



Media Release- 21 November 2003

ComReg publishes third quarter An Post Quality of Service results

The Commission for Communications Regulation (ComReg) today published the results of a survey of An Post's quality of service performance for the third quarter of this year. The survey conducted by TNS mrbi shows that 76% of single piece mail items were delivered the working day after posting.

The cumulative result for the first three quarters of 2003 is 73%, against a target set by ComReg of 94%. This latest report does show a modest improvement, but at this stage it is already statistically impossible to achieve the 2003 target.

ComReg believes quality is a key element of the long term viability of An Post. The major problems facing An Post are well documented and the newly appointed Chief Executive is now undertaking a major strategic review of the Company's businesses. An Post has assured us that the revised strategic plan provides for the achievement, from mid 2004, of improved quality of service. ComReg is awaiting a detailed timetable from An Post on this issue in January 2004.

An Post have also been asked to revise their code of practice in respect of complaints to make provision for compensation and /or reimbursement in the event of loss, damage or undue delay and ComReg expects to receive the revised proposal before the end of this month.

The full information notice ComReg 03/135 may be found on the ComReg website – www.comreg.ie

ENDS

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