



Commission for
Communications Regulation

Media Release – 23 March 2009

ComReg reports on An Post quality of service performance for 2008

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

The report for 2008 shows that:

- Overall **79%** of single piece priority mail – i.e. standard correspondence - was delivered within one working day throughout the State. Although this represents a modest 2% improvement in service quality performance over 2007, it still remains **significantly below the 94% target set for An Post.**
- Quality of Service performance for Dublin mail worsened in 2008. Only 76% of mail posted in Dublin for delivery in Dublin is reported as delivered within one working day, compared to 78% in 2007. Performance for mail posted outside Dublin for delivery within Dublin now stands at 74%, compared to 75% in 2007.
- Next day delivery performance for other areas shows an improvement in performance with 80% recorded in 2008 for ‘Outside Dublin County to Anywhere’ against 77% in 2007, and 83% for ‘Delivery within the county of posting excluding Dublin’ against 79% in 2007.
- **97.5%** of all mail was delivered within 3 working days, showing that performance continues to fall short of the **99.5%** target set for An Post.

While the modest improvement in performance at a national level is noted, ComReg is most concerned with the deterioration in the Dublin performance. Clearly there is much work to be done by An Post if Irish postal users are to receive the service they deserve.

The independent survey, conducted by TNS mrbi, is based on a nationally representative sample of 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 09/19– is available in the Publications Section of the ComReg website www.comreg.ie.

ENDS

Issued By

Tom Butler
Public Affairs Manager, ComReg
Ph: 01 804 9639 Mobile: 087 2536358 tom.butler@comreg.ie

Editor Notes

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, an independent provider of business information, and is independently audited by Dr. Myra O'Regan, Department of Statistics, Trinity College Dublin.

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.

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.

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)