

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. Royal Mail operates a trusted secure delivery from post box to recipient's address. This should not be interfered with. This proposal significantly increases the possibility that items will be tampered with.

If the proposal is to be granted it should not include recorded delivery items and there always be the option to opt out. The exclusion of recorded delivery items will allow customers posting items to have reassurance that the signature will be that of the recipient or a member of their household, without the unnecessary expense of Special Delivery.

Additionally Royal Mail will have to accept liability for any damage occurring upto the point that it is received by the intended recipient. Neighbours cannot be expected to identify all damage and Royal Mail should not be able to absolve themselves of responsibility at the earliest opportunity.

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.:

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