



Commission for  
**Communications Regulation**

Media Release – 8 December 2009

## **ComReg reports on An Post Quality of Service performance between July and September 2009**

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

The report for Quarter 3, 2009 shows that:

- **85%** of mail was delivered throughout the State within one working day in this quarter. This quarterly performance result compares with **80%** for the same quarter in 2008.
- The year-to-date performance for next day delivery stands at **84%** for the period January-September 2009, which is a 5% improvement for the same period in 2008. An Post's target for next day delivery is **94%**.
- **99%** of mail was delivered within 3 working days during the quarter ending 30 September, 2009.
- The year-to-date performance for the period January-September 2009 for delivery over 3 working days stands at **98%**, still short of An Post's **99.5%** performance target.

While there has been no improvement over the previous quarter, ComReg notes the 5% performance improvement in the year-to-date when compared with the corresponding period in 2008. Notwithstanding, An Post must achieve further considerable improvements to realise its target of 94% for next day delivery.

The independent survey, conducted by Ipsos MRBI, is based on a nationally representative sample of 7,021 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 Document 09/91 – 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 Ipsos MRBI and is independently audited.

## **ENDS**

### **Issued By**

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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.