



Media Release – 3 September 2009

## **ComReg reports on An Post quality of service performance between April and June 2009**

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 2009.

The report for Quarter 2, 2009 shows that:

- **85%** of mail was delivered throughout the State within one working day for the period 1<sup>st</sup> April to 30<sup>th</sup> June 2009. This compares with 79% for the 2008 annual result and with 83% for the previous quarter in 2009. The target set by ComReg for Next Day Delivery is **94%**.
- **98%** of mail was delivered within 3 working days against a target set by ComReg of **99.5%**.
- Mail posted for delivery within the county of posting (excluding Dublin) showed an improvement from 85% in Quarter 1 2009 to **87%** in Quarter 2. However, a slight decline in next day delivery performance was observed in Mail posted in Dublin for delivery within Dublin County, from 84% in Quarter 1 2009 to **83%** in Quarter 2.
- Mail posted outside of Dublin for delivery within Dublin County recorded an improved next day delivery rate of **83%**, compared with 76% for the previous quarter in 2009.

Commenting on the report findings, Mr. John Doherty, ComReg Chairperson, said "The overall improvement in postal service performance will be welcomed by postal users. However it is essential that the rate of improvement is accelerated and the 94% target is achieved and sustained so that Irish postal consumers can reap the full benefits that a quality postal service will bring".

The independent survey, conducted by TNS mrbi, is based on a nationally representative sample of 6,977 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 09/69 – is available in the publications section of the ComReg website, [www.comreg.ie](http://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 TNS mrbi and is independently audited.

## **ENDS**

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### 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.