

## **Additional comments:**

### **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. Frankly, I worry that I will not be able to get my package from my neighbours. The Delivery Office is local, it has set hours, and I know my mail is safe within it. My neighbours? What exactly does that mean? One courier service left a package for me with my "neighbours" in the next street. It took me 3 days and half-a-dozen attempts to get my parcel. I don't want to be forced to make contact with my neighbours by Royal Mail. And I think that "neighbours" will potentially take in post out of simple politeness/obligation, without thinking that it will be a struggle for the package to be collected due to their own commitments, children, holidays, etc. I've done the same, then realised my obligation and regretted it. Some people might not follow through with the effort required to ensure a parcel gets to its rightful owner ahead of these other obligations.

### **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.:**

When I use the post, I pay for the security that Royal Mail provides with its door-to-door delivery service. By discharging its obligations by dumping mail with people other than the recipient, frankly this service become compromised. For the cost of mail, I expect that higher standard of service to remain, not Royal Mail shrugging off its mandated responsibilities to mail recipients.

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

It has been made in such a low-key manner, I've just learned about it today. And I consider myself to be an informed consumer. Royal Mail have tried to sneak this by...and I don't think that's right.