

Media Release – 28 September 2006

ComReg reports on An Post quality of service between April and June 2006

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

The report shows that:

- **73%** of single piece priority mail – i.e. standard correspondence - was delivered within one working day throughout the State against a target of **94%**. This represents a 5% drop in service quality performance over the same quarter in 2005. **69%** of mail posted in Dublin for nationwide delivery is reported as delivered the next working day while **77%** of mail posted outside Dublin for delivery throughout the State is delivered within one working day of posting.
- Mail posted outside of Dublin for next day delivery in Dublin recorded a **73%** success rate, while mail posted outside of Dublin for local delivery recorded a success rate of **78%**, and
- **97%** of all mail was delivered within 3 working days. While performance continues to fall short of the **99.5%** target set by ComReg, this is the first suggestion of improvement in this performance measure during the last 12 months.

ComReg is the sole entity with statutory responsibility 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 and is independently audited.

ComReg Commissioner, Mr. Mike Byrne, said "Following recent bilateral discussions, ComReg notes that Senior Management in An Post has initiated a complete review of its Quality of Service Improvement Programme and will update ComReg shortly with regard to progress. It is imperative that the Quality of Service Improvement Programme is implemented successfully by An Post for the benefit of both business and residential consumers who require a high quality and dependable postal service".

The purpose of the review is to identify issues which are stalling progress and look for ways of accelerating other areas which may yield positive improvements in a shorter timeframe.

ComReg is also anxious to understand the apparent decline in performance of mail originating in Dublin for delivery nationwide or indeed locally and whether there are any particular problems in Dublin that may be attributing to the poor performance of Dublin addressed mail.

ENDS

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Editors Note

Reserved Area

Since January 2006 only standard domestic postal services up to 50g¹ are reserved to An Post, the Universal Service Provider. In line with the EU schedule full market opening is planned for January 2009.

CEN

CEN is the European Institute for Standardisation. CEN Technical Committee 331 is responsible for postal services standardisation. It receives its mandate from the European Commission.

¹ this weight limit will not apply if the price is equal to or more than two and a half times the public tariff (currently 48c)