



Media Release- 6 April 2006

ComReg reports on An Post quality of service for 2005

The Commission for Communications Regulation (ComReg) today published the results of its third independent annual report on the Quality of Service performance of An Post.

The report shows that:

- 73% of single piece priority mail – i.e. standard correspondence - was delivered within one working day throughout the State against a target of 94%. This represents only a 1% increase over performance in 2004. However, Quarter 4 2005 performance reported only a 63% success rate nationally, a 4% decline over the corresponding period in 2004.
- Overall for 2005, mail posted outside of Dublin for next day delivery in Dublin only experienced a 68% success rate while mail posted outside of Dublin for local delivery recorded a success rate of 76%. Specifically regarding Quarter 4 2005, mail posted outside of Dublin for delivery in Dublin fell to just 57% next day delivery while mail posted locally in Dublin for the same period achieved a 70% success rate.
- Overall for 2005, 97% of all mail was delivered within 3 working days. This reflects a 1% improvement over the previous two years of measurement but falls short of the 99.5% target set by ComReg. Mail posted outside of Dublin to Dublin was the poorest performing route after three days of posting.

ComReg is the sole organisation statutorily required to set and publish quality of service standards in relation to the universal service. The survey, which was conducted by TNS mrbi, is based on the statistical methods set out by CEN, the European Standards Institute and is mandated by the European Commission.

In accordance with the Standard, bulk mail, which frequently receives a lower delivery standard in return for price discounts, is not included. The annual survey for 2005, which incorporates geographical sampling, is based on sample size of almost 22,000 observations.

ComReg Commissioner, Mr. Mike Byrne, said: “ComReg continues to pursue the issue of quality improvements with An Post. ComReg is concerned that quality of service performance is falling well off the target of 94%. This is the second successive quarter in which An Post’s quality performance for next day delivery has fallen by 4% by comparison with the corresponding quarters in 2004 and eliminates much of the moderate improvement gains in the first half of the year. Of particular concern is the quality of service for mail posted outside of Dublin for delivery in Dublin which fell to just 57% next day delivery for Quarter 4 2005”.

ComReg notes the acknowledgement by the Chairperson of An Post in its most recent Annual Report that the achievement of improved performance in next day delivery is a major issue.

ComReg is awaiting the latest An Post update in relation to the implementation of the Quality of Service Improvement Programme approved by the Board of An Post last year and which is specifically geared towards the achievement of the Quality of Service targets set by ComReg.

ENDS

Issued By

Tom Butler

Public Affairs Manager, ComReg

Ph: 01 804 9639 Mobile: 087 2536358

tom.butler@comreg.ie

Notes for Editors

Reserved Area

Since January 2006 only standard postal services up to 50g¹ have been reserved to An Post, the Universal Service Provider. In line with the EU schedule full market opening is planned for January 2009.

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.

¹ this weight limit will not apply if the price is equal to or more than two and a half times the public tariff (currently 48c)