



Commission for  
**Communications Regulation**

## Decision Notice & Further Response to Consultation

### **Quality of Service Standards for An Post**

#### **Setting an Interim Target for 2004**

<b>Decision No:</b>	<b>D 23</b>
<b>Document No:</b>	<b>ComReg 03/150</b>
<b>Date:</b>	<b>22 December 2003</b>



## Contents

1	Introduction .....	3
2	Further Consultation about Quality Standards proposed .....	3
3	Interim Quality of Service Targets for 2004 .....	3
4	Formal Notification Of Quality Of Service Targets For Domestic Mail.....	5

## **1 Introduction**

The Commission for Communications Regulation (“ComReg”) is responsible for setting of Quality of Service targets for single-piece priority mail delivered within Ireland.

In April 2001 a consultation on the Quality of Service Standards to be achieved by An Post was launched<sup>1</sup>. A report on that consultation, setting the targets for 2002, was published in September 2001<sup>2</sup>. A further response to the Consultation was published in December 2002 setting the targets for 2003<sup>3</sup>.

ComReg commissioned TNS mrbi to measure performance against these targets in accordance with EU standards<sup>4</sup>. The first quarterly report was published in May 2003 and the most recent report (ComReg 03/135) shows a cumulative result of 73% for January to September 2003 against the 94% target.

## **2 Further Consultation about Quality Standards proposed**

A new consultation will be undertaken early in 2004 inviting all interested parties’ views on the appropriate targets going forward, and how best to ensure compliance.

## **3 Interim Quality of Service Targets for 2004**

In the meantime there is a need to set interim targets for 2004.

The following targets, as set out for An Post in ComReg 02/119, for the calendar year 2003 are therefore extended to 2004, until such time as the consultation process for quality of service standards is complete.

---

<sup>1</sup> Consultation Paper “Regulation of Postal Services-Quality of Service Standards to be achieved by An Post” document ODTR 01/28 issued April 2001.

<sup>2</sup> Report on Consultation “Regulation of Universal Postal Services – Quality of Service Standards to be achieved by An Post” document ODTR 01/73 issued on 20 September 2001.

<sup>3</sup> Decision Notice D19/02 & Further Response to Consultation “Quality of Service Standards for An Post” ComReg 02/119 issues on 23 December 2002

<sup>4</sup> European and Irish Standard I.S. EN 13850:2002 ‘Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first class mail’

<b>Quality of Service Targets Set</b>	<b>2003</b>	<b>Interim 2004</b>
<b>National Single Piece Priority Mail (D<sup>5</sup>+1)</b>	94%	94%
<b>Local Single Piece Priority Mail<sup>6</sup> (D+1)</b>	94%	94%
<b>All Domestic Single Piece Priority Mail (D+3)</b>	99.5%	99.5%

ComReg's formal decision is as follows:

**Decision No. 1:**

**The interim targets set for 2004 are:**

- **For next day delivery nationwide 94% D + 1,**
- **For local mail 94% D + 1.**
- **For delivery of first class letters nationwide within three working days 99.5% D + 3.**

**These targets will be reviewed following the successful completion of a consultation on quality of service during early 2004.**

---

<sup>5</sup> D represents the date of deposit

<sup>6</sup> Local Mail is mail posted within the Greater Dublin Area or within any county council area for delivery within the same area.

## 4 Formal Notification Of Quality Of Service Targets For Domestic Mail

The Secretary  
An Post  
General Post Office  
O'Connell Street  
Dublin 1

### Notification to An Post regarding Quality of Service standards for the delivery of domestic letter mail

The Commission for Communications Regulation (hereafter "ComReg") in pursuance of Regulations 4, 12 and 13 of the European Communities (Postal Services) Regulations 2002 (S.I. No. 616 of 2002) intends to hold a public consultation about the appropriate standards for 2004 and subsequent years, and how best to ensure compliance.

ComReg hereby gives the following notification regarding targets to be achieved by An Post for the delivery of domestic National and Local First Class letters during the calendar year 2004, pending completion of the proposed consultation:

National Mail (D+1)	94%
Local Mail <sup>7</sup> (D+1)	94%
All Mail (D+3)	99.5%

The quality standards for domestic mail in the State are established in relation to the time limit for routing measured from end to end for postal items of the fastest standard category according to the formula D+n, where D represents the date of deposit and n the number of working days which elapse between that date and that of delivery to the addressee.

Commission for Communications Regulation

---

<sup>7</sup> Local Mail is mail posted within the Greater Dublin Area or within any county council area for delivery within the same area.