



Media Release- 3 February 2004

An Post's quality of service under scrutiny

The Commission for Communications Regulation (ComReg) has today issued a consultation paper which will examine the quality of service provided by An Post for the ordinary letters that individuals and businesses post on a daily basis.

ComReg said this mail, known as "single piece priority mail" is of particular concern because it represents about 51% of An Post's revenue from domestic services, but does not always get a priority service.

The Chairperson of ComReg, John Doherty said: "prices have increased substantially over the last two years but there has been no discernible improvement in quality. Quality targets set by ComReg have not been met."

Now ComReg intends to review the targets set for An Post. Customers are being asked to say what they regard as a reasonable standard of service for An Post to provide. ComReg suggests that the target must be consistent with the objective of providing next day delivery – while allowing for "exceptional factors" and "unforeseeable circumstances".

In addition, An Post is being asked to justify why it has not been possible to provide next day delivery for a greater proportion of letters. ComReg lists a number of factors which it considers impacts on quality and asks An Post to quantify the shortfall under each of these headings. Details of proposals to improve performance, with deadlines for implementation, are also sought.

The consultation paper (ComReg 04/08) invites all interested parties to respond by 12 March 2004 is available on the ComReg website www.comreg.ie

ENDS

Issued By
Tom Butler
Public Affairs Manager, ComReg
Ph: 01 804 9639 Mobile: 087 2536358

tom.butler@comreg.ie