



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# ComReg reports An Post's performance for next-day delivery of mail in 2022

## Universal Postal Service Quality of Service

### Information Notice

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ComReg 23-63a

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**An Coimisiún um Rialáil Cumarsáide**  
**Commission for Communications Regulation**

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## Additional Information

<b>2022 Quality of Service Annual Report</b>	
Document No:	23-63
Date:	19/07/2023

## Regulation of An Post's performance quality of the universal postal services

The Commission for Communications Regulation (“ComReg”) regulates postal services in the State. This statutory function includes setting quality of service standards for the universal postal service and the monitoring of An Post's performance against those standards. An Post is the sole designated universal postal service provider for the State.

ComReg has set quality of service standards requiring An Post to deliver 94% of single piece priority mail posted in the State for delivery in the State on the next working day (“D+1”) and to deliver 99.5% of such mail within three working days (“D+3”).<sup>1</sup>

ComReg first introduced independent monitoring of the quality of the universal postal service in 2003. At that time just 71% of single piece priority mail was being delivered on the next working day. In 2019 the performance achieved was 90%. However, the Covid-19 pandemic posed some challenges for An Post in continuing to provide the universal postal service and the annual performance achieved for that year was 82%, and 84% in 2021.

ComReg has today published the report by Ipsos MRBI on its monitoring of the quality of the universal postal service, as provided by An Post, for the calendar year 2022. The key findings are detailed below.

### Performance against Regulatory Standards for the full 2022 calendar year

Over the full 2022 calendar year;

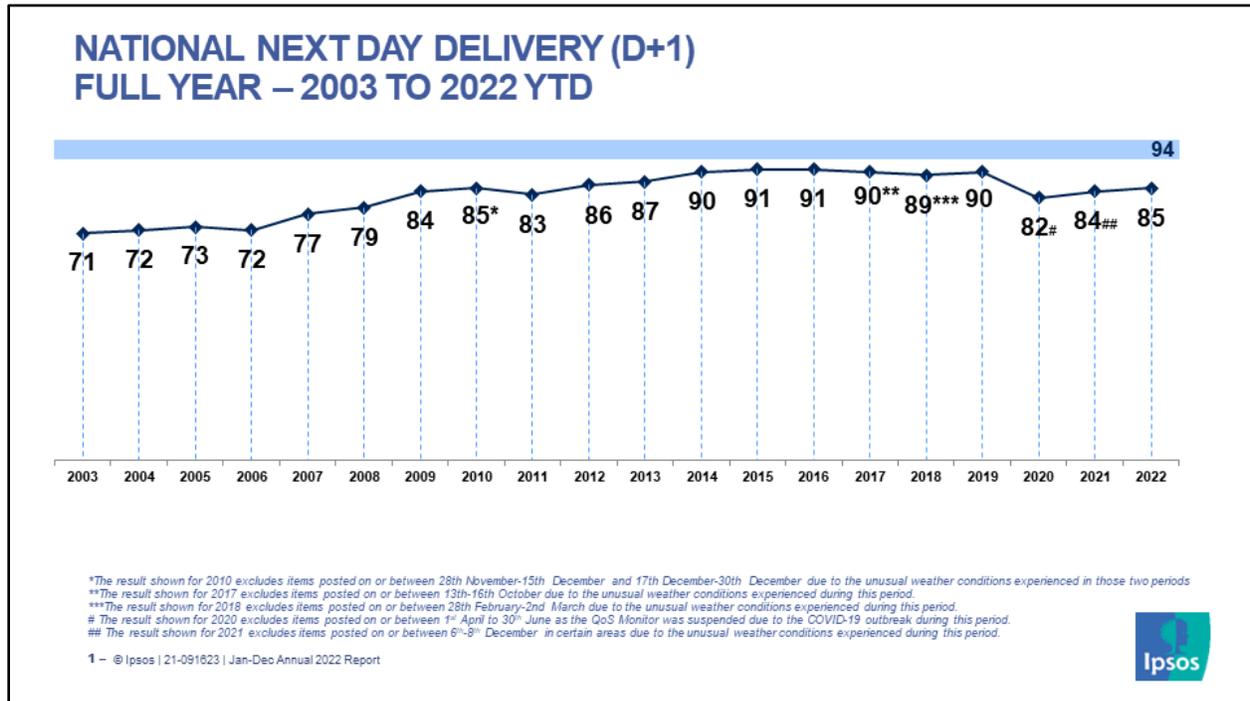
- An Post delivered **85%** of single piece priority mail throughout the State on the next working day following the day of posting. The 2022 result is a marginal 1% increase on the 2021 result. However, performance still remains 9% below the 94% regulatory standard.
- An Post delivered **98.3%** of single piece priority mail within three working days following the day of posting, again marginally above the 2021 result (98.2%) but still below the 99.5% regulatory standard.

The accuracy variance on the overall 2022 annual result is at +/-1.1%, marginally exceeding the target of +/- 1%.

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<sup>1</sup> ComReg Document No.15/126

The below shows An Post's performance trend from 2003 to 2022:



ComReg 23-63 contains the full set of published 2022 results and is available in the publications section at [www.comreg.ie](http://www.comreg.ie).

## Other performance information

In addition to the annual performance against the regulatory standards as set out above, the following key findings are contained in the Ipsos MRBI report.

- **January to November 2022 performance**

In the period January 2022 to November 2022 (excluding the month of December), An Post delivered **87%** of single piece priority mail on the next working day which represented no change from the 2021 result for this period. The result for the same period in 2019 (pre the Covid-19 pandemic) was 92%.

- **December 2022 performance**

For the month of December 2022, the overall next-day delivery performance stood at **61%**, which was a 2% increase on the 59% performance of December 2021. The result for pre-pandemic December 2019 was 75%.

## Background

Under the Communications Regulation (Postal Services) Act 2011 (“2011 Act”), ComReg is the designated national regulatory authority for the postal sector with the overarching function to ensure the provision, throughout the State, of a universal postal service that meets the reasonable needs of postal service users. The same Act designates An Post as the sole “universal postal service provider”.

ComReg’s statutory functions include setting quality of service standards for the universal postal service, which is provided exclusively by An Post, and monitoring An Post’s compliance with those standards. In 2004, and following a public consultation, ComReg issued a direction to An Post which set quality of service standards for the universal postal service. The direction set a next working 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 re-consulted on these standards in 2015 and following that public consultation the same 94% and 99.5% standards were retained. The direction also includes obligations for An Post to publish information regarding its annual quality of service performance, in accordance with ComReg D07/15.

ComReg is also statutorily required to monitor compliance by An Post with the quality of service standards and to publish an annual report on the results of its monitoring. EU legislation requires that, in any Member State, the quality of the universal postal service shall be measured by a body that is independent of the provider of that service. The quality of the universal postal service must also be measured using statistical methods set out by the European Standards Institute (CEN) and mandated by the European Commission.

ComReg appointed Ipsos MRBI to independently monitor An Post’s compliance with the above quality of service standards and An Post appointed KPMG to independently audit that Ipsos MRBI’s monitoring process is in accordance with the CEN requirements.

The monitor measures the rate of delivery of domestic single piece priority mail which includes standard envelopes, large envelopes and packets, posted within the State for delivery within the State. The monitor excludes “bulk mail” which often involves a deferred delivery in return for a price discount.

The total number of effective observations in the monitor in 2022 was 28,342 valid test mail items and the accuracy variance on the overall annual 85% result was +/- 1.1%.

KPMG’s audit (which included an interim audit at the end of the six month period and a final annual audit at the end of the year) of the 2022 Ipsos MRBI monitor covered the monitor’s documentation, processes, controls and statistical results. The KPMG audit confirmed that the monitor was in material compliance with the applicable CEN standard EN13850:2020 and that the

2022 results are materially reliable and robust. KPMG noted in its report that the Ipsos MRBI team continue to have a high level of expertise and knowledge in all components of the Mail Monitor operation processes.