

**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. :**

No they should not. This has not been made public enough. I only received my leaflet today and yet on your website it says written comments have to be received by the 24th August and the only reason it has been extended is because of so called technical difficulties or perhaps that was the rush of people trying to get on the site and find out more about this. So to me it appears that it is already agreed without asking the wider public what they think.

**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.:**

I do not want to be pestered by the royal mail knocking on my door asking me to take in parcels similarly I do not want neighbours taking in parcels for me. This is the job of the post office. Surely, they should consider that their service should meet the needs of its clients by providing evening deliveries if it is such a problem they should also consider perhaps extending their opening hours when you can collect the parcels as 7.30 am - 12pm is not long enough when you work. It appears that as customers we are an inconvenience to them.

Why should I have to stick a horrible royal mail sticker on my door to say that I don't want to participate. It's a disgrace most private companies who deliver goods usually have a comments box on their order form where you can put on what to do if the item is delivered when you are not in. Can they not just do that? I will opt out - I just won't order goods from companies that use the Royal Mail and that will solve the problem

I feel sorry for people who work shifts who will be pestered in their own homes to take in the whole street's parcels. What about elderly people being pestered who live on their own who don't understand the process.

Please feel free to pass on my comments to the Royal mail as their website is a nightmare to try and leave any comments on this.

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