



Commission for
Communications Regulation

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ComReg reports on An Post quality of service performance between January and March 2010

The Commission for Communications Regulation (ComReg), the national regulatory authority for the postal industry in Ireland, today published the results of its quarterly independent report on the Quality of Service performance of An Post for Q1 2010.

The report shows that:

- **84%** of mail was delivered throughout the State within one working day for the period 1st January to 31st March 2010. This result is comparable with the 2009 annual result and is an increase of one percent over the same quarter in 2009. The target set by ComReg for Next Day Delivery by An Post is **94%**.
- **98%** of mail was delivered within 3 working days during this period, against a target set by ComReg of **99.5%**.
- During this period, **83%** of mail posted in Dublin for delivery within Dublin County was delivered on the next working day.
- Outside of Dublin County, mail posted for delivery on the next working day within the county of posting achieved **85%**.

While the period under review is not typically the busiest, the exceptional inclement weather conditions experienced by An Post's mail operations during the period January 4th to 15th January 2010 is likely to have impaired performance nationally in this quarter and ComReg acknowledges the efforts made by An Post to maintain service provision during this period. Further efforts will be required in order for An Post to achieve its target of 94% next day delivery by year end.

The independent survey, conducted by Ipsos MRBI, is based on a nationally representative sample of 7,583 test mail items, posted and delivered throughout the state to identify on time reliability of An Post's domestic single piece mail.

The full set of published results – ComReg 10/40 – is available in the publications section of the ComReg website, www.comreg.ie.

ComReg is the sole body with statutory responsibility for setting, monitoring and publishing quality of service standards in relation to the universal postal service. The survey is undertaken independently of postal operators. The survey is based on the statistical methods set out by the European Standards Institute (CEN) 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. The survey is conducted by Ipsos MRBI and is independently audited.

ENDS

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Note for Editor's

Mail

For the purposes of this measure mail refers to domestic single piece mail and includes standard envelope, large envelope and packet.

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.