



Media Release- 4 April 2007

ComReg publishes the findings of its 2006 Business and Residential postal surveys

The Commission for Communications Regulation (ComReg) today published the findings of its 2006 postal business and residential surveys. An Post, the Universal Service Provider, delivers over 750 million items each year. Approximately 85% of Ireland's domestic post is business mail.

The key findings from the Business Survey, based on telephone interviews conducted with a sample of 600 businesses, show:

- An increase to 20% in the number of companies who are opting to use other providers in addition to An Post.
- An increase in the volume of post sent by businesses surveyed
- An average spend on postal services with An Post of €8,019.
- Nearly half expressed satisfaction with the postal service in Ireland. Among the lowest satisfaction scores were the length of time An Post takes to deliver letters and the clarity of information available on postal services provided by all providers.

The key findings from the Residential Survey, based on structured questionnaire to a nationally representative sample of more than one thousand adults aged 15-74, show:

- A reduction in the average amount of mail sent from 4.69 per week in 2005 to 3.06 items in 2006 and a reduction in mail items delivered to each home address from 9.36 in 2005 to 8.11 in 2006.
- A good increase in the level of awareness of other postal operators from 30% in 2005 to 47% in 2006.
- The frequency of mail delivery is well known with over a quarter claiming receipt of mail every day, and less than a quarter in receipt of mail 2-3 times a week.
- Over two thirds of those surveyed expressed satisfaction with collection times and their mail delivery.

The full survey presentations ComReg 07/19a (Business Survey) and 07/19b (Residential Survey) can be found on ComReg's website at www.comreg.ie
ENDS

Issued By Tom Butler
Public Affairs Manager, ComReg
Ph: 01 804 9639 Mobile: 087 2536358

tom.butler@comreg.ie
ComRegPR040407