



Media Release – 28 March 2008

ComReg reports on An Post quality of service performance for 2007

The Commission for Communications Regulation (ComReg), the National Regulatory Authority (NRA) for the postal industry in Ireland, today published the results of the 2007 annual report on the Quality of Service performance of An Post.

The report for the calendar year of 2007 shows that:

- Overall **77%** of single piece priority mail – i.e. standard correspondence - was delivered within one working day throughout the State. This represents an improvement of five percentage points in service quality performance over the annual result in 2006. However, 77% next day delivery compares with a target of 94% set by ComReg.
- **77%** of mail posted in Dublin for nationwide delivery is reported as delivered the next working day, an improvement of 7 percentage points over the annual result for 2006, while **77%** of mail posted outside Dublin for delivery throughout the State is delivered within one working day of posting, an improvement of 2 points over the annual result for 2006. These results indicate that the level of performance improvement in Dublin in 2007 has not been replicated in the provinces.
- Mail posted outside of Dublin for next day delivery in Dublin was the lowest performing regional flow of mail, recording a **75%** success rate.
- Traditionally mail posted locally for delivery within the county of posting has outperformed the national figure. However in 2007 this mail flow performed poorly and the results indicate no real difference in the performance of local and long distance domestic mail. For example mail posted in Dublin for delivery within the county recorded a **78%** success rate while in the provincial counties mail posted for delivery within the county recorded a success rate of just **79%**.
- **97%** of all mail was delivered within 3 working days, a performance which continues to fall short of the **99.5%** target set by ComReg.

Commenting on the report's findings, Alex Chisholm, ComReg Commissioner, said "The sustained improvement in An Post quality of service performance throughout 2007 for next day delivery of mail will be welcomed by all postal users. However, next day delivery has improved by just six percentage points over the past five years, since monitoring of quality of service commenced, and the annual result still remains well short of the target of 94%. Top quality postal services are an important service for every household in the land, and they are fundamental to Ireland's national competitiveness. Much more work needs to be done by An Post to bring next day delivery rates up to the standard of best practice internationally, and they must build on this performance improvement in 2008."

The full set of published results – ComReg 08/24 – is available in the publications section of the ComReg website, www.comreg.ie.

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Issued By

Tom Butler
Public Affairs Manager, ComReg
Ph: 01 804 9639 Mobile: 087 2536358
tom.butler@comreg.ie

Notes for Editors

Survey

The independent survey, conducted by TNS mrbi, is based on a nationally representative sample of test mail items, posted and delivered throughout the state to identify on time reliability of An Post's domestic single piece mail.

ComReg's statutory responsibility relating to postal quality is for setting, monitoring and publishing quality of service standards in relation to the universal postal service. The survey is undertaken independently of postal operators. The survey is based on the statistical methods set out by the European Standards Institute (CEN) and is mandated by the European Commission. In accordance with the CEN standard, bulk mail, which frequently receives a lower delivery standard in return for price discounts, is not included. The survey is conducted by TNS mrbi, an independent provider of business information, and is independently audited by the Department of Statistics, Trinity College, Dublin.

Mail

For the purposes of this survey, mail refers to domestic single piece mail and includes standard envelope, large envelope and packet.

Reserved Area

Since January 2006 only standard domestic postal services up to 50g are reserved to An Post, the Universal Service Provider. The European Third Directive on Postal Services has set a deadline of 31 December 2010 for full market opening.