

Media Release – 21 December 2006

ComReg reports on An Post quality of service between July and September 2006

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

The report shows that:

- **74%** 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 1% improvement in service quality performance over the second quarter in 2006. **72%** of mail posted in Dublin for nationwide delivery is reported as delivered the next working day while **76%** 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 **76%**, and
- **98%** of all mail was delivered within 3 working days. While performance continues to fall short of the **99.5%** target set by ComReg, this represents a modest improvement over the previous quarter.

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 Chairperson, Mr. Mike Byrne, said “Following recent discussions, ComReg has been advised by An Post that a revised Quality of Service Improvement Programme is currently being developed for 2007/2008 with progress reports to be submitted to ComReg on a quarterly basis. This commitment is to be welcomed and will hopefully benefit both business and residential consumers who require a high quality and dependable postal service”.

ENDS

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Note for Editors

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)