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ComReg reports on An Post quality of service between April and June 2005

The Commission for Communications Regulation today published the results of its second quarter report for 2005 on the Quality of Service performance of An Post.

The report shows that:

- 78% of single piece priority mail – i.e. standard correspondence - was delivered within one working day throughout the State. Although there is a slight improvement over the previous 3 months, the result falls short of the target of 94%.
- Mail posted outside of Dublin for next day delivery within the county of posting receives a better quality of service than mail posted in Dublin for next day delivery within Dublin – 84% compared with 79%.
- 98% of all mail was delivered within 3 working days. This reflects an improvement over the corresponding period of 2004 but still does not meet the 99.5% target set by ComReg.

ComReg is the sole organisation statutorily required to set and publish quality of service standards in relation to the universal service. The survey, which was conducted by TNS mrbi, is based on the statistical methods set out by CEN, the European Standards Institute and is mandated by the European Commission. In accordance with the CEN standard, bulk mail - which frequently receives a lower delivery standard in return for price discounts - is not included.

Commenting on the latest results, Mr. Mike Byrne, ComReg Commissioner said: “An Post is at an important crossroads with the next stage of liberalisation of the postal service scheduled for January 2006 (with full market opening planned for 2009). While further liberalisation of the postal market will offer both new challenges and opportunities for An Post, quality of service will remain a key issue for consumers. The targets set for An Post are comparable with targets in other European countries. It is imperative that these targets are achieved so that the postal service can fulfil its role in supporting Ireland’s modern, competitive economy.”

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Note for Editors

Reserved Area

Since January 2003 only standard postal services up to 100g¹ have been reserved to An Post, the Universal Service Provider. In line with the EU schedule for market opening, the domestic reserved area is being reduced to 50g² from 1 January 2006.

CEN

CEN is the European Institute for Standardisation. CEN Technical Committee 331 is responsible for postal services standardisation. It receives its mandate from the European Commission.

¹ this weight limit does not apply if the price is equal to or more than three times the public tariff (currently 48c)

² this weight limit will not apply if the price is equal to or more than two and a half times the public tariff (currently 48c)