



Media Release- 11 March 2005

ComReg publishes Report on the Quality of Service performance of An Post for 2004

The Commission for Communications Regulation today published the results of its 2004 yearly report on the Quality of Service performance of An Post.

The annual results for 2004 published by ComReg show that:

- 72% of single piece priority mail – i.e. standard correspondence – is delivered within one working day throughout the State. This result falls well short of the target set by ComReg of 94% and represents only a slight improvement on the corresponding result for 2003 (71%);
- 96% of mail is delivered within 3 working days. This falls outside of the target set by ComReg of 99.5% and shows no improvement on 2003;
- Service levels varied with mail posted in Dublin for delivery countrywide receiving poorer levels of service than mail posted outside of Dublin for delivery countrywide – 69% compared with 73%.

The survey, which was conducted by TNS mrbi, is based on the statistical methods set out by CEN, the European Standards Institute. These methods are mandated by the European Commission.

The Quality of Service survey measures single piece priority mail which is the standard correspondence used by individuals, organisations and businesses but excludes all mail posted in bulk. ComReg is the sole organisation statutorily required to set and publish quality of service standards in relation to the universal postal service.

For full details of the report please see document ComReg 05/19 which is available on the ComReg website www.comreg.ie

ENDS

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