

## **Additional comments:**

In paragraph 20 of the Royal Mail submission to Ofcom it says:

'The delivery postman or woman would have the flexibility to make an appropriate judgement of which neighbour to approach and indeed whether to approach a neighbour at all. In exercising that judgement s/he may rely on their familiarity with their walk and pointers of occupation such as previous experience, a car in the drive, or an open window.'

This is repeated in paragraph 4.7 of the Ofcom consultation document that says:

'The delivery postman or woman would have the flexibility to make an appropriate judgement of which neighbour to approach and indeed whether to approach a neighbour at all. In exercising that judgement he or she may rely on their familiarity with their walk and pointers of occupation such as previous experience, a car in the drive, or an open window.'

However, in the Royal Mail letter that is sent with the junk mail opt out form it says:

'Every effort will be made to prevent the delivery of Door to Door mail items by Royal Mail. Exceptionally, if relief staff are used, an occasional delivery may occur.'

How can these statements be reconciled?

**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. It is not possible for the majority of postal staff to make an appropriate judgement of which neighbour to approach, especially those who are new or temporary.

**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. See above.

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

Yes. See above.