



Commission for  
**Communications Regulation**

Media Release – 1 June 2011

## **ComReg reports on An Post's quality of service performance between January and March 2011**

The Commission for Communications Regulation (ComReg), the National Regulatory Authority (NRA) for the postal industry in Ireland, today published the results of its year to date and quarterly independent report on the Quality of Service performance of An Post.

The report for Quarter 1 2011 shows the following:

- **85%** of mail was delivered throughout the State within one working day for the period 1<sup>st</sup> January to 31<sup>st</sup> March 2011. This result is similar to the 2010 annual result although it does represent a slight improvement of one percent over the same period in 2010. An Post's target for Next Day Delivery is **94%**.
- **98%** of mail was delivered within 3 working days during this period, against An Post's target of **99.5%**. This is equal to the result for the same period in 2010.

ComReg notes that the first quarter performance in 2011 for next day delivery of single piece priority mail by An Post has not improved on the 2010 annual result and so the significant deficit between current performance and An Post's target of 94% remains.

The independent survey, conducted by Ipsos MRBI, is based on a nationally representative sample of 6,843 test mail items, posted and delivered throughout the state to identify on time reliability of An Post's domestic single piece mail.

The full set of published results – ComReg 11/43 – is available in the publications section of the ComReg website, [www.comreg.ie](http://www.comreg.ie).

**ENDS**

## **Issued By**

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## Note for Editors

ComReg is the sole body with statutory responsibility for setting, monitoring and publishing quality of service standards in relation to the universal postal service. The survey is undertaken independently of postal operators. The survey is based on the statistical methods set out by the European Standards Institute (CEN) and is mandated by the European Commission. In accordance with the CEN standard, bulk mail, which frequently receives a lower delivery standard in return for price discounts, is not included. The survey is conducted by Ipsos MRBI and is independently audited.

## CEN

CEN is the European Institute for Standardisation. CEN Technical Committee 331 is responsible for postal services standardisation. It receives its mandate from the European Commission.

## Mail

For the purposes of this measure mail refers to domestic single piece mail and includes standard envelope, large envelope and packet.