

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. :

Not with the opt out emphasis - it should be an opt in choice. The whole scheme has revealed an amazing fact about the service you pay for as a sender of a parcel from the FAQ "As a sender of mail you are not able to request that your items are delivered to the intended recipient only."

This makes a mockery of the contract in which you believe you are entering when you pay money to send a parcel to an address specified on the parcel. Royal Mail now reveal that they will not meet that contract and will leave it anywhere that is convenient FOR THEM.

Poor poor customer service focus here.

More & more compnaies are offering delivery options other than home as this is a dying market with low stay at home rates - a link with local communities is far more convenient than getting the public to act as free collection points for the royal mail.

This is a cost saving exercise wrapped up in a service message along the lines of self service checkouts n supermarkets which actualyl lower labour costs rather than imporve service or convenince

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.:

Define Neighbour - how far could we be travelling to collect our parcels? This would need clear explanation in less built up areas where houses are not adjoining

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

"As a sender of mail you are not able to request that your items are delivered to the intended recipient only."

This quote could do with reviewing as it should read as part of this proposal INTENDED DELIERVY ADDRESS ONLY as it is that part of the contract of postage that is in question here