

**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, with the restriction proposed below at Question 3.

**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.:**

The opt-out provision appears to be an all-or-nothing arrangement. It should be possible for a customer to be able to display or remove the sticker as individual circumstances dictate. This would allow, for instance, the customer to opt in and have mail delivered to a neighbour for example while on holiday but to opt out at other times when they expect to be available for deliveries.

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

The provisions exclude Special delivery items. This should also include any other Signed for items, which should continue to be delivered to the signatory rather than an unspecified person. There could be for example legally significant or time limited items which could suffer delays if the neighbour to whom the letter has been delivered is then not themselves available to hand over the letter the same day.