



Media Release – 26 August 2010

ComReg reports on An Post quality of service performance between April and June 2010

The Commission for Communications Regulation (ComReg), the National Regulatory Authority (NRA) for the postal industry in Ireland, today published the results of its quarterly independent report on the Quality of Service performance of An Post during the period April to June 2010.

The report at Quarter 2 2010 shows that:

- **87%** of mail was delivered throughout the State within one working day for the period 1st April to 30th June 2010, compared with 84% for the previous quarter in 2010. **98.9%** of mail was delivered within 3 working days against a target set by ComReg of **99.5%**.
- The year-to-date performance for the period January - June for next day delivery stands at **85%** compared with 84% for the same period in 2009 and with 84% for the 2009 Annual result. The target set by ComReg for Next Day Delivery is **94%**.
- Mail posted outside of Dublin for delivery within Dublin County recorded the largest improvement in next day delivery, a rate of **84%** compared with 79% for the previous quarter in 2010, although this continues to be the weakest performing mail flow.
- Mail posted outside of Dublin County for delivery on the next working day within the county of posting achieved **88%** during this period, a 3% improvement compared with the previous quarter.
- Mail posted from Dublin to Dublin recorded an improved next day delivery performance of 86% this quarter compared with 83% for the same period in 2009 and the previous quarter in 2010.

While progress, no matter how minor, is to be welcomed, there are still considerable improvements required so that An Post meets its next day delivery target of 94%.

The independent survey, conducted by Ipsos MRBI for this quarter, is based on a nationally representative sample of 7,354 test mail items, posted and delivered throughout the State to identify on time reliability of An Post's domestic single piece mail.

The full set of published results – ComReg 10/66 – is available in the publications section of the ComReg website, www.comreg.ie

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 Ipsos MRBI and is independently audited.

ENDS

Issued By

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

Editors Note

Mail

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

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.