

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, I do not agree. It should remain a legal requirement for Royal Mail to have to deliver any item of post, which may be of a private and confidential nature, to the address for which it was intended.

Furthermore, it is extremely arrogant to expect people to have to display an unwanted sign outside of their properties indicating that they do not wish to be part of the proposed new scheme - indeed, if the proposed new scheme is adopted then the onus should be placed on people who do wish to use the scheme to have to display the correct signage next to their letterboxes.

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.:

There should be no onus to take action placed on the people who choose to opt out of the proposed scheme and there should certainly be no conditions placed on the people who choose to opt out. Royal Mail's online registration to opt out does place certain conditions in its declaration on the people choosing to opt out - the only statement that should have to be made is: "I wish to opt out of the neighbourhood delivery scheme and to continue receiving mail to my address as previously". Furthermore, the Royal Mail's opt-out procedure by telephone should be made available via a free-call number.

There should also be no need for people opting out to have to display unwanted signage outside of their properties, the delivery staff should be provided with a list of addresses that have opted out of the scheme. The general public is paying for a service and the Royal Mail should not be asking the general public, the paying customers, for its assistance by forcing the unwanted display of signage outside of their homes. If the Royal Mail wishes to adopt the proposed new scheme it should organise its implementation, if allowed, without involving any action on the part of its customers.

However, if signage is used then it is the people who choose to opt in to the proposed new scheme that should have to register and should have the onus of displaying unwanted signage outside of their properties. People who do not wish to join the scheme should most certainly not be discriminated against by having to stick unwanted notices on the outside of their homes.

It should also be considered as to the definition of 'neighbour' as the proposal does not state, for example, next-door neighbour. Therefore, is 'neighbour' to be considered as being the nearest person available to the intended address irrespective of the distance? Or does 'neighbour' mean anyone within a quarter of a mile to a mile radius, which could be the case in certain rural areas? Or is this just one single step away from the Royal Mail being able to deliver mail anywhere just to 'get rid of it' for the benefit of Royal Mail finances and an hidden increase in the cost of postage in that customers are eventually provided with a lesser service.

With this new proposal, on the top of the existing, automated poor customer service and the

ever-increasing cost of postage, there is little wonder that there is an ever-increasing move towards email and the Royal Mail continues to put a further nail into its own coffin.

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

The previous matters raised need to be addressed.