

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. :

No. Relationships with neighbours cannot be assumed to be suitable for this to work. Also neighbours do not have published opening hours or holiday cover. Lastly, there are the legal implications over the responsibility to take care of the items when accepting them on behalf of somebody else.

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.:

If customers who have purchased items never receive them and they were delivered to a neighbour, the customer will have issue with their supplier for not satisfying their contract. The supplier will then pursue the courier inline with their own respective contract to recover the cost of replacing the goods. The courier will ultimately respond to these financial losses by increasing their prices. If couriers are insured then their insurers will increase their premiums and the same situation will follow.

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