



Commission for
Communications Regulation

Media Release –6 May 2011

ComReg reports on An Post's quality of service performance for 2010

The Commission for Communications Regulation (ComReg), the national regulatory authority for the postal sector in the State, today published the results of its eight independent annual report on the Quality of Service performance of An Post.

The report sets out results which take account of the weather conditions that prevailed between 28th November - 15th December inclusive and 17th - 30th December 2010 inclusive. ComReg will not consider these two periods in determining whether An Post has met its statutory obligations in respect of provision of the universal postal service.

The adjusted report for 2010 shows the following:

- Overall **85%** of single piece priority mail was delivered within one working day throughout the State. This represents a 1% improvement in service quality performance over 2009. An Post's target for Next Day Delivery is 94%.
- **99%** of all mail was delivered within 3 working days, against a target of 99.5% set for An Post.

ComReg notes the marginal improvement of 1% in next day delivery performance, between 2009 and 2010. However, and despite the An Post performance standard of 94% being in place since 2004, a significant deficit still prevails between actual performance and An Post's performance standard.

The independent survey, conducted by Ipsos MRBI, is based on a nationally representative sample of 28,487 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 11/33 – is available in the publications section of the ComReg website, www.comreg.ie.

ENDS

Issued By

Eoghan McCarthy
Public Affairs Executive, ComReg
Ph: 01 804 9758 eoghan.mccarthy@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 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 envelopes, large envelopes and packets.