



Commission for
Communications Regulation

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For immediate release

ComReg Media Release

ComReg reports on An Post's quality of service performance for 2011

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-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 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 ninth annual monitor report prepared by Ipsos MRBI, for the calendar year 2011. The report shows that 83% of single piece priority mail was delivered within one working day throughout the State, a 2% decline on the figure achieved by An Post for the calendar year 2010, while 98% of such mail was delivered within 3 working days, a 1% decline on the figure achieved by An Post for the calendar year 2010.

The full set of published results – ComReg 12/31 – is available in the publications section of the ComReg website, www.comreg.ie.

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

ENDS

Issued By

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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.