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For immediate release

## **ComReg Media Release**

# **ComReg reports on An Post's quality of service performance between January and June 2012**

The Commission for Communications Regulation (ComReg) is responsible for regulating postal services in the State, including the universal postal service provided by An Post.

On 1 June 2004, following a public consultation, ComReg issued a direction to An Post in respect of the quality of the universal postal service (Document 04/56). The direction set a next working day delivery standard of 94% for single piece priority mail posted in the State for delivery in the State, and a 99.5% standard for delivery of such mail within three working days.

ComReg engaged Ipsos MRBI to monitor and report on An Post's delivery performance against the direction, in accordance with the European and Irish Standard, I.S. EN 13850 + A1:2007, 'Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first class mail' in parallel with the Guide for the implementation of EN 13850, TR 14709.

ComReg today published the results of the independent monitor report prepared by Ipsos MRBI, for the year to date period (1 January to 30 June 2012) and for Quarter 2 (1 April to 30 June 2012). The report shows the following;

- For the period 1 January to 30 June 2012, 84% of single piece priority mail was delivered throughout the State on the following working day after posting. This is the same result as for the same half-year period in 2011. 98.3% of such mail was delivered within 3 working days during this period, compared with 98.6% for the same period in 2011.

- For the period 1 April to 30 June 2012, 84% of single piece priority mail was delivered throughout the State on the following working day after posting. This is the same result as for the same quarterly period in 2011. 98.1% of such mail was delivered within 3 working days during this period. This is a slight decline when compared with 98.7% for Quarter 2 2011.

The full set of published results – *ComReg Document No. 12/98* – is available in the publications section of the ComReg website, [www.comreg.ie](http://www.comreg.ie) .

On 8 February 2012, ComReg initiated legal proceedings in relation to non-compliance by An Post with the above direction in respect of the quality of the universal postal service - see ComReg Information Notice 12/06.

**ENDS**

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#### **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 Ipsos 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.