



Commission for  
**Communications Regulation**

Media Release – 29 November 2007

## **ComReg reports on An Post quality of service performance between July and September 2007**

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:

- **79%** of mail was delivered throughout the State within one working day against a target set by ComReg of **94%**. This compares with a figure of 78% for the last quarter and 74% for the same period in 2006.
- **98%** of mail was delivered within 3 working days against a target set by ComReg of 99.5%.
- **81%** of mail posted in Dublin for nationwide delivery is reported as delivered the next working day, while **77%** of mail posted outside Dublin for nationwide delivery is delivered within one working day of posting.
- **82%** of mail posted in Dublin for local delivery was delivered the next working day. However Mail posted locally, outside of Dublin, for local delivery recorded an unusually lower performance of **79%**. Mail posted outside of Dublin for Dublin delivery recorded a performance of **74%** for next day delivery.

ComReg notes the 5% improvement year-on-year although performance remains well short of the target.

The independent survey, conducted by TNS mrbi, is based on a nationally representative sample of 6429 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 07/96 – 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**

**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 50g<sup>1</sup> 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.

---

<sup>1</sup> 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)