

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. :

Yes, subject to the change in Q3 below.

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 will be difficulties because "Signed For" has not been excluded. A person using this service has an expectation that the signatory will be the person requesting the delivery or someone at the same address. Items will go astray because unscrupulous people will "sign" using another or illegible name. It will be very difficult for either the recipient or RM to pursue recovery in these cases.

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

"Signed for" should be excluded in the same clause as "special Delivery"