

Additional comments:

I strongly oppose the plans of Royal Mail to make mail delivery to neighbours if the intended recipient is absent the default while requiring everyone who doesn't want that to opt-out.

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. 1st, For mail, RM has agreed to a binding contract between sender and RM to deliver to the address given by the sender. It is not up to RM to arbitrarily decide to deliver mail to someone else than the intended addressee, and having the recipient to hunt around in his neighbourhood for his mail. Additionally, not everyone knows and/or trusts all their neighbours. It may work in some stable closed communities but these are far from the norm, especially in large cities. Even more, there is absolutely no reason why delivery to neighbours needs to be the default. Common sense alone should already tell that delivery to neighbours should be OPT IN thing, with the regular handling (delivery goes back to depot for re-delivery or pickup) remaining the default as this is what RM is contracted and paid for. RM could have provided those that want mail delivered to their neighbours with opt-in stickers already, so those who want their mail being taken by neighbours could do that already. It is obvious that the main reason for this initiative is making savings on re-deliveries, it's not about the customer.

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.:

Mail may contain just regular stuff like invoices, but often enough contain valuable or very sensitive information that is entrusted to RM for delivery to the intended recipient. By handing over mail to 3rd parties, there is a huge potential for the loss or disclosure of sensitive information to 3rd parties. Especially since RM is entrusted with sensitive information on a regular basis, any deviation from the contracted and intended delivery way (sender -> RM -> named recipient) should be OPT IN ONLY! It is shocking that RM intends to require those that don't want to see their mail in the hands of 3rd parties to be required to express that by opting out.

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

RM should not be given permission to make delivery to neighbours the default method, and should not be allowed to require recipients who don't want their mail handed over to 3rd parties to opt out. RM should be given permission to deliver to neighbours on the basis that recipients who want their mail delivered to neighbours are OPTING IN. Additionally, RM should be made accountable for all damages resulting in the loss of sensitive information caused by mail delivered to 3rd parties (other than the intended recipient).