

**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.

'Recorded Signed For' is an additional service for the benefit of the SENDER by having recorded proof that an item has been successfully delivered to the intended recipient's address.

It is the SENDER who is actually purchasing the service and to whom Royal Mail has a contractual obligation (even if the Recipient is paying indirectly through the sales process). The 'Delivery to Neighbour' service only benefits the Recipient ..... and Royal Mail themselves by reducing the workload of Delivery Offices or need for repeat delivery.

I think the wrong focus is being given to what this service is actually intended for; it is to safeguard the SENDER !!

Although Royal Mail will advocate using 'Special Delivery' as an alternative, the cost difference for low value items which do not require the increased base compensation cover or guaranteed delivery time afforded by Special Delivery, amounts to a 100% increase when dealing with small packages of 750g or parcels within the range of 2kg - 4kg.

**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.:**

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