



Media Release – 14 December 2004

## **ComReg publishes Report on An Post's Quality of Service for first nine months of 2004**

The Commission for Communications Regulation (ComReg) today published the results of its measurement of An Post's quality of service performance for the third quarter of 2004 and for the nine-month period from January to September.

During the first nine months of 2004, 73% of single piece priority mail was delivered within the State one working day after it was posted and 96% was delivered within three working days.

The survey was conducted by TNS mrbi and is based on the statistical methods set out by CEN, the European Standards Institute.

The service throughout the period measured falls significantly short of both the required standard of service set by ComReg and international best practice. ComReg has set a target of 94% for next day delivery of single piece priority mail, and 99.5% for delivery within three working days.

The results for the third quarter were 78% for next day delivery which shows an improvement on the results for the first six months at 70%. Improvement is notable in Dublin where the percentage of local mail delivered the next day was 82% compared with 80% for mail posted outside Dublin for local delivery.

The full report – ComReg 04/119 – is available in the Publications section of the ComReg website [www.comreg.ie](http://www.comreg.ie)

**ENDS**

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