option described in clause 6.3(b) of the Terms and Conditions (also referred to as “Pay as you post” account on the Micom Website);
- 1.2.4 **“Cut Off Time”**: means 15:00 GMT (Monday to Friday) for Micom Premium Delivery items; 18:00 GMT (Monday to Friday) for Micom Standard Delivery Items. Items submitted after the cut off time will be processed the following working day.
- 1.2.5 **“Charges”**: means Micom ’s charges for the provision of the Micom Service in respect of the Micom Mailing Items, as published on the Micom website, or where applicable, as

agreed in a Mailing Profile, and as may be varied or supplemented under the provisions of this Agreement in Appendix 2;

- 1.2.6 **"Credit Account Customer"**: means a Customer using the account payment option described in clause 6.3(a) of the Terms and Conditions;
- 1.2.7 **"Customer"**: means the person entering into this Agreement and responsible for the Micom Mailing Items that are electronically conveyed to Micom under this Agreement as identified in the Account Application Form;
- 1.2.8 **"Email"**: means messages distributed by electronic means from one computer user to one or more recipients via a network;
- 1.2.9 **"Micom Identity"**: means the root password protected logon that allows the Customer access to the Micom Service;
- 1.2.10 **"Micom Mailing Item"**: means a letter or postcard described in the Service Specification, which is electronically conveyed to Micom in accordance with the requirements set out in the Service Specification and which is subsequently processed under the Micom Service;
- 1.2.11 **"Micom Digital Mailing Item"**: means an email or SMS described in the Service Specification, which will be sent to Micom by the Customer in a data file which is

electronically conveyed in accordance with the requirements set out in the Service Specification and which subsequently processed under the Micom Service;

- 1.2.12 **"Micom Service"**: means the service set out in the Service Specification;
- 1.2.13 **"LUT"**: is an abbreviation for "Look Up Table". This is a mechanism to load a list of data into the Micom system to help data processing. An example would be a list of account numbers and corresponding email addresses.
- 1.2.14 **"Premium Service"**: A service, for letters (not including large letters) only, whereby items submitted by 3pm will be processed same day
- 1.2.15 **"Prepaid Customer"**: means a Customer using the account payment option described in clause 6.3© of the Terms and Conditions (also referred to as "Top up" account on the Micom Website);
- 1.2.16 **"Sender"**: A user of Micom;
- 1.2.17 **"SFTP"**: Secure File Transfer Protocol;
- 1.2.18 **"SMS"**: the abbreviation for 'short message service'(a system for sending short written messages from one cell phone to another or from an automated system to a cell phone);
- 1.2.19 **"Standard Service"**: a service, for letters and postcards, whereby letters and postcards submitted by 6pm will be processed the following day, at latest
- 1.2.20 **"Stranded Cost"**: costs that the operator has properly incurred and that Micom does not have a reasonable recovery opportunity. These include but are not limited to bespoke BREs or outer envelopes, printed inserts such as leaflets or booklets or paper purchased.
- 1.2.21 **"Terms and Conditions"**: means the terms and conditions for the Micom Service that forms part of your Agreement with Micom; and
- 1.2.22 **"Working Day"**: means any day which is not a Saturday, Sunday, bank holiday, public holiday or Royal Mail non-service day unless this is a Royal Mail working day which includes Saturday.

1.3 Setting Up Access – How can Micom be accessed?

- 1.3.1 The Micom Service is accessible in one of five primary ways:
 - 1.3.1.1 a web-based application
 - 1.3.1.2 the Micom Print Driver (the Comms App)
 - 1.3.1.3 the Micom API
 - 1.3.1.4 Autolink
 - 1.3.1.5 SFTP
- 1.3.2 Each of the above allows you to send letters created within any Windows based program as well PDF directly to the Micom system for processing, printing and physical delivery to a Royal Mail Inward Mail Centre ("IMC") for final delivery to the addressee.
- 1.3.3 The ability to send data files with templates, for document composition, is also accessed via the SFTP.
- 1.3.4 In each case you will need an Micom Identity to access Micom

1.4 The Micom Identity

- 1.4.1 To obtain an Micom Identity, you will have completed an account application form either online or through an account manager. In doing so, you will also have agreed to abide by Micom 's Terms and Conditions for the use of the Micom Service
- 1.4.2 You will be asked for a username and password. If the username you choose is already taken by someone else, you will be asked for another username
- 1.4.3 If your account application has been accepted, your Micom Identity will be your username and your password will grant you access to the Micom Service
- 1.4.4 If you are a Credit Account customer, you will then be entitled to create additional Micom Identities, for example, if you are the manager of a department in a company and you wish to allow your team members access to the Micom Service. You will be solely

responsible for the management and security of those identities and their use of the Micom Service

- 1.4.5 To prevent abuse, it is your duty and responsibility to Micom and to other users of the Micom Service to keep your username and passwords safe so that they cannot be stolen or used by unauthorised persons. You will be solely responsible for the activity that takes place under the Micom Identities registered to you, irrespective of whether that activity was authorised or not

1.5 The Micom Mailing Item

- 1.5.1 An Micom Mailing Item is any letter or postcard sent either via a physical print and postal service or via an electronic delivery service.
- 1.5.2 You create the letter in the web based Micom interface, in Microsoft Word using the downloadable Micom print client or generated as a print ready PDF or raw data file from your internal systems and sending it over the internet to the Micom server. Depending on your choice, Micom will either print, insert into envelopes and deliver it to the correct Royal Mail IMC for final delivery to the delivery address or dispatch the letter via the electronic delivery service.
- 1.5.3 To be accepted by Micom a valid Micom Mailing Item must comply with the following:
 - 1.5.3.1 It has a full delivery address, including a valid country name if an international item
 - 1.5.3.2 Has a correct and valid postcode or ZIP Code. If this is an international item, it must have "INTL" in white text under the last line of the address
 - 1.5.3.3 Its content complies with Royal Mail guidelines on offensive material
 - 1.5.3.4 Its content complies with all legal requirements (including legal requirements in respect of intellectual property)
 - 1.5.3.5 It has specified the type of service (e.g. Premium or Standard)
 - 1.5.3.6 It must not contain more than the maximum number of sides allowed by the Micom system
 - 1.5.3.7 It must not contain more than 6% colour or black images
- 1.5.4 Any items submitted as a PDF must have all fonts embedded and comply with Adobe standard PDF/A-1b
- 1.5.5 It is always your responsibility to ensure that the Micom Mailing Items that you or your employees, agents or other persons with access to your Micom Identities convey to Micom, comply with the above requirements. For the avoidance of doubt, the fact that an Micom Mailing Item has been accepted by the Micom server does not relieve you of your responsibilities
- 1.5.6 Bulk Mailings
 - 1.5.6.1 Bulk mailings (more than 4,000 items). Micom reserve the right to suppress address lists provided for marketing mailings (postcards and letters) of more than 4,000, against the Mail Preference Service and Mail Preference Service Deceased file. We reserve the right to remove any items which are addressed to individuals who are listed on the suppression file we use. You are required to keep and maintain an internal suppression list to ensure opt-outs are properly logged and each campaign must be run against these files 30 days or less before the mailing that uses the data is delivered to the recipient
- 1.5.7 Ad-hoc Mailing Stock
 - 1.5.7.1 Any stock held for ad-hoc mailings will be destroyed 14 calendar days after the completion of the job (excluding delivery through a postal

service or courier) unless Micom is specifically requested by the client not to do so.

- 1.5.7.2 Any Stranded Costs that cannot be recovered must be paid for by the Customer.

1.6 The Micom Digital Mailing Item

- 1.6.1 An Micom Digital Mailing Item is any digital format of communication from the client to their recipient, replacing printed mail. This is likely to be an email or SMS campaign. The communication is created via the web-based interface, or generated as a print ready PDF or raw data file from your internal systems, and sent to Micom via SFTP, Autolink, the print driver or API;
- 1.6.2 The sender of an Micom Digital Mailing Item is solely responsible for the content of the communication and its accuracy. The recipient of the communication assumes all risks associated with the content of the communication and its use;
- 1.6.3 Email templates may be provided by Micom, but the sender of the Micom Digital Mailing Item is responsible for customising and using the templates in compliance with all applicable laws and regulations;
- 1.6.4 Micom Digital Mailing Items can be created via the web-based interface or generated as a print-ready PDF or raw data file from the sender's internal systems and sent to Micom via SFTP, Autolink, Print Driver, or API;
- 1.6.5 SMS messages may also be sent, and the sender is responsible for ensuring compliance with all applicable laws and regulations related to SMS messaging;
- 1.6.6 The sender of the Micom Digital Mailing Item is responsible for ensuring that all email addresses used for the communication are valid and authorised by the recipient. Micom systems will check validity, and if it detects a defective email address, it will place this into a blacklist;
- 1.6.7 Micom cannot guarantee 100% accuracy with the Micom email address validation and blacklisting service. If the sender tries to send large volumes of mail to invalid addresses, the email service will be suspended;
- 1.6.8 The sender of the Micom Digital Mailing Item is responsible for managing blacklists to ensure that any recipients who have opted out of receiving further communications are not included in future mailings;
- 1.6.9 The sender of the Micom Digital Mailing Item is responsible for managing the Limited Use Table (LUT), which defines which data fields can be used for each mailing;
- 1.6.10 The sender of the Micom Digital Mailing Item is responsible for ensuring consistency of scrape areas, which refers to the specific areas of a website that are scraped for data to personalise the communication;
- 1.6.11 Micom will not be held responsible if communications are not processed as expected due to inconsistencies on the data supplied by the sender;
- 1.6.12 The sender of the Micom Digital Mailing Item is responsible for ensuring the legality of any bulk mailings, including compliance with all applicable laws and regulations related to unsolicited communications;
- 1.6.13 Micom makes no representation or warranty on the security or confidentiality of the email or SMS transmission or the content of the communication itself. The customer acknowledges and accepts the risks associated with email and SMS transmission,

- including interception, unauthorised access, and the introduction of viruses or other malicious software;
- 1.6.14 Micom reserves the right to revoke access to the communication at any time and for any reason;
- 1.6.15 Micom agrees to keep the communication confidential and not to share it with any third party without the express written consent of the sender;
- 1.6.16 Micom assumes no responsibility for any loss or damage arising from the use of the communication by the recipient, including but not limited to direct, indirect, special, or consequential damages;
- 1.6.17 The sender of the Micom Digital Mailing Item acknowledges and agrees that the communication may be subject to copyright or other intellectual property rights, and agrees to comply with all applicable laws and regulations of the use of such rights;
- 1.6.18 The sender of the Micom Digital Mailing Item may include additional terms and conditions as deemed necessary, and the recipient agrees to abide by such terms and conditions;

1.7 Micom Mailing Restrictions

- 1.7.1 An Micom Mailing Item is a letter up to 16 sides of A4 inserted into an oversized C5 envelope
- 1.7.2 **A Large Letter Mailing Item is a letter up to 120 sides of A4 inserted into an oversized C4 envelope**
- 1.7.3 Micom Mailing Items should be predominately composed of black text. Limited elements of colour are generally acceptable, e.g. company logos or one or two small images
- 1.7.4 When submitting the Micom Mailing item, the fonts should be embedded. Micom will not accept any responsibility if the font within the Micom Mailing item is not recognized and therefore does not print correctly
- 1.7.5 No text or images other than the recipient's name and address may be placed in the address block as specified in the appendices.
- 1.7.6 It is the responsibility of the client to ensure that no data, personal identifiable data (PID) or other confidential information is visible through the envelope window. If a data breach occurs due to data being visible through the address window, as a sub-processor or a processor, Micom cannot be held responsible. Guidelines showing the area that is potentially visible through the address window are included in the Micom A4 user guide as well as the appendix of this service specification.
- 1.7.7 A white box will be placed in the address by Micom to ensure that no letter content can interfere with the address and / or the Mailmark barcode. Details relating to this are the appendix and the A4 guidelines.
- 1.7.8 Micom reserve the right to move the 2d Mailmark barcode and the white box within the visible area of the window at any time without notification.
- 1.7.9 Whilst Micom will use its reasonable endeavours to print Micom Mailing Items in the exact colours and fonts as specified, Micom cannot always guarantee an exact match.
- 1.7.10 Fonts with ligatures are not supported.
- 1.7.11 Tolerances
- 1.7.11.1 Image movement. ISO 126 allows for +/- 2mm tolerances for [1] swelling and contracting of paper during printing and post printing processes and dwell time, [2] movement in paper during high-speed printing
 - 1.7.11.2 Cutting. Accurate cutting requires neat piles. Levels of static and movement of laminate in the postcard manufacturing process presents

variation in the piles. A tolerance on +/- 2mm should be allowed for in artwork.

- 1.7.12 If the Micom Mailing Item is a postcard, then the Micom Mailing Item is a postcard of up to 2 sides of A5 printed on a postcard material
- 1.7.13 Physical Inserts. The application of inserts via a mechanical device (enclosing machine) would typically have a success rate of 98%
- 1.7.14 The document templates (Postcard or Letter) must conform to the Micom guidelines. See Appendix 4. Micom Mailing Items are delivered by Royal Mail and therefore the content of items created by you must comply with the applicable Royal Mail guidelines including, where relevant, the application of the Mail Preference Service Suppression File and to ensure that any marketing or advertising content conforms to the British Codes of Advertising and Sales Promotion. Further information on this is available from Micom on request
- 1.7.15 Under no circumstances may Micom Mailing Items contain any material that could reasonably be regarded as sexually or religiously offensive, or discriminatory against gender, race, age or disability and comply with copyright law. For further guidance, please refer to Appendix 3. Version 1 (Sept 2016) Page 4 of 7
 - 1.7.15.1 Micom Ltd reserves the right to withhold the processing of any Micom Mailing Items that are deemed to be inappropriate or are likely to cause offence
 - 1.7.15.2 Micom relies on the contents of the PDF being machine readable. It should be noted that not all PDF submissions will be compliant with our systems. There may be occasions whereby the Micom systems are unable to process PDF files and it will be the client's obligation to make changes to produce files suitable for Micom processing.
- 1.7.16 International Distributions Services plc. (formerly Royal Mail Group Plc) also reserves the right to withhold the processing of the items from the Royal Mail network if it deems that any terms and conditions have been breached in relation to any of the images and content used.
- 1.7.17 Any mailings utilising an Access for Agency Agreement (AFA) must form a minimum of 1,200 items uploaded in for a single release for a Large Letter service and 3,300 items uploaded in for a single release for mailings that will be enclosed in a standard C5 envelope. Failure to do so will result in the application of VAT.

1.8 Release of Mail from Pending

- 1.8.1 Micom cannot be held responsible for the contents or validity of any letters processed through the system. The pending function allows Customers to check letters before they are released into the mail network.
- 1.8.2 The purpose of this function is to help prevent letters from being released which contain errors or other unwanted content. Micom cannot be held responsible for the contents or validity of any letters processed through the system. The pending function allows Customers to check letters before they are released into the mail network.
- 1.8.3 It is the Micom User's responsibility to check documents to ensure that they are compliant with any UK or other relevant legislation, including but not limited to GDPR. In the event letters are released from pending without being checked by the client, or when

a Customer has asked that the pending function is disabled, then the Customer takes full responsibility for any subsequent issue or incident relating to that mailing.

- 1.8.4 Documents will remain in Pending for a maximum of 35 days, after which they will be purged and can no longer be released.
- 1.8.5 Documents will be held in the archive for 30 days after being released from pending.
- 1.8.6 Documents can be held in the archive for more than 30 days upon request.
- 1.8.7 Documents will have the first line of address and associated PDF document purged securely at the end of the archive period.

1.9 **Acceptance of Micom Mailing item by Micom**

- 1.9.1 At the point of submission, the user must choose the Micom delivery service that is desired (Premium or Standard).
- 1.9.2 PROVIDED that the Item has been sent to the Micom server and has been released from pending Micom before the relevant Cut-Off-Time, your Micom Mailing Item will be processed according to the service you have chosen.
- 1.9.3 If you choose to create Micom Mailing items by mail merge, other considerations will apply.

1.10 **Scope of Services**

- 1.10.1 Once Micom has accepted Micom Mailing Items, they will be printed, inserted into an envelope (if applicable, postcards will not be inserted), and processed and transported to a Royal Mail IMC (Inbound Mail Centre) in accordance with the service options detailed

below, but subject to the Service Restrictions below and the Terms and Conditions of Micom Service

- 1.10.2 When received by Royal Mail, they will undertake local sortation and delivery to their destination address.
- 1.10.3 Note that any items submitted after the cut off on Friday will be processed on the next working day Premium Service: If your Micom Mailing Item is released from Pending by the Cut Off Time on a working day, it will be handed over to Royal Mail the following day.
- 1.10.4 There is no Premium Service for postcards.
- 1.10.5 Table 1: Service Options

Standard	Premium
Letters - Day 0 – Items released from pending by 6 pm - Day 1 – Handover to DSA Provider	Letters - Day 0 – Items released from pending by 3 pm - Day 0 – Handover to DSA Provider
Postcards - Day 0 – Items released from pending by 6pm - Day 1 – Handover to DSA Provider	Postcards & Large Letters No premium service
Large Letters - Day 0 – Items released from pending by 6pm - Day 1 – Handover DSA Provider	

- 1.10.6 Royal Mail Delivery Times can vary dependent on the performance of the postal service in any given area. The following indicates the Royal Mail target delivery timescales and should be seen as a guide only.

1.10.6.1 Standard letters & postcards – delivery from day three onwards

1.10.6.2 Standard large letters – delivery from day 5 onwards

1.10.6.3 Premium - delivery from day 2 onwards

1.11 Service Restrictions

- 1.11.1 Whilst Micom will always use our reasonable endeavours to deliver your Micom Mailing Items to the delivery service choice shown above, we cannot guarantee this.
- 1.11.2 If you choose to use mail merge to create and convey to Micom, bulk mailings (10,000 items or more) of Micom Mailing Items you must convey the Micom Mailing Items and have them accepted by 12.00pm, at the latest, and provide 48 hours' notice, to allow Imai sufficient time to physically print your Micom Mailing Items, envelope them and process them in time to meet the delivery service choice you have specified
- 1.11.3 Mail merged Micom Mailing Items will continue to be accepted after 12.00pm until the Cut Off Time but Micom may not be able to meet the service delivery choice you have specified if you choose to convey such items after 12.00pm
- 1.11.4 From time to time, Micom may utilise UK-based 3rd party services to process inbound and outbound work.

1.12 Micom Security and Integrity

- 1.12.1 Micom utilises a licensed postal service regulated by Ofcom. Clients utilising Micom are bound by regulations associated to this service as defined in Appendix 3.

1.13 Return of Micom Mailing Items returned by Royal Mail

- 1.13.1 If for any reason, an Micom Mailing Item cannot be delivered by Royal Mail it will be returned to Micom . Micom can report this return to you as an additional service. Please contact your account manager to arrange for these reports. Please note that there is a charge for this service.

1.14 Printing Specification

Printing	
Type	Inkjet & Toner Digital Mono & Colour
Resolution	600x600dpi; 1200x1200dpi
Capability	Mono & 4 colour process
Capability	Simplex & Duplex

1.15 Envelope and Paper Specification

Envelopes	
Size	162x235mm & Large Letters 324 x 229mm
Weight	Up to 90gsm
Type	Window, gummed wallets

Paper - Letters	
Size	A4
Weight	Up to 100gsm

Paper - Postcards	
-------------------	--

Size	A5
Weight	Up to 300gsm

1.16 Minimum Hardware and Software Specification

- 1.16.1 Hardware requirements are at least the minimum specifications needed to run the software below. However, Micom recommends that you should access the Micom Service on hardware that meets the recommended specifications required by the software below, or better.

Web browser	Microsoft Edge (Latest Version) Firefox (Latest Version) Chrome (Latest Version)
Printer Driver	Microsoft Word (2000, 2003, 2007)
Other Software	Adobe Reader 22.0 or above
Operating Systems	Windows 7 Windows 8 Windows Server 2003 Windows Server 2008 Windows Server 2012

- 1.16.2 Micom Autolink has the following minimum system requirements: 2GB of available hard drive space. Internet connection (for connecting to the Micom server). Microsoft .NET 2.0 (SP2) framework. Port 443 open. Local Windows administrator privileges.
- 1.16.3 For SFTP users we recommend using an FTP Driver, such as FileZilla.

1.17 Change requests

- 1.17.1 Any requests to change any element of the service above must be requested using the "Micom Change Request Form" in Appendix 1
- 1.17.2 Charges for the Change Request will be supplied and must be approved in writing by the customer before development begins.

1.18 Incident Handling

- 1.18.1 The Micom support team is responsible for actively monitoring, detecting, and resolving faults within the Service.
- 1.18.2 Micom operates a ticketing system (Jira) that records all incidents and day-to-day queries reported by the Customer or Micom's internal users and support team.
- 1.18.3 The support team will provide the Customer with a ticket number and regular updates at agreed-upon intervals on the progress in the incident handling and rectification process, wherever applicable.
- 1.18.4 The Supplier will use best endeavours to restore service in accordance with the resolution times provided below.

1.19 System Availability

- 1.19.1 Micom endeavours to ensure a 99.5% uptime of the Micom systems during normal working hours.
- 1.19.2 From time-to-time scheduled downtime may be necessary for Micom to carry out essential maintenance. Micom will use commercially reasonable efforts to keep downtime to a minimum. Typically, this will be outside of normal working hours with 10 days' notice.
- 1.19.3 There may be occasions when a change or update is unavoidably applied during working hours. Micom will ensure that these instances are minimised, however, cannot guarantee that they will not occur.
- 1.19.4 Updates will be sent ahead of any outage and then when the outage is complete. If the outage is longer than 6 hours, there will be an interim update.

1.20 Business Continuity

- 1.20.1 If Micom invoke the business continuity plan, items will still be produced but will not have special envelopes, paper, inserts or outers. They will be processed as standard in Micom

envelopes on white paper with no inserts, etc., throughout the time of business continuity.

1.20.2 Clients will be informed if the business continuity plan is invoked and will be kept up to date as to when normal service can resume.

1.20.3 Trusted third parties will be used to process items when business continuity is invoked. This point must be considered in relation to your GDPR (General Data Protection Regulation) agreements with your customers.

1.21 RTO & RPO

1.21.1 In the event of a disaster incident impacting the print and mail service, the following SLA will apply to the recovery of the print service to the disaster recovery site.

OBJECTIVE	MEASURE
RECOVERY TIME OBJECTIVE	24 HOURS
RECOVERY POINT OBJECTIVE	< 1 DAY

1.21.2 In the event of a disaster impacting the cloud-based service, the following SLA will apply to the recovery of the print service to the disaster recovery site.

OBJECTIVE	MEASURE
RECOVERY TIME OBJECTIVE	24 HOURS
RECOVERY POINT OBJECTIVE	15 MINUTES

1.21.3 The following disaster recovery definitions apply:

1.21.3.1 Recovery Time Objective: The amount of time between an executive decision to invoke a disaster recovery event and the service becomes available for use, based on service running across 2 availability zones.

1.21.4 Recovery Point Objective: The amount of data loss between the service becoming unavailable in one Zone and the service becoming available in the second Zone.

1.22 Significant Risk Event

1.22.1 Micom will notify a client of a Significant Risk Event within 24 working hours of identification when it is shown that the event either forms a data breach or will result in an SLA failure for that client.

1.23 Initial Response times – Level 1 support

PRIORITY LEVEL	BUSINESS IMPACT SUMMARY
PRIORITY LEVEL 1	
CRITICAL	A COMPLETE OUTAGE WHERE THE SERVICE CANNOT BE ACCESSED, AFFECTING MORE THAN 75% OF ANY OF THE FOLLOWING 1. LETTERS INGESTED, PROCESSED, PRINTED AND ENVELOPED READY FOR DSA COLLECTION WITHIN SLA 2. LETTERS PROCESSED CORRECTLY, INCLUDING ATTACHMENTS, INSERTS, LETTERHEADS AND CONTENT
PRIORITY LEVEL 2	
MAJOR	SERVICE AFFECTING OR PARTIAL OUTAGE, INCLUDING INTERMITTENT FAILURES, AFFECTING MORE THAN 50% OF ANY OF THE FOLLOWING 1. LETTERS INGESTED, PROCESSED, PRINTED AND ENVELOPED READY FOR DSA COLLECTION WITHIN SLA 2. LETTERS PROCESSED CORRECTLY, INCLUDING ATTACHMENTS, INSERTS, LETTERHEADS AND CONTENT
PRIORITY LEVEL 3	
MINOR	MINOR SERVICE IMPACT ON SYSTEM FUNCTIONS OR AFFECTING LESS THAN 50% OF ANY OF THE FOLLOWING 1. LETTERS INGESTED, PROCESSED, PRINTED AND ENVELOPED READY FOR DSA COLLECTION WITHIN SLA 2. LETTERS PROCESSED CORRECTLY, INCLUDING ATTACHMENTS, INSERTS, LETTERHEADS AND CONTENT
PRIORITY LEVEL 4	
LOW	LOW IMPACT ON THE SERVICE OR SYSTEM FUNCTIONS.

1.24 Initial Response times – Level 1 support

The response time is the target time from the time an incident report is logged at the Service Desk to the time an initial response is sent back to the Customer.

PRIORITY LEVEL	RESPONSE TIME
1	30 MINUTES
2	1.5 HOURS
3	6 HOURS
4	1 BUSINESS DAY

1.25 Customer Queries

- 1.25.1 When a query notification is received by the support desk, which is not categorised as a fault, it will be assessed and categorised by the support team, and a reply will be sent within 24 hours, providing this is a business day.

1.26 Escalation of Support and Commercial Requests

- 1.26.1 For escalations and commercial requests, please email a representative from the list below:

1.26.1.1

Business Area	Contact Name	Email
Customer Services	David Adams	DavidA@micom.com
Commercial	David Lee	DavidL@micom.com
IT	John Stanhope	johns@micom.com

Appendix 1 – Change Requests

Iemail Change Request Form

Date:	Job No. TBA	Amendment No. 1
Solution Affected: <Job Name>		
Description of Change		
Description: Business Rules: Requirements: ➤ Client to sign the Change request and estimate prior to starting program changes. ➤ Client to supply a test file containing the conditions required to produce the revised documents. ➤ Client to Sign-off the changes prior to being implemented.		
Change Requested by: <Client Details>		
Hours estimated		
Rate / hour		
Total Cost		
Estimate for Change:		Agreed finish Date:
Implementation/Go Live Date:		Prepared by:
Final Sign-off by:(for client)		Date:

Conditions:

1. Iemail has allowed running a test twice as part of testing. If further runs are needed, this will be at additional cost.
2. The Client will supply the final sign-off on the test output.
3. Programming changes after the user acceptance sign-off will be charged at £140 per hour.
4. The estimate is valid for 30 days from the estimate date.
5. All new processes or functions provided by Iemail should be included in a revised version of the Requirements Documents
6. A project plan will be mutually agreed on acceptance of this estimate if needed.
7. All testing which passes through the production environment (Data Processing, Printing, and Fulfilment) will be charged using the agreed production prices.
8. All prices are exclusive of VAT.
9. The estimate does not include production pricing or the costs for postage.

Appendix 2 – Non-standard charging

1.27 Additional charges

- 1.27.1 Additional development cost including added time spent on development not included within pricing section is charged at £140 per hour

Appendix 3

As the originator of any image and content in an Imail Mailing Item, you must ensure that you comply with the requirements below: You must ensure that you:

1. Own the intellectual property rights for any designs that you use and allow Imail to use this imagery on your behalf alongside the Imail indicia for processing through the Imail and Royal Mail delivery networks for delivery to the endrecipient.
2. Indemnify Imail and International Distributions Services plc. (formerly Royal Mail Group Plc) against any potential claim in relation to the breach of copyright law.
3. Are legally responsible for ensuring that you have the necessary copyright approvals in place to use the imagery on the stamp-like indicia.
4. Will not show or mention any reference to the Royal Family, the Royal Arms or any Emblems associated with the Royal Family.
5. Will not use imagery that is derogatory or that defames any other person or business.
6. Are compliant with the law and the images used do not incite any person to break the law.
7. Are compliant with the British Code of Advertising Practice.
8. Prepare your images in a responsible manner to both society and consumers.
9. Compete fairly.
10. Will not use any image that may cause offence.
11. Will not use any image that is misleading.
12. Will not use any indecent images that contain any sexual reference, or refer to indecency, obscenity or pornography.
13. Will not use images of a political nature that are potentially generating support for a particular point of view, policy or action.
14. Will provide advance written confirmation that permission is granted to use any quotation or reference to a living person.
15. Will not use images that negatively affect the Imai brand or any part of Imail Ltd.
16. Will not use any images which negatively affect the Royal Mail brand or Royal Mail Group of Companies.
17. The image will be printed on a white background and therefore be of good contrast in line with the resolution specifications.

Appendix 4

Document Guidelines for Letters and Postcards

imail | comms
Transforming conversations

A4 Letter Design Guidelines

This short guide takes you through the step-by-step process to ensure your important text fits in correctly with imail's printing system.

Introduction

We've put together this easy-to-follow guide to help ensure you get your letters out the door quickly, effectively and looking the best they can. Please review this short guide before submitting your artwork.

Key information:

Your letter artwork should be sent as A4 (210mm x 297mm), with no bleed or print marks.

Contents:

PAGE

03

A4 letter front (sheet 1), highlighting address box, print and safe areas

PAGE

04

A4 letter reverse (sheet 1 and additional pages), highlighting 2D code, print and safe areas

PAGE

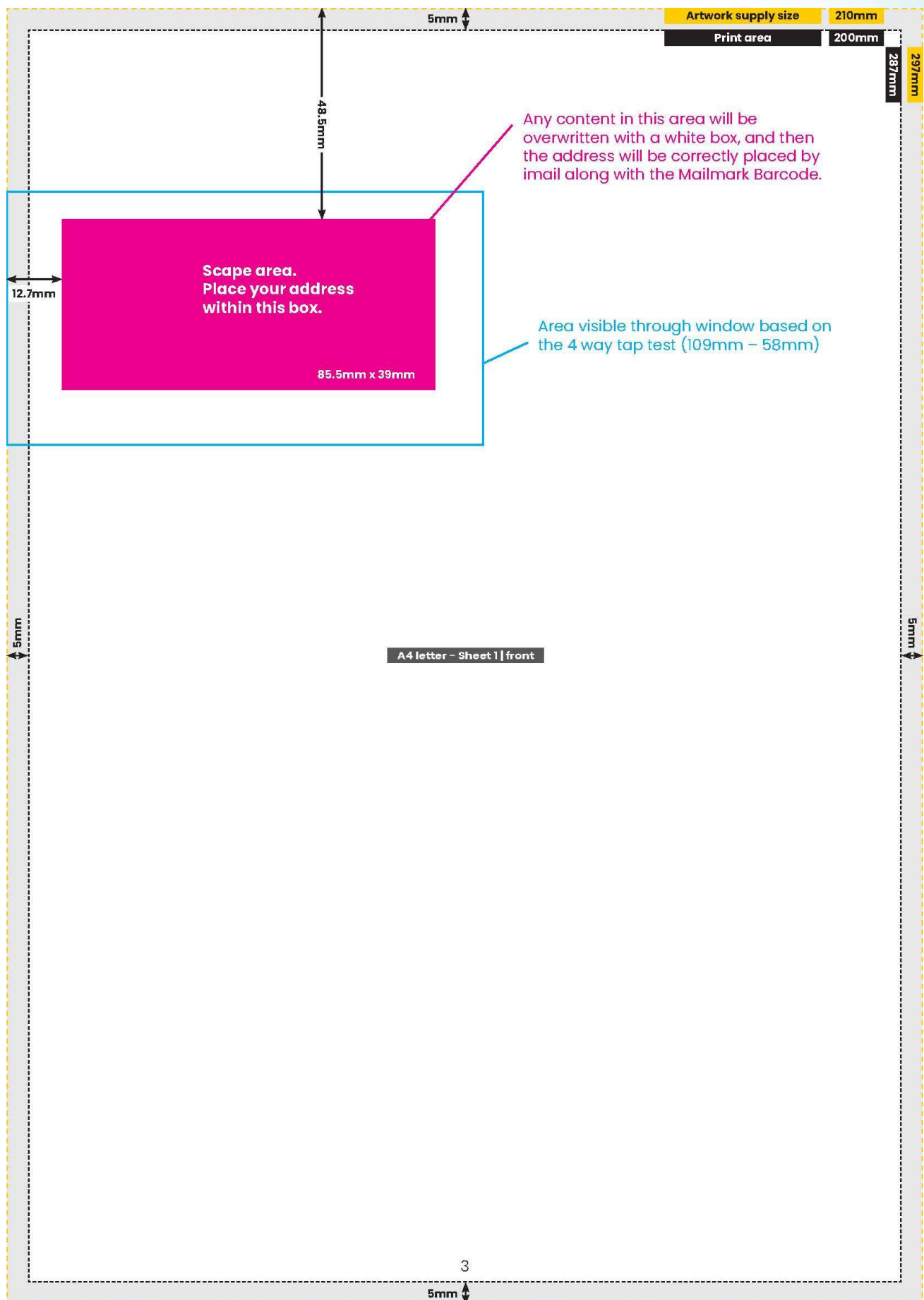
05

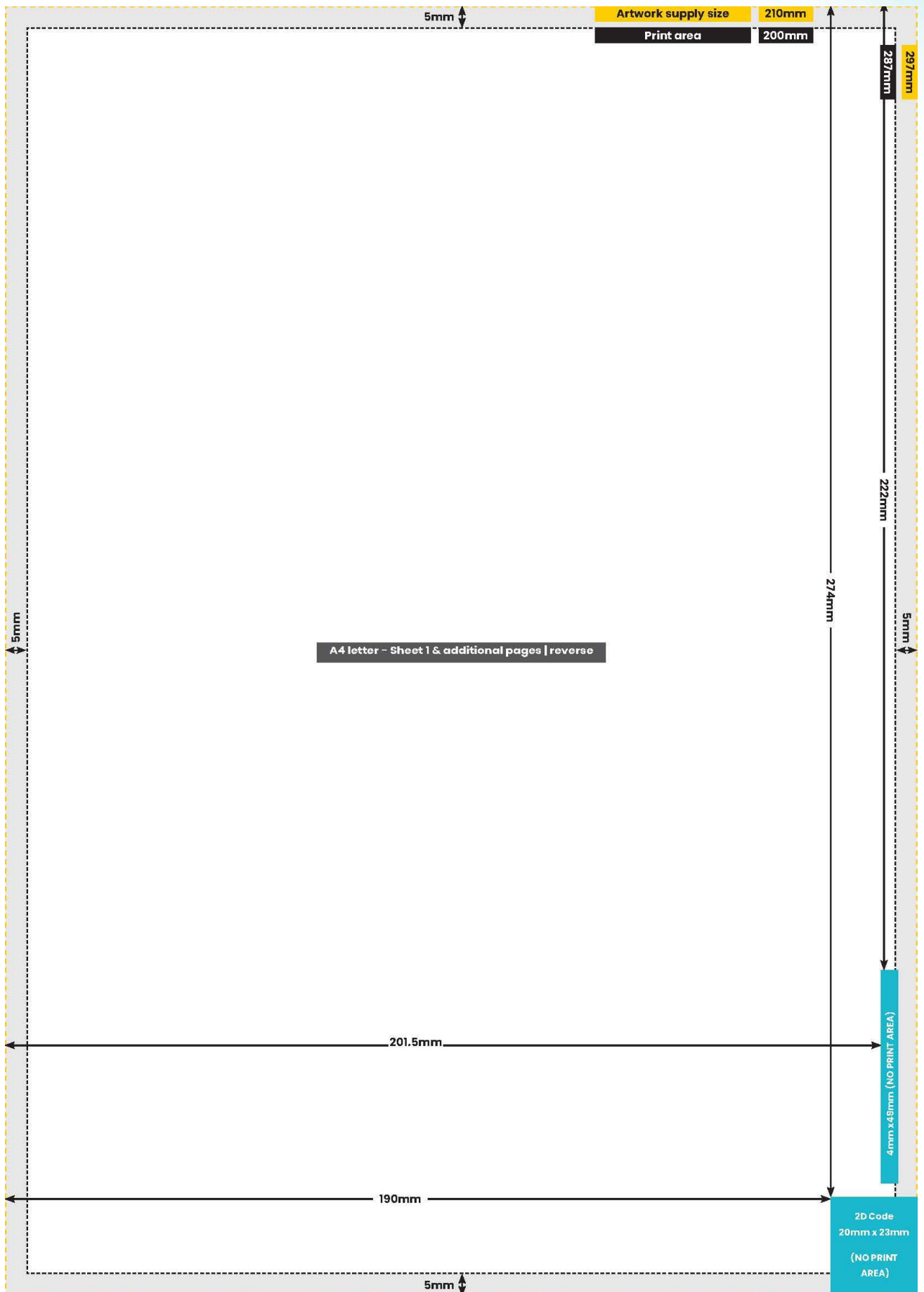
Guides for additional A4 letters (front) highlighting print and safe areas

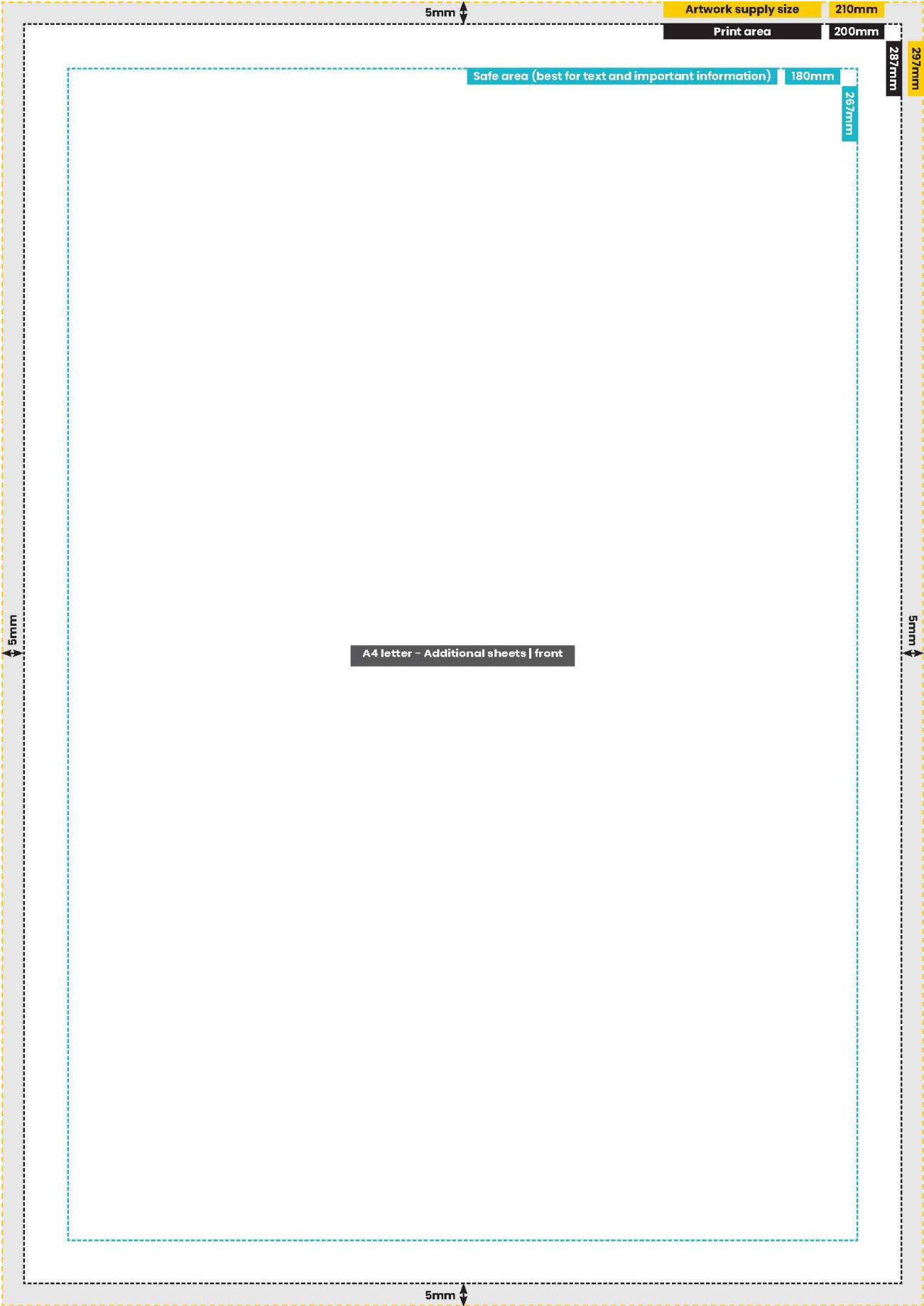
PAGE

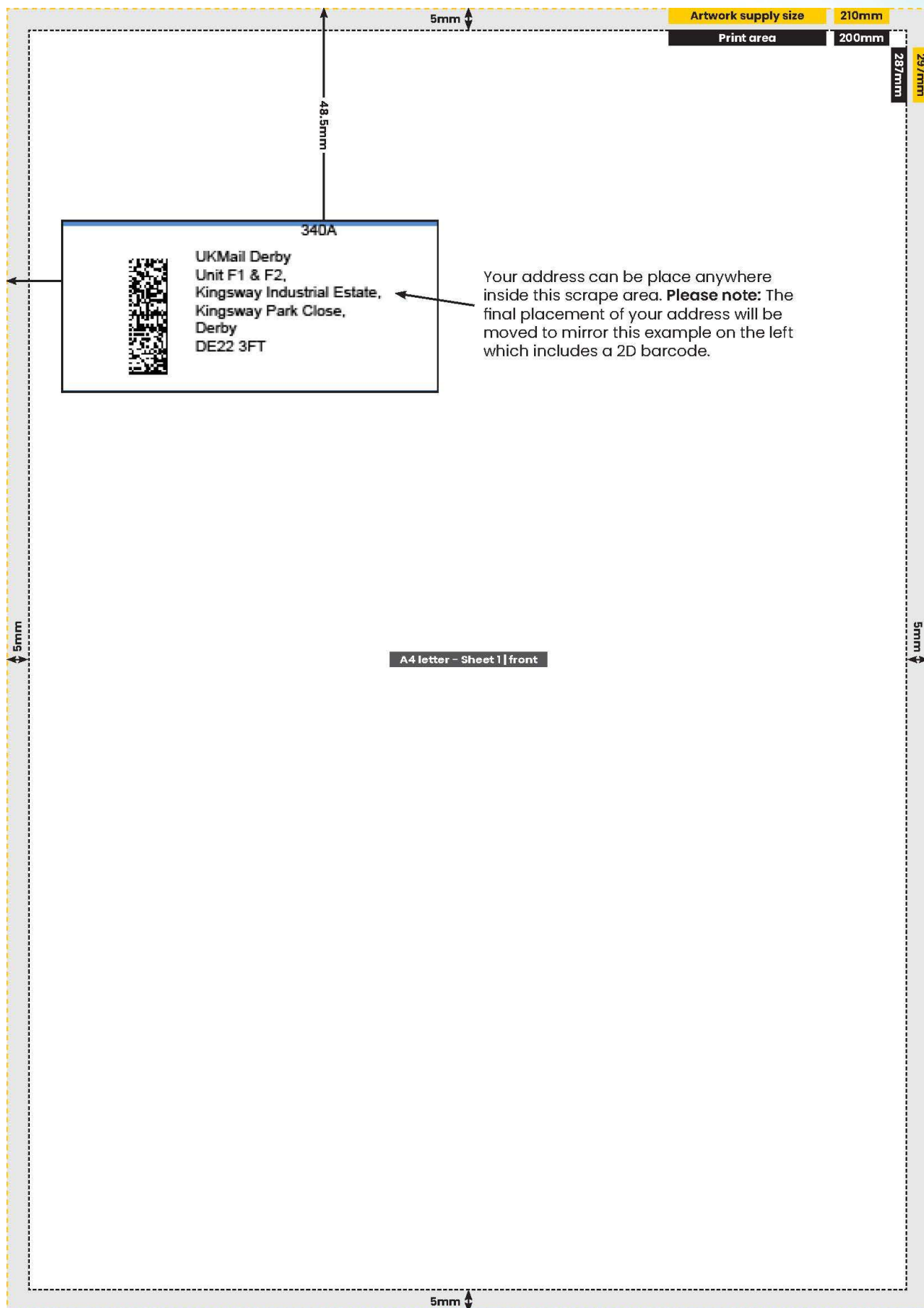
06

A4 letter front (sheet 1), highlighting address scrape area and address placement









imail | comms
Transforming conversations

Marketing Postcard Mailing Design Guidelines

This short guide takes you through the step-by-step process to ensure your important text and images don't bleed or get cropped out.

Introduction

We want to make it easy for you to get your Marketing Postcards out the door quickly, effectively and looking the best it can. Please review this short guide before submitting your artwork.

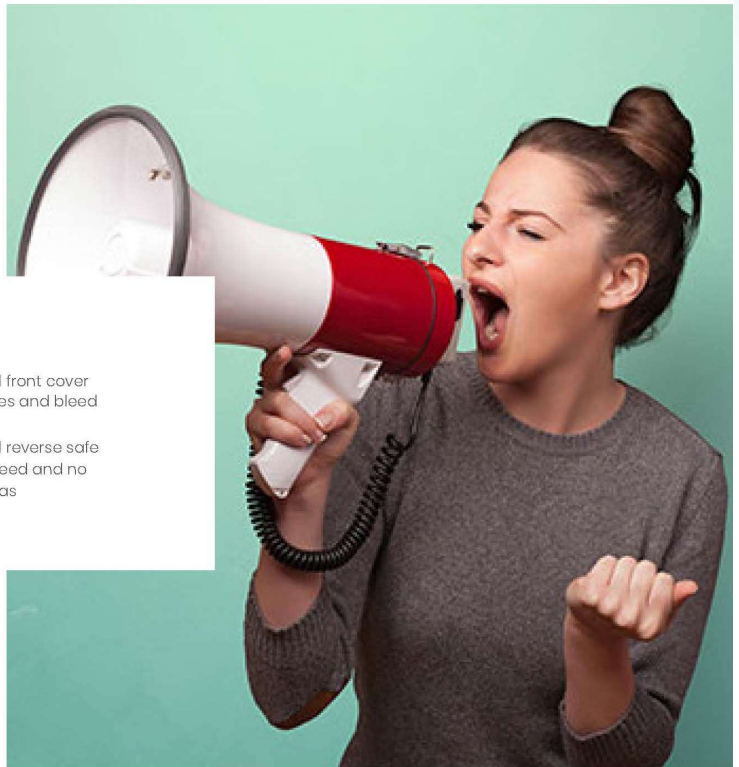
Key information:

Your postcard will be cropped to A5 (148mm x 210mm), however we require you to submit your postcard with a 5mm bleed (making your artwork 158mm x 220mm).

Please pay careful attention to page 4 as this highlights no print areas, which include important postage information.

Contents:

PAGE	
03	Postcard front cover safe zones and bleed
PAGE	
04	Postcard reverse safe zones, bleed and no print areas



Postcard cover

Artwork supply size (A5 with 5mm bleed 220mm x 158mm):

This is the size we require your overall document to be.

Postcard crop (A5 - 210mm x 148mm):

Your artwork will be cut to this size.

Safe area (128mm x 190mm):

Any information should stay in this area too avoid it cropping too close to the edge.

Please note:

Artwork should be supplied as a PDF. Resolution 300 DPI, CMYK with **no crop marks**. To avoid any delays in processing, artwork must be **flattened before submission**. Artwork file size should be **no larger than 3MB**

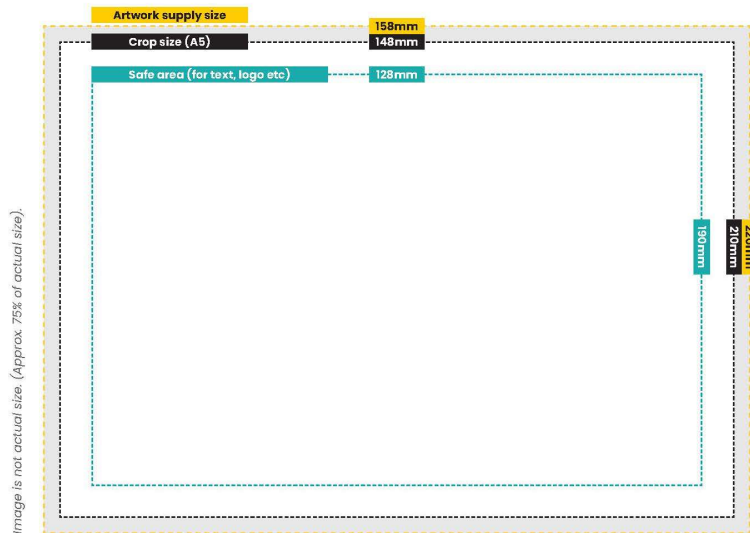


Image is not actual size. (Approx. 75% of actual size).

Postcard reverse

Artwork supply size (A5 with 5mm bleed 220mm x 158mm):
This is the size we require your overall document to be.

Postcard crop (A5 - 210mm x 148mm):
Your artwork will be cut to this size.

Safe area (128mm x 190mm):
Any information should stay in this area too avoid it cropping too close to the edge.

No print area:
These areas must be left blank to leave space for important postage information.

