

Additional comments:

There has been totally inadequate advertising of the consultation or its call for responses. For example, there was no mention of the extended consultation in Royal Mail's "Out and About" leaflet.

Paragraph 5.3 of the Consultation document gives as part of the commercial justification, that Royal Mail's competitors already deliver to neighbours. However, despite frequent use of competitors, I have never had this happen - redelivery has always occurred instead. I therefore challenge the validity of that claim.

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, for the following reasons.

- 1) Problems with the proposed opt-out mechanism;
- 2) Lack of opt-out by Sender;
- 3) Lack of adequate compensation where negligent delivery by Royal Mail to a neighbour is involved.

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.:

1) a) The proposed opt-out mechanism is unacceptable (and I would want to opt-out because of anti-social neighbours). The proposed opt-out mechanism requires an easily visible sticker at my address. However, I do not want to advertise that I have opted out and such a sticker would be highly visible to any passer-by as my front door is at the roadside. In particular, I do not want anti-social neighbours to know that I have opted out. Given previous cases of vandalism, I expect that some anti-social neighbours would take delight in removing the opt-out sticker and attempt to make illegal gains from parcels delivered to them. Furthermore, the visible sign of opting out may suggest to some criminals that the house is more often unoccupied than average, and so my house would become more of a target for burglars.

b) In place of the sticker mechanism, I would accept an opt-out database held by Royal Mail (with adequate security), such that no-one outside Royal Mail would know who had opted out. There would need to be adequate process to ensure that delivery postmen took account of the opt-out database and delivered accordingly.

2) As an occasional eBay sender of parcels, I do not want to suffer the additional risks of delivery to neighbour, which will undoubtedly add to occasions when the recipient fails to receive the parcel. I would therefore want a cost-free mechanism to allow me to opt out as a sender on a parcel-by-parcel basis.

3) In the event of erroneous delivery to a neighbour despite opt-out by the addressee, I believe that the available compensation should be increased. It would be very stressful for the

addressee to attempt to retrieve a package from an anti-social neighbour for example, even if the package has no intrinsic value whereby the compensation is currently limited to postage refund. Even with no intrinsic value, the addressee's interests could be severely damaged by erroneous delivery to neighbour through breach of privacy, e.g. by confidential package contents or even just through divulging sender's details on the outside.

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

The Notification and Approval must enforce a) an acceptable opt-out mechanism not based on any visible object outside an address; b) an opt-out mechanism for Senders; and c) increased compensation where negligent delivery by Royal Mail to a neighbour is involved.