



Commission for
Communications Regulation

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ComReg reports on An Post quality of service performance between January and September 2011

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

The report at the end of Quarter 3 2011 shows that:

- The year to date performance for the period January-September 2011 stands at **84%** for Next Day Delivery of mail delivered throughout the State, which represents a 1% decline on the same period in 2010. An Post's target for Next Day Delivery is **94%**.
- In the quarter July - Sept **84%** of mail was delivered throughout the State within one working day, which is a 1% decline compared with performance in the same quarter in 2010.
- The year to date performance for the period January-September 2011 for delivery over 3 working days stands at **98.5%** and is short of An Post's **99.5%** performance target.
- In the quarter July – Sept **98.3%** of mail was delivered within 3 working days.

The independent survey, conducted by Ipsos MRBI, is based on a nationally representative sample of 21, 914 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 11/93 – is available in the publications section of the ComReg website, www.comreg.ie

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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.

Mail

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

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.