

### **Additional comments:**

I think this sly lowering of standards is a fine example of everything bad about the Post Office.

To think that ofcom is supporting it shows that ofcom is out of touch as well.

It appears a bit fraudulent to me to allow the post office to take my payment for a delivery and then not deliver it to the requested address.

The one advantage I can see if this mad scheme goes ahead is that even if it goes to my neighbour the delivery will at least be in the correct street. This will be an improvement in its self.

### **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. :**

Definitely not.

I think it is outrageous to even suggest it.

People seem to have put the cart before the horse.

If I pay to send a parcel then it is me that should be asked if I mind if it is not delivered where I want it to go.If I was paying money to the post office to deliver a parcel to my sisters niebough then I would address the parcel to the niebough instead of my sister.

I am the customer not the recipient of the parcel.

I am the one to decide where the parcel that I have paid for is delivered. To suggest anything else is verging on fraud.

At the very least it should be required to opt in to a hair brained scheme such as this, and not force people to opt out and have to put stickers on their private property in order to opt out.

### **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. The main one is people like me never using the post office again. The likes of Hermes and DPD, two excellent German companies already offer a more reliable and cheaper service than the post office. I will never ever use the post office again if this lowering of standards (hidden price rises) goes ahead.

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

I have only read what was written on a card delivered by the post today.

But some points I will repeat are.

1) If I am paying to have a parcel delivered then I want it delivered to the address I have paid for. I do not want it delivered to somebody I do not know.

2) It is not good enough to make people opt out with daft stickers on their door. The SENDER should be required to opt in at the time of payment for services to be supplied. Easy enough to do, but not so money saving for the post office. And the saving of money is the real reason for this diabolical lowering of standards.