



IN THE COMPETITION
APPEAL TRIBUNAL

Case No: 1639/7/7/24

BETWEEN:

BULK MAIL CLAIM LIMITED

Class Representative

- v -

INTERNATIONAL DISTRIBUTION SERVICES LIMITED
(formerly ROYAL MAIL PLC)

Defendant

ORDER (DISCLOSURE)

UPON the application of the Class Representative dated 3 August 2026 (the **Application**), enclosing a Redfern Schedule setting out the Class Representative's disclosure requests and the parties' respective positions on each of those requests

AND UPON the Defendant's response to the Application dated 17 August 2026 and the Class Representative's Reply to the Defendant's response to the Application dated 21 August 2026

AND UPON the Tribunal's Order made on 7 October 2025 (the **Directions Order**), as amended by the Order made on 26 January 2026 (the **CMC3 Order**) and further amended by the Order made on 10 July 2026 (the **Extensions Order**)

AND UPON the terms of this Order having been agreed between the Class Representative and the Defendant

IT IS ORDERED BY CONSENT THAT:

1. The Defendant shall following reasonable and proportionate searches provide disclosure and inspection in these proceedings on a rolling basis in respect of the categories of documents set out at Annex 1 which is appended to this Order.
2. The Defendant shall complete the production of disclosure and inspection of documents by no later than 4pm on 6 November 2026, in accordance with paragraph 1 of the Extensions Order.
3. Costs in the case.
4. Liberty to apply.

Hodge Malek KC
Chair of the Competition Appeal Tribunal

Made: 15 September 2026
Drawn: 15 September 2026

ANNEX 1

The Class Representative's ("BMCL") requests for disclosure from the Defendant ("Royal Mail")

No.	Request	Date range
1.	Bulk Mail price lists and datasets containing Royal Mail's prices: a) Wholesale price lists (for letters, large letters): (i) ZPP3 2016, 2020 (ii) C9 2010-2012, 2020-2024 (iii) Regional 2010-2014, 2016-17, 2019-2023 (if applicable) b) End-to-end price lists: (i) Advertising mail 2010, 2011, 2014, 2021, 2022, 2024 (ii) Business mail: 2010, 2011, 2014, 2021, 2022, 2024 (iii) Fulfilment mail (as defined by Royal Mail) 2010-2024.	Specific date ranges for each request
3.	Royal Mail's transaction data recording customer-level information on Bulk Mail transactions and revenues earned from customers at the wholesale level: Royal Mail's transaction data used and/or recorded in the normal course of business (recording customer-level information on Bulk Mail transactions and revenues earned from customers at the wholesale level, e.g. access customers, direct access customers, and intermediaries) ¹ . Such data and/or datasets should include information corresponding to the following fields: (i) Customer Identifier; (ii) Customer Name; (iii) Date, month, year;	1 January 2010 – 31 May 2024

¹ The applicable disclosure obligation will be for Royal Mail to provide the information sought to the extent that it is available and capable of being provided by way of extracts from its accounting / billing systems. Accordingly, in the event that any item of information sought by Request 3 is not available and/or cannot be provided by way of extract from the relevant system, then Royal Mail's confirmation of that being the position in its disclosure statement (to be provided pursuant to paragraph 16 of the Directions Order), together with an explanation of the enquiries made to ascertain that position, would in principle be sufficient to discharge its disclosure obligation in respect of that item of information.

	(iv) Customer Price Plan; (v) Access Operator Customer (Y/N); (vi) Agency Customer (Y/N); (vii) CDA Customer (Y/N); (viii) Relevant Royal Mail Inward Mail Centres for the Mail; (ix) Price Plan Start Date; (x) Price Plan End Date; (xi) Mailing Items / Volume; (xii) Mail Category (Business Mail / Advertising Mail / Publishing Mail / Other); (xiii) Preparation / Presentation (e.g. letter trays, Mailbags, ALPS etc); (xiv) Mail Format (Letter / Large Letter/Other); (xv) Delivery Speed (e.g. D+2 etc); (xvi) Weight category (e.g. 0-100g etc); (xvii) Product code; (xviii) Machine Readability (i.e. the prerequisite for automated sorting that enables the machines to recognise and process the mail); (xix) Sortation (unsorted / Low Sort / High Sort); (xx) Address (Mailmark / OCR / Other); (xxi) Delivery Zones (London / Urban / Suburban / Rural); (xxii) List Price (p / Mail Item); (xxiii) Discount (p / Mail Item); (xxiv) Gross Final Price (p / Mail Item) (excl. Surcharges and Rebates); (xxv) Surcharges (p / Mail Item) (xxvi) Rebates (p / Mail Item); (xxvii) Net Final Price (p / Mail Item) (incl. Surcharges and Rebates); (xxviii) Other Charges / Levies / Discounts (p / Mail Item) (e.g. Advertising Standards Board of Finance, or “ASBOF”, Levy); (xxix) VAT (p / Mail Item); (xxx) Final Paid Price (p / Mail Item); and (xxxi) VAT-exempt Customer (Y/N). If particular data listed are not available in the transaction system, please provide documents or data that contain the relevant information. Please also provide any data dictionaries necessary to understand any datasets responsive to this request.	
4.	Documents evidencing how Royal Mail set its contract terms and price for wholesale customers:	1 January 2010 – 31 May 2024 save where otherwise noted in the preceding column (save

	Materials prepared for Royal Mail’s management and/or key account managers that evidence how Royal Mail set the terms of its supply contracts with its wholesale customers, including, but not limited to: (i) how Royal Mail assessed the requirements of the customer; (ii) the risks of losing the customer (to competition or e-substitution); and, (iii) how discounts and adjustments to list prices were set². The documents to be provided should cover all types of customers to whom Bulk Mail is supplied, and all products within Bulk Mail Services and include the following types of documents: 1. Documents that formed part of the papers and / or minutes of The Board of Royal Mail Group Limited, The Board of International Distribution Services Limited, The Executive Board of Royal Mail (formerly known as the Chief Executive Committee), or The Pricing Board (formerly known as the Pricing Strategy Board) concerning the analysis of the elasticity of demand for wholesale products, considered as part of Royal Mail's pricing process (as referred to in paragraph 4.3 of the Witness Statement of David Wills dated 21 November 2024). 2. The following documents relating to the Incentive Plans described by David Wills at paragraph 4.7 of his Witness Statement dated 21 November 2024 which the CR understands were introduced with effect from 2014 (based on that understanding, the period for this request is 1 January 2013 to 31 May 2024): a. the [REDACTED] Royal Mail Incentive Plans; b. representative examples of the contracts/terms with customers which gave the Incentive Plans legal effect; c. documents that (A) formed part of the papers and / or minutes of The Board of Royal Mail Group Limited, The Board of International Distribution Services Limited, The Executive Board of Royal Mail (formerly known as the	that Royal Mail will not undertake searches for documents pre-dating 2011 in respect of individual custodians).
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² For example, documents similar to HL_INNER_0000762; HL_INNER_0010690_RM; HL_INNER_0000023; HL_INNER_0000028; HL_INNER_0000128; HL_INNER_0007742_RM; HL_INNER_0007743_RM; HL_INNER_0007816_RM.

	Chief Executive Committee), or The Pricing Board (formerly known as the Pricing Strategy Board); and / or (B) were held by members of Royal Mail's Wholesale and / or Pricing teams (including any boards or committees that exist, or may have existed, at that level) which set out the following: i. the considerations taken into account in introducing any of those Incentive Plans (or any further or alternative mechanisms/plans contemplated, but not implemented, by Royal Mail which would have resulted in customers paying an amount less than the published access rates multiplied by the applicable volumes³); ii. the considerations taken into account for any subsequent variation(s) to the pricing in those Incentive Plans up to the end of the claim period; and iii. to the extent not contained in (i) or (ii) correspondence or documents containing or referencing feedback from customers relating to the introduction or variation of the Incentive Plans. d. lists of the customers who were on each of the [REDACTED] Incentive Plans (and when) to the extent that information is not covered by the documents requested under (a) to (c). 3. Documents relating to the customer feedback used to set Royal Mail's prices (as referred to in paragraph 4.2 of the Witness Statement of David Wills dated 21 November 2024) that formed part of the papers and / or minutes of The Board of Royal Mail Group Limited, The Board of International Distribution Services Limited, The Executive Board of Royal Mail (formerly known as the Chief Executive Committee), or The Pricing Board (formerly known as the Pricing Strategy Board). 4. Representative examples of contracts between Royal Mail and different types of Royal Mail	
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³ For example, HL_INNER_0000458.

	customers (namely, access operators, intermediaries / mailing houses and direct access contract holders) setting out prices / commercial terms (save where covered by request 2(b)).	
5.	Royal Mail's transaction data recording end-to-end retail customer-level information on Bulk Mail transactions and revenues earned: Royal Mail's transaction data used and/or recorded in the normal course of business (recording customer-level information on Bulk Mail transactions and revenues earned from customers at the end-to-end retail customer level)⁴. Such data and/or datasets should include information corresponding to the following fields: (i) Customer Identifier (ii) Customer Name (iii) Date, month, year (iv) Relevant Royal Mail Inward Mail Centres for the Mail (v) Contract Start Date (vi) Contract End Date (vii) Mailing Items / Volume (viii) Mail Category (Business Mail / Advertising Mail / Publishing Mail / Other) (ix) Preparation / Presentation (e.g. letter trays, Mailbags, ALPS etc) (x) Mail Format (Letter / Large Letter/Other) (xi) Delivery Speed (e.g. D+2 etc) (xii) Weight category (e.g. 0-100g etc) (xiii) Product code; (xiv) Machine Readability (xv) Sortation (unsorted / Low Sort / High Sort) (xvi) Address (Mailmark / OCR / Other) (xvii) Delivery Zones (London / Urban / Suburban / Rural) (xviii) List Price (p / Mail Item) (xix) Discount (p / Mail Item) (xx) Gross Final Price (p / Mail Item) (excl. Surcharges and Rebates)	1 January 2010 – 31 May 2024

⁴ The applicable disclosure obligation will be for Royal Mail to provide the information sought to the extent that it is available and capable of being provided by way of extracts from its accounting / billing systems. Accordingly, in the event that any item of information sought by Request 5 is not available and/or cannot be provided by way of extract from the relevant system, then Royal Mail's confirmation of that being the position in its disclosure statement (to be provided pursuant to paragraph 16 of the Directions Order), together with an explanation of the enquiries made to ascertain that position, would in principle be sufficient to discharge its disclosure obligation in respect of that item of information.

	(xxi) Other Charges (p / Mail Item) (xxii) Other discounts (p / Mail Item) (xxiii) Net Final Price (p / Mail Item) (incl. Surcharges and Rebates) (xxiv) Other Charges / Levies / Discounts (p / Mail Item) (e.g. ASBOF Levy) (xxv) VAT (p / Mail Item) (xxvi) Final Paid Price (p / Mail Item) (xxvii) VAT-exempt Customer (Y/N) If particular data listed are not available in the transaction system, please provide any documents or data that contain that information. Please also provide any data dictionaries necessary to understand any datasets responsive to this request.	
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6.	Documents evidencing how Royal Mail negotiated or set its contract terms and prices for Bulk Mail Retail Customers: Contemporaneous documents that formed part of the papers and / or minutes of The Board of Royal Mail Group Limited, The Board of International Distribution Services Limited, The Executive Board of Royal Mail (formerly known as the Chief Executive Committee), or The Pricing Board (formerly known as the Pricing Strategy Board) that evidence how Royal Mail negotiated or set its contracts and prices for end customers of Bulk Mail, including, but not limited to, how discounts and adjustments to list prices are set. The documents should cover all types of customers, and products within Bulk Mail Services. To the extent not covered by the above request the documents should for the period 1 January 2012 to 31 December 2016 include documents relating to matters influencing Bulk Mail retail customers in contracting with Royal Mail such as: 1. A representative sample of Royal Mail customer opportunity logs recording the outcomes and value of Royal Mail retail bulk mail opportunities⁵. 2. Representative sales pitch presentations to different types of customers or similar documents prepared by Royal Mail in response to bulk mail retail opportunities. 3. Representative examples of survey responses recording customer preferences or any other information relevant to choosing a bulk mail service provider. 4. Representative examples of contracts setting out prices / commercial terms for Royal Mail's retail customers.	1 January 2010 – 31 May 2024
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⁵ Royal Mail shall confirm, pursuant to paragraph 14 of the Directions Order, “*the basis on which such a sampling approach has been adopted, and an explanation as to why this is reasonable and proportionate in the circumstances*” in its disclosure statement (to be provided pursuant to paragraph 16 of the Directions Order). BMCL may then, notwithstanding the terms of paragraphs 8 – 9 of the Directions Order), seek disclosure of any further opportunity logs, provided that any such request is made within a reasonable period of the production of the representative sample.

7.	Royal Mail's contemporaneous business forecasts concerning the delivery of Bulk Mail: Royal Mail's contemporaneous business forecasts (i.e. three to five year forecasts of future financial performance) which concern the delivery of Bulk Mail, but which may be found within business forecasts for: its whole business; just its reported business; or just its bulk mail business, produced during the normal course of business from 2016 to 2020.	1 January 2016- 31 December 2020
9.	Royal Mail's cost models: Iterations of Royal Mail's cost models, covering the following: a. Unused. b. Accounting Methodology Manual for Regulatory Reporting 2022/2023. c. If not covered by the above, the Zonal Costing Manual 2023/2024. d. Unused. e. Word versions of the final ABC Costing Manuals for 2010/11 to 2023/24, to the extent that these have not already been provided to BMCL.⁶ f. LRAIC models 2019-2024. g. A bespoke report from Royal Mail's live FAC/ABC system based on the information sought in Dr William's Note on Request 9(g) dated 12 August 2026, to the extent that this information is available and capable of being provided by way of a report.⁷	Specific date ranges for each request
11.	Analysis, monitoring or reporting produced by Royal Mail, for Royal Mail's senior management, on the usage behaviours of Bulk Mail customers and/or the supply of Bulk Mail Services: Any internal or external analysis, monitoring or reporting produced by Royal Mail that formed part of the papers and / or minutes of The Board of Royal Mail Group	1 January 2010 – 31 May 2024

⁶ Where they have already been provided to BMCL, Royal Mail will confirm the relevant disclosure identification numbers.

⁷ In the event that any item of information sought by Request 9(g) is not available and/or cannot be provided by way of extract from the relevant system, Royal Mail's confirmation of that being the position in its disclosure statement (to be provided pursuant to paragraph 16 of the Directions Order), together with an explanation of the enquiries made to ascertain that position, would in principle be sufficient to discharge its disclosure obligation in respect of that item of information.

	Limited, The Board of International Distribution Services Limited, The Executive Board of Royal Mail (formerly known as the Chief Executive Committee), The Pricing Board (formerly known as the Pricing Strategy Board), or the Audit and Risk Committee; (on an ad hoc or regular basis) on the usage behaviours of Bulk Mail customers and/or the market for Bulk Mail Services. This may include, for example, information gained from third-party research and/or surveys conducted (<i>inter alia</i>) for such purposes; customer interviews/feedback (e.g. responses to tender wins or losses); customer churn analysis; and/or documents and/or analysis considering the role of intermediaries in the market (such as Mailing Houses). These documents may include (to the extent not covered by the preceding requests) analysis of and/or information relating to: 1. drivers of demand for Bulk Mail Retail Services by Bulk Mail Retail Customers, in aggregate or for specific services;⁸ 2. key considerations in setting prices for Bulk Mail Retail Services, in aggregate or for specific services;⁹ 3. competitive threats from other suppliers, alternative forms of communication or other market factors posing a threat to Royal Mail's revenue from Bulk Mail;¹⁰ 4. the price elasticity of demand, in aggregate or for specific services;¹¹ 5. actual or potential switching by customers between Bulk Mail Retail Operators or between Royal Mail's access services and other services;¹² 6. barriers to entry and expansion in the end-to-end Bulk Mail market; 7. potential responses by Royal Mail or Ofcom, to the threat of entry or expansion into (i) Bulk Mail Retail Services, (ii) Bulk Mail Delivery Services, or (iii) Bulk Mail End-to-End services; 8. drivers of costs by cost items / categories and the estimated costs / share of costs for each of these,	
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⁸ Documents similar to HL_NON_0014074_RM and HL_INNER_0000148.

⁹ Documents similar to HL_INNER_0005421_RM.

¹⁰ Documents similar to HL_INNER_0000936 and HL_INNER_0000132.

¹¹ Documents similar to HL_INNER_0000146 and HL_INNER_0000149.

¹² Documents similar to HL_INNER_0005808_RM.

	and the evolution of these over time; 9. any analysis of the potential regulatory changes to Royal Mail's VAT-exempt status, risks to the status and/or the effects of such changes on the operation of the market; 10. demand from VAT-exempt customers, evidence on switching by VAT-exempt customers, risks to Royal Mail from competition in this regard, potential responses by Royal Mail to any such competition, and Ofcom's potential regulatory responses in this regard; 11. demand for parcels services, switching, competition or links between parcel and Bulk Mail Services; 12. demand for unaddressed mail services, switching, competition or links between unaddressed mail services and Bulk Mail Services¹³; and 13. the evolution of demand for Bulk Mail Services, in aggregate or for specific services.	
16	To the extent not covered by the above requests and the OTS and/or Further OTS Disclosure, any further Royal Mail data and/or contemporaneous documents produced that have been provided to Royal Mail's experts for the purposes of preparing their expert reports in these proceedings and/or the related Whistl proceedings.	

¹³ For example, RM's own estimates of switching between (i) RM's own products, as informed by its price differential model, and (ii) Royal Mail and competitor offerings, based on its Entry Pricing Model, both models referenced in HL_INNER_0000146.