

### **Additional comments:**

Annoyed that according to your email in September you've lost this submission, though I received an automated email from you in August - don't you have a record of that? I'm having to cut-and-paste the text from your automated acknowledgement email into this form again. Sigh.

### **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. Doesn't take account of issues for rented tenement flats where tenants mail may get lost. Sticker scheme doesn't fix all these issues. No option at the moment for a landlord to request stickers for tenants and ensure stickers are displayed at property.

Also, dismayed to see that "Recorded Delivery, signed for" can be delivered to neighbours and signed for by them; thus forcing proof-of-delivery mail to be sent only by Special Delivery at extra cost.

### **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.:**

Diminishes further the reputation of Royal Mail. Why not (though I know you won't) recognise that Royal Mail provides valuable Universal Service options to citizens across the UK including relatively low-cost delivery and recorded delivery services; and subsidise these by a levy on other licensed mail providers who can't or don't provide such services. This should apply to first-class mail as well as to your "regulated" second-class mail, people in other parts of the country don't want to have to wait several days for delivery, particularly over a weekend.

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

It doesn't provide for ordering of opt-out stickers for addresses other than the requester's own address.