



Media Release – 5 June 2009

ComReg reports on An Post quality of service performance between January and March 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.

The report shows that:

- **83%** of mail was delivered throughout the State within one working day for the period 1 January to 31 March, 2009. This compares with 79% for the 2008 annual result and 78% for the same quarter in 2008. The target set by ComReg for Next Day Delivery is **94%**.
- **98%** of mail was delivered within 3 working days during this period, against a target set by ComReg of **99.5%**.
- Mail posted in Dublin for delivery within Dublin county recorded an improved next-working-day delivery success rate of **84%**, compared with 75% for the same quarter for 2008. Delivery within the county of posting, excluding Dublin, saw a more modest 2% increase from 83% in quarter 1, 2008 to **85%** in quarter 1, 2009.
- Postal service performance may also have been slightly impaired by the exceptional inclement weather conditions experienced in the period 2 February to 6 February, 2009.

Commenting on the report findings, Mr. John Doherty, ComReg Chairperson, said "Postal users, particularly those in Dublin will welcome the improvement in postal service performance. However, it is essential that the rate of improvement is accelerated so that Irish postal consumers can benefit from a similar quality of service as enjoyed by postal consumers in other leading European Countries."

The independent survey, conducted by TNS mrbi, is based on a nationally representative sample of 7,418 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 09/47 – is available in the publications section of the ComReg website, 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

Kerry O'Hare
Public Affairs Executive, ComReg
Ph: 01 804 9661 Mobile: 087 9470590
kerry.ohare@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 50g¹ 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.

¹ this weight limit will not apply if the price is equal to or more than two and a half times the public tariff (currently 55c)