

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. :

I do not agree with granting approval for the Delivery-to-Neighbour service.

- a) There is no guarantee that a delivery to a neighbour will result in the neighbour ensuring that the item is received by the addressee or that the addressee is able to contact the neighbour quickly to collect the delivery.
- b) For items requiring a time-limited response by the sender or other party there is no guarantee that a Delivery-to Neighbour service will ensure that this may be done even if Royal Mail makes the delivery to the neighbour in a timely manner.
- c) Items will not be covered under the neighbour's domestic insurance arrangements should the items be taken in by a neighbour and damaged or destroyed no matter what way the damage or destruction may happen.

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: