

[REDACTED]

**Subject:** FW: Comment reassuring customers about regular service

**From:** [REDACTED] Jeff  
**Sent:** Monday, 7 September 2015 5:24 PM  
**To:** [REDACTED] Mark <[Mark\[REDACTED\]@auspost.com.au](mailto:Mark[REDACTED]@auspost.com.au)>  
**Cc:** [REDACTED] Michelle <[Michelle\[REDACTED\]@auspost.com.au](mailto:Michelle[REDACTED]@auspost.com.au)>  
**Subject:** RE: Comment reassuring customers about regular service

He's confirmed on the phone the story will not run tomorrow.

**Jeff** [REDACTED]  
Head of Communications, Media (A/g)  
Australia Post  
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**From:** [REDACTED] Jeff  
**Sent:** Monday, 7 September 2015 5:15 PM  
**To:** [REDACTED] Mark <[Mark\[REDACTED\]@auspost.com.au](mailto:Mark[REDACTED]@auspost.com.au)>  
**Cc:** [REDACTED] Michelle <[Michelle\[REDACTED\]@auspost.com.au](mailto:Michelle[REDACTED]@auspost.com.au)>  
**Subject:** FW: Comment reassuring customers about regular service

Mark – as discussed

**From:** Gothe-Snape, Jackson [<mailto:jackson.gothe-snape@news.com.au>]  
**Sent:** Monday, 7 September 2015 4:59 PM  
**To:** [REDACTED] Jeff <[Jeff\[REDACTED\]@auspost.com.au](mailto:Jeff[REDACTED]@auspost.com.au)>  
**Subject:** Comment reassuring customers about regular service

Hi Jeff,

Can you please provide that comment tomorrow morning talking about Aus Post's commitment to 'priority plus two days' for regular service and why customers will have confidence that that will be the case for the foreseeable future?

The story will be along the lines of how the performance obligations regulation amendment leaves open the possibility for regular letters to take 5 business days between Adelaide and Melbourne, although Australia Post is adamant that the plan for the foreseeable future is to keep the regular service within two days of the priority service.

I'm keen to include the story in Wednesday's paper.

Regards,  
Jackson

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**JACKSON GOTHE-SNAPE**

Journalist

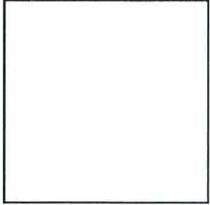
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