



Commission for  
**Communications Regulation**

Media Release – 26 August 2011

## **ComReg reports on An Post quality of service performance between January and June 2011**

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

The report at the end of Quarter 2 2011 shows that:

- The year-to-date performance for the period January - June for next day delivery stands at **84%** compared with 85% for the same period in 2010 and with 85% for the 2010 Annual result. The target set by ComReg for Next Day Delivery is **94%**.
- **84%** 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 2011, compared with 87% for the same period in 2010.
- The year to date performance for January - June was **98.6%** for mail delivered within 3 working days and for the quarter April to June was **98.7%**. The target set by ComReg for delivery within 3 working days is **99.5%**.
- Mail posted from Dublin County for delivery within Dublin county recorded a 2% decrease in next day delivery performance for the period 1<sup>st</sup> April to 30<sup>th</sup> June 2011, standing at 84% this quarter compared with 86% for the same quarter in 2010 and with 86% in the previous quarter in 2011.

The independent survey, conducted by Ipsos MRBI, is based on a nationally representative sample of 7,381 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 11/61 – is available in the publications section of the ComReg website, [www.comreg.ie](http://www.comreg.ie).

### **ENDS**

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## Note for Editors

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.

## 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.

## Mail

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