



Commission for
Communications Regulation

Media Release – 4 September 2008

ComReg reports on An Post quality of service performance between April and June 2008

The Commission for Communications Regulation (ComReg), the National Regulatory Authority (NRA) for the postal industry in Ireland, today published the results of its quarterly independent report on the Quality of Service performance of An Post during the period April to June 2008.

The report shows that:

- **80%** of mail was delivered throughout the State within one working day against a target set by ComReg of **94%**.
- **98%** of mail was delivered within 3 working days; still short of the **99.5%** performance target set by ComReg.
- **79%** of mail posted in Dublin for nationwide delivery is reported as delivered the next working day, while **80%** of mail posted outside Dublin for nationwide delivery is delivered within one working day of posting.
- **83%** of mail posted locally outside of Dublin for local delivery was delivered on the next working day, whereas only **78%** of mail posted in Dublin for local delivery enjoyed the same quality of service.
- Just **74%** of mail posted outside of Dublin for the Dublin area was delivered on the next working day compared to **81%** during the same period in 2007.

ComReg notes the 2% overall improvement in performance over the previous quarter but remains concerned that actual performance is still markedly short of An Post's **94% target**.

The independent survey, conducted by TNS mrbi, is based on a nationally representative sample of 6,634 test mail item, 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 08/73 – is available in the publications section of the ComReg website www.comreg.ie.

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 TNS mrbi and is independently audited.

ENDS

Issued By

Tom Butler
Public Affairs Manager, ComReg
Ph: 01 804 9639 Mobile: 087 2536358
tom.butler@comreg.ie

Editors Note

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.