



## **Information Notice**

An Post's new 'DeliveryBox' service - for letters, packets and parcels delivered by An Post – important information for postal service users

Information Notice

**Reference:** ComReg 15/110

**Date:** 14/10/2015

1. The Commission for Communications Regulation (“ComReg”) has recently been made aware of a new postal packet delivery initiative by An Post called ‘DeliveryBox’, which has been launched recently in the south-east of Ireland<sup>1</sup> and is planned to be launched nationwide shortly.
2. ComReg understands that the ‘DeliveryBox’ is being sold by An Post to postal service users as a convenient and secure means for An Post to deliver letters, packets and parcels (only those items delivered by An Post itself) to their home or business premises. Following the purchase of the box from An Post the postal service user must install the box at a convenient location at his/her home or premises in accordance with An Post’s directions. With the increase in packets and parcels deliveries arising from online shopping, An Post states that the ‘DeliveryBox’ aims to avoid the need for postal service users to collect packets and parcels from its local delivery offices when An Post is unable to deliver.
3. As the national regulator for postal services, ComReg has a statutory objective<sup>2</sup> to promote the development of the postal sector, but equally, ComReg must promote the interests of postal service users<sup>3</sup>. Further to this, ComReg must ensure that postal service users are informed and so we set out below some important points of note for any postal service user contemplating the purchase of An Post’s ‘DeliveryBox’.
4. In its brochures, An Post states that a postal service user’s *current letterbox is not replaced* by the new ‘DeliveryBox’ and that the ‘DeliveryBox’ is for *An Post deliveries only*. Users of postal services, particularly those considering the purchase of an An Post ‘DeliveryBox’, should therefore be aware that this An Post product is not a direct substitute for the existing letter box at homes and premises but is solely for An Post deliveries.
5. Unlike typical existing letter box access, access to the An Post ‘DeliveryBox’ is not provided by an open aperture but instead is controlled by the use of a unique key which An Post intends will only be in the possession of An Post and the purchaser of the ‘DeliveryBox’.

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<http://www.anpost.ie/AnPost/MainContent/About+An+Post/Media+Centre/Press+Releases/2015/Box+ing+Clever++An+Post+makes+deliveries+simple+and+secure.htm>

<sup>2</sup> Under section 12(1)(c)(i) of the Communications Regulation Act 2002, as amended

<sup>3</sup> Under section 12(1)(c)(ii) of the Communications Regulation Act 2002, as amended

6. It is therefore important that users retain their existing letter box and ensure that it remains accessible for other postal service providers<sup>4</sup>, courier and express providers<sup>5</sup>, or any other persons or local organisations who would normally use your letter box to deliver:
- letters including, for example, shopping value cards, vouchers delivered by postal service providers, courier and express providers, other than An Post,
  - notices<sup>6</sup> advising users of missed deliveries delivered by postal service providers, courier and express providers, other than An Post,
  - information notices on Government services,
  - national and local newspapers,
  - local community newsletters and information leaflets, etc., and
  - material and newsletters distributed by local and national politicians.

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<sup>4</sup> Currently, there are nine postal service providers, including An Post, that are authorised by ComReg; see [www.comreg.ie](http://www.comreg.ie) for further details

<sup>5</sup> A recent ComReg study shows that An Post handles about one in three of the packets and parcels delivered in Ireland – ComReg Document 15/47.

<sup>6</sup> Though these providers usually have additional methods of notifying missed deliveries e.g. email, SMS etc.