



Media Release- Tuesday, 1 June 2004

## **Quality of service target set for An Post**

The Commission for Communications Regulation (ComReg) has set An Post a 94% Quality of Service target for the delivery single piece priority mail. ComReg has required An Post to submit within 60 days an implementation plan showing how and when it expects to achieve this quality of service target.

Single piece priority mail is ordinary day-to-day correspondence posted by consumers and businesses. ComReg - as the postal regulatory authority - is legally obliged to set a quality of service target for An Post. ComReg set the 94% target for An Post following a public consultation which was held earlier this year.

Over the past two years quality of service performance from An Post for single piece mail has fallen significantly below the EU average level. Both consumers and businesses have said that this deterioration should be stemmed and that plans be put in place to ensure that this vital service is provided on a par with other comparable countries.

During the course of the consultation both of the main business representative organisations, IBEC and ISME, said that quality of service is central to assisting businesses in Ireland to operate efficiently as many companies and firms depend hugely on the postal service.

John Doherty, the Chairman of the Commission for Communications Regulation said: "The availability of an efficient, high-quality postal service on a par with the best in Europe is imperative for a modern competitive economy such as Ireland's. Achieving this target within a reasonable timeframe is key to An Post meeting the needs of both consumers and businesses. We look forward to receiving An Post's implementation plan by the end of July."

**ENDS**

**Issued By**

**Tom Butler**

**Public Affairs Manager, ComReg**

**Ph: 01 804 9639 Mobile: 087 2536358**

**tom.butler@comreg.ie**