



Media Release 3 March 2004

## **ComReg publishes first annual Report on the Quality of Service performance of An Post**

The Commission for Communications Regulation (ComReg) today published the results of its first annual report on the quality of service performance of An Post.

The results for 2003 indicate the following:

- 71% of single piece priority mail – i.e. standard correspondence – is delivered within one working day throughout the State;
- This rose to 96% of mail delivered within 3 working days;
- Service levels varied with 70% of mail posted in Dublin delivered the next working day, whereas 73% of mail posted outside of Dublin was delivered next day.
- Only 68% of mail posted outside of Dublin for delivery in Dublin was delivered the next day.

The survey, which was conducted by TNS mrbi, is based on the statistical methods set out by CEN, the European Standards Institute. It measures single piece priority mail which is the standard correspondence used by individuals, organisations and businesses. It excludes all mail posted in bulk.

For full details of the report please see document ComReg 04/24 which is available on the ComReg website [www.comreg.ie](http://www.comreg.ie)

ComReg also announced that the closing date for all interested parties, including customers and operators, to make submissions on its consultation paper about the target for next day delivery in 2004 and later years has been extended to 26 March 2004. ComReg urges all interested parties who may have an interest or a contribution to make on this important issue of the standard of service to make comments or submissions in accordance with details provided in ComReg 04/08 and Appendix A of ComReg 04/23.

**ENDS**

**Tom Butler**

**Public Affairs Manager, ComReg**

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

**[tom.butler@comreg.ie](mailto:tom.butler@comreg.ie)**