



Media Release – 13 June 2008

## **ComReg reports on An Post quality of service performance between January and March 2008**

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.

The report shows that:

- **78%** of mail was delivered throughout the State within one working day for the first quarter of 2008 against a target set by ComReg of **94%**. This compares with a figure of 78% for the first and second quarters of 2007 and 79% for the third quarter.
- **98%** of mail was delivered within 3 working days against a target set by ComReg of 99.5%. However, this figure drops to 97% for mail delivered within Dublin County.
- **76%** of mail posted in Dublin for nationwide delivery is reported as delivered the next working day, while **80%** of mail posted outside Dublin for nationwide delivery is delivered within one working day of posting.
- **83%** of mail posted locally, outside of Dublin, for local delivery is reported as delivered on the next working day. However only **75%** of mail posted in Dublin for local delivery was delivered the next working day (Service performance in Dublin for Q1 2008 may have been slightly impaired by the recent unofficial industrial action at 2 of An Post's 28 Dublin Delivery Services Units).

ComReg is concerned with the lack of incremental improvement quarter on quarter and with the corresponding quarter in 2007. Performance still remains well short of the target of **94%**.

The independent survey, conducted by TNS mrbi, is based on a nationally representative sample of 7514 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 08/42 – is available in the publications section of the ComReg website, [www.comreg.ie](http://www.comreg.ie).

ComReg's statutory responsibility relating to postal quality is 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**

### **Issued By**

**Tom Butler**  
**Communications Manager, ComReg**  
**Ph: 01 804 9689      Mobile: 087 2536538**  
**tom.butler@comreg.ie**

### Editor's Note

#### Mail

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

#### Reserved Area

Since January 2006 only standard domestic postal services up to 50g are reserved to An Post, the Universal Service Provider. In line with the EU schedule full market opening is planned for December 2010.

#### 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.