



Commission for
Communications Regulation

Information Notice

Notification of extension to deadline for comments on:

**Quality of Service Target 2004 Single Piece Priority Mail
ComReg Document No 04/08**

Document No:	04/39
Date:	8 April 2004

1 Foreword

On 3 February the Commission for Communications Regulation (ComReg) published a consultation paper seeking views of interested parties on the quality of service target that should be set for the delivery of single piece priority mail by An Post, ComReg Document 04/08. The deadline for the submissions of observations was 26 March 2004. Unfortunately due to the recent disruption to An Post's postal services submissions have been received after this deadline. To ensure that all people and organisations have an equal opportunity to make submissions the deadline is therefore being further extended to 20 April 2004.

As stated in the consultation paper ComReg invites responses to this consultation paper from all parties and welcomes in particular the views of customers for whom the targets are especially important, but also from those who do not need next day delivery and can therefore free up resources for those that do. It is important to highlight that the list of factors included in the paper as impacting quality is not exhaustive. Therefore submissions from any party that can identify other factors that impact quality and improvement that is achievable are welcome and deemed important for ComReg to reach a final decision on this matter.

All comments / submissions are to be in accordance with Appendix A of this document.

**John Doherty,
Chairperson.**

Appendix A - Submitting Comments

All comments are welcome, however it would make the task of analysing responses easier if comments were referenced to the relevant question numbers in accordance with consultation paper ComReg 04/08 and as summarised in Appendix B of this document.

The consultation period is now extended to 20 April 2004 during which the Commission welcomes written comments on any of the issues raised in the paper.

All responses to this consultation should be clearly marked:-
“Reference: Submission re ComReg **04/08**” as indicated above, and sent by post, facsimile, e-mail or on-line at www.comreg.ie (current consultations), to arrive on or before **1700, Tuesday 20 April 2004, to:**

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Having analysed and considered the comments received, ComReg will review the 2004 Quality of Service Target for Single Piece Priority Mail and publish a report by April on the consultation which will, inter alia summarise the responses to the consultation.

In order to promote further openness and transparency ComReg will publish the names of all respondents and make available for inspection responses to the consultation at its Offices.

Please note ComReg will publish all submissions with the Response to Consultation, subject to confidentiality.

ComReg appreciates that many of the issues raised in this paper may require respondents to provide confidential information if their comments are to be meaningful. Respondents are requested to clearly identify confidential material and if possible to include it in a separate annex to the response. Such information will be treated as strictly confidential.

Appendix B – Consultation Questions from ComReg 04/08

List of Questions

- Q. 1. What service level in percentage terms should the Irish public expect to receive for the processing and delivery of single-piece priority mail?..... 15
- Q. 2. What is a reasonable percentage to allow for exceptional factors that make it uneconomic for An Post to provide the service or that unforeseeable circumstances occur that impact all mail?..... 15
- Q. 3. What in your view is the percentage service level below which An Post could no longer be described as offering “next day delivery”? 15
- Q. 4. Communicate any additional factors to those identified in sections 5.2 / 5.4 that impact the quality of next day delivery of single piece priority mail items? 18
- Q. 5. Indicate the percentage impact of each factor on current quality, the improvement that will be achieved to reach acceptable levels within the control of An Post and the projected timescale? 18
- Q. 6. State how much of the remaining shortfall is influenced by factors outside of management’s control? 18
- Q. 7. How, in your judgment, will the setting of a target for An Post’s quality of service impact on the provision of an affordable universal postal service? 20
- Q. 8. How, in your judgment, will the setting of a target for An Post’s quality of service impact on the Government’s core policy goal for the postal sector of a high-quality service on a par with the highest quality standards in key comparator economies in the EU? 20
- Q. 9. How, in your judgment, will the setting of a target for An Post’s quality of service impact on the development of the Postal Sector? 20
- Q. 10. How, in your judgment, will the setting of a target for An Post’s quality of service impact on the Postal Directive objective of securing improvements in the quality of service? 20