

Media Release – 10 May 2007

## ComReg reports on An Post quality of service for 2006

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

The report for the calendar year of 2006 shows that:

- Overall **72%** 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% decline in service quality performance over the annual result in 2005. However, Quarter 4 2006 (October to December 2006), including the Christmas period, showed a 3% increase in performance over the corresponding period in 2005 for mail requiring national delivery within one day of posting;

**70%** of mail posted in Dublin for nationwide delivery is reported as delivered the next working day (dropping 3% over the annual result for 2005) while **75%** 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 **70%** success rate, while mail posted outside of Dublin for local delivery recorded a success rate of **77%**; and
- **97%** of all mail was delivered within 3 working days; showing that performance continues to fall considerably short of the **99.5%** target set by ComReg.

ComReg is the sole body 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.

Commenting on the report findings, Mr. Mike Byrne, ComReg Chairperson, said "An improvement in quality of service is fundamental to An Posts well-being. While An Post has made very welcome public commitments regarding its intentions to improve the Quality of Service provided to its customers, the annual performance result for 2006 continues to be unsatisfactory. Actions to put quality at the core of An Post's activities were overdue. Recent announcements by both management and the board that this is increasingly the case are welcome; nevertheless much remains to be done and continued leadership will be necessary to reach an acceptable quality standard for the benefit of all postal consumers."

## **ENDS**

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### **Editors Note**

#### Reserved Area

Since January 2006 only standard domestic postal services up to 50g<sup>1</sup> 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.

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<sup>1</sup> 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)