

Additional comments:

I understand the financial benefits of this scheme, as well as the convenience for the majority of customers, and therefore I would support this scheme. However, from my individual point of view, I would not partake - this is because I am a high user of online shopping, taking delivery of parcels on a couple of occasions per week. I do not consider it fair for my neighbours to have to collect regularly and I would feel embarrassed to have to collect from them regularly. Therefore, the opt out option is critical for me, and I would like guarantees that (a) the opt out option must remain in place while this scheme is operational, and (b) Royal Mail will not make changes to their alternative collection options - eg. I currently collect my parcels from my local post office, which is convenient for me. In a number of months after this scheme has gone live, I would not consider it fair to have to end up travelling a distance to a central depot to collect post.

Question 1:Do you agree that Ofcom should grant approval to Royal Mail for the Delivery to Neighbour service? If not please explain your answer. :

Yes, subject to a number of defined agreements from Royal Mail - as per above.

Question 2:Are there other consequences following the roll out of the service across the UK that we have not included in our assessment? If so, please explain.:

No.

Question 3:Do you have any comments on the scope and wording of the proposed Notification and approval:

No