

Media Release – 18 June 2007

ComReg reports on An Post quality of service between January and March 2007

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.

The report shows that:

- **78%** 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 a 4% increase in service quality performance over the same period in 2006, albeit well short of the quality of service target set by ComReg;

79% of mail posted in Dublin for nationwide delivery is reported as delivered the next working day, while **76%** of mail posted outside Dublin for delivery throughout the State is delivered within one working day of posting;

- Mail posted outside of Dublin for next day delivery in Dublin recorded a **72%** success rate, while mail posted outside of Dublin for local delivery recorded a success rate of **81%**; and
- **98%** of all mail was delivered within 3 working days; still short of the **99.5%** performance target set by ComReg.

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.

Commenting on the report findings, Mr. Mike Byrne, ComReg Chairperson, said "The improved performance will be welcomed by all postal users and suggests that benefits are accruing from targeted and consistent actions by An Post Management in the area of quality in recent times. It is important that this progress is sustainable so that it can provide a platform for continuous improvement until the service experience by Irish consumers is on a par with that enjoyed in other leading European countries."

ENDS

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Editors Note

Reserved Area

Since January 2006 only standard domestic postal services up to 50g¹ are 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 55c)