



Commission for
Communications Regulation

Media Release – 25 March 2010

ComReg reports on An Post's quality of service performance for 2009

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

The report for 2009 shows that:

- Overall **84%** of single piece priority mail – i.e. standard correspondence - was delivered within one working day throughout the State. This represents a 5% improvement in service quality performance over 2008, but remains short of the **94%** target set for An Post.
- The performance of Dublin mail flows achieved notable improvements during 2009 and now compare favourably with the similar provincial mail flows. Performance of mail posted from 'Dublin County to Anywhere' now stands at 84%, compared to 77% in 2008.
- **98.3%** of all mail was delivered within 3 working days. However, performance remains short of the **99.5%** target set for An Post.

ComReg welcomes the improvement in Quality of Service performance by An Post in 2009 notwithstanding the relatively poor weather conditions in the latter part of the year, but also cautions that An Post still faces a considerable challenge in its efforts to reach its 94% target by the end of 2010.

The independent survey, conducted by Ipsos MRBI, is based on a nationally representative sample of 29,067 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 10/24 – is available in the publications section of the ComReg website, www.comreg.ie.

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Note for Editor

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.

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)