



Commission for
Communications Regulation

An Coimisiún um
Rialáil Cumarsáide

POSTAL STRATEGY STATEMENT 2022-2024

SUMMARY

OUR ROLE

The Commission for Communications Regulation (“ComReg”) regulates the Irish postal sector. Our role includes:

1 Regulating the universal postal service

Regulating the universal postal service ensures the provision of specific postal services to all at an affordable price and to a sufficient level of quality. The universal postal service is a form of protection for postal service users. It especially protects vulnerable users and those that cannot use digital technology.

Irish law requires the universal postal service and has designated An Post to provide it until August 2023. This means that on every working day there is at least one clearance of post from post boxes. It also means that there must be one delivery of post on every working day to the home or premises of every person in Ireland.

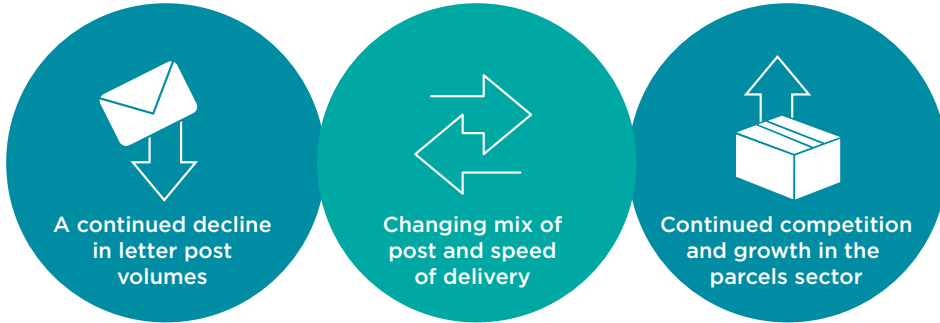
In Ireland, the universal postal service is largely the delivery of personal and business letters. There are very few parcels in the universal postal service. This is because parcel delivery is mostly used for business and there are many different competing providers of parcel delivery services.

2 Resolving consumer disputes

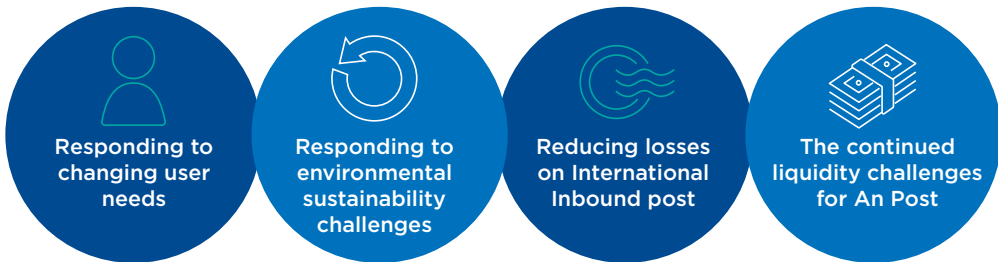
We have a role in consumer dispute resolution for all postal service providers. This means that if a postal service user has a complaint and is not satisfied with all the steps taken by their postal service provider to resolve it, we can help resolve it.

OUR STRATEGY

In setting our strategy for postal regulation, we have identified three principal trends which are shaping, and are likely to continue to shape, the postal sector:



Given these three principal trends and other factors, we have identified the following four principal challenges:



The trends and challenges require action by a number of different parties. Where we have a role in addressing these challenges, we have considered these in developing our strategic goals.

OUR STRATEGIC GOALS



STRATEGIC INTENT 1: Ensure a universal postal service

There is a universal postal service that meets the reasonable needs of postal service users

STRATEGIC GOALS:

GOAL 1

Ensure a universal postal service that meets the reasonable needs of postal service users

GOAL 2

Consider the designation of universal postal service provider(s)

GOAL 3

Monitor compliance with universal postal service requirements



STRATEGIC INTENT 2: Promote the interests of postal service users

Postal service users can choose and use postal services with confidence

STRATEGIC GOALS:

GOAL 4

Empower postal service users by ensuring the availability of accurate and appropriate information

GOAL 5

Protect postal service users by ensuring the availability of complaints and redress procedures

GOAL 6

Engage with consumer interest groups



STRATEGIC INTENT 3: Promote the development of the postal sector

A postal sector that delivers high quality services, innovation, and choice

STRATEGIC GOALS:

GOAL 7

Promote the development of the postal sector by providing research, data, and information

GOAL 8

Facilitate the development of the postal sector by delivering our legal remit

GOAL 9

Facilitate the development of the postal sector by considering other remits that impact the postal sector