

### **Additional comments:**

Are you aware that the online consultation form still gives the old consultation end date of 5pm on 24 August 2012. This could have the effect of deterring submissions by indicating that the consultation period has ended. Either way it does not create a good impression.

I note that the Ofcom website now mentions the consultation on the front page but does not mention the technical problem or the need to resubmit. In fact it says 'Royal Mail Consultation. Have you had your say yet on Royal Mail's deliver to neighbour scheme?' Anyone who has already submitted will answer yes and go no further even though they should do this and resubmit. This is misleading and will deny Ofcom their submission that was not received due to Ofcom's technical fault.

What is worse is that clicking on the link takes you to a page that asks the same question and again fails to mention the technical fault and the need to resubmit. Since this mentions the date of 12 September it is clear that there was every opportunity to make this clear. This is also misleading and will deny Ofcom submissions that were not received due to Ofcom's technical fault because again the answer is yes and there is no need to go any further.

It is only when you select the link on this page that you find the truth. However, a previous submitter would have no reason to visit this page.

This is disappointing and regrettable and adds to the perception that this is not a transparent consultation process.

### **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.

Because so far the consultation process has been flawed, riddled with errors and cannot be relied upon to produce an impartial, balanced and transparent result.

### **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.:**

Yes.

This will be a shambles, will lead to unwanted consequences and will not foster good relations between stakeholders and different groups

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

As above