

Additional comments:

This represents a degradation of service.

The inclusion of signed for items is totally unacceptable.

The system of opting out by a sticker is totally inadequate, these could be missed by delivery people, it also places the onus on recipients where as the onus to administer should remain with Royal Mail.

The scheme should only be permitted on an opt in basis, it should also be properly regulated.

Rather than saying that other delivery organisations use the delivery to neighbours system as partial justification Ofcom should be ensuring that these other organisations change their practises.

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 and my reasons are stated in the additional comments.

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.:

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

Far too open to interpretation and not serving the consumers best interest.