



Media Release- 23rd December 2003

ComReg sets interim 2004 Quality of Service targets for An Post

The Commission for Communications Regulation (ComReg) today set interim quality of service targets for An Post for 2004. The target for set for next-day delivery nationwide is 94%.

The interim targets will be in place until ComReg completes a public consultation about the appropriate target for the remainder of 2004 and subsequent years, and how best to ensure compliance by An Post.

ComReg is legally responsible for setting quality of service targets for single-piece priority mail delivered within Ireland.

The following table sets out the interim 2004 targets:

The quality of standards for domestic mail in the State are based on the formula of D+n (see table) where D represents the date of deposit and n the number of working days which elapse between that date and the date of delivery to the addressee.

Quality of Service Targets Set	2003	Interim 2004
National Single Piece Priority Mail (D+1)	94%	94%
Local Single Piece Priority Mail (D+1)	94%	94%
All Domestic Single Piece Priority Mail (D+3)	99.5%	99.5%

Note to Editors

Single piece priority mail is the ordinary day to day correspondence posted by individuals and businesses.

Targets set for next day delivery (D+1) have previously distinguished between mail for National delivery, and mail for Local delivery. Local Mail is mail posted within the Greater Dublin Area or within any county council area for delivery within the same area.

A single target has been set for D+3 delivery, for all domestic mail deliveries within the State.

ENDS

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