



Media Release-30th May 2003

Survey shows that An Post delivers 73% of ordinary letters the next day

The Commission for Communications Regulations (ComReg) today published the results of a survey of An Post's delivery service which shows that only 3 out of 4 items of ordinary correspondence are delivered the next day.

The ComReg survey was undertaken by the market research company, TNS mrbi which monitored the measurement of delivery time of end-to-end services for single piece mail. Single piece mail is the ordinary day to day correspondence posted by people and businesses.

The results show that only 73% of ordinary correspondence is delivered the next day and this falls significantly short of the 94% target set by ComReg. This will be addressed in the context of the consultation on An Post's pricing proposals which will be launched shortly.

There is an additional European standard for measuring the very important Bulk Mail category. Bulk mail is prepared to commercial standards and includes bank statements, utility bills and direct mail advertising, among others. In principle, it is faster and easier to sort and it also helps to reduce costs.

ComReg is obliged to monitor An Post's quality of service in accordance with European standards. The full report and information notice can be viewed on the ComReg website, ComReg 03/58 on www.comreg.ie.

ENDS

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