



Media Release- 2nd September 2003

ComReg publishes second quarter An Post quality of service report

The Commission for Communications Regulation (ComReg) today published the results of a survey of An Post's quality of service performance for the second quarter of this year. The survey which was conducted by TNS MRBI shows that only 71% of single piece mail items were delivered the next day.

The result for the first quarter of the year was 73% and the target set by ComReg for 2003 was 94%. It is clear at this point that An Post will not meet the 2003 target.

The core policy goal of the Government in respect of the postal sector is to ensure that Irish industry and domestic customers enjoy competitively priced, high-quality postal services on a par with the highest quality standards in comparable economies elsewhere in the EU.

The current situation would clearly indicate that this objective is not being met. To ensure that consumers get the level of service they need, ComReg has again requested that An Post gives this issue the priority it needs and deserves and will also continue working on other remedies to ensure compliance.

It is imperative that significant improvements are secured in the day to day performance for the remainder of this year. Equally importantly, it is also imperative that An Post complies with its assurance that there will be no repetition of the delays experienced by its customers last Christmas.

The full document ComReg 03/107 is available on the ComReg website www.comreg.ie

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