



Commission for
Communications Regulation

Media Release – 3 December 2010

ComReg reports on An Post quality of service performance between July and September 2010

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 2010 shows that:

- The year to date performance for Next Day Delivery stands at **85%** for the period January-September 2010, which is a 1% improvement over the same period in 2009 and the full year 2009. An Post's target for Next Day Delivery is **94%**.
- **85%** of mail was delivered throughout the State within one working day in this quarter and which matches the performance in the same quarter in 2009.
- The year to date performance for the period January-September 2010 for delivery over 3 working days stands at **99%**, still slightly short of An Post's **99.5%** performance target.
- **99%** of mail was delivered within 3 working days during the quarter ended 30 September.

The independent survey, conducted by Ipsos MRBI, is based on a nationally representative sample of 6,997 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 10/100 – is available in the publications section of the ComReg website, 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

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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.