



Commission for
Communications Regulation

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ComReg Media Release

ComReg reports 91% next-day delivery performance by An Post during 2015

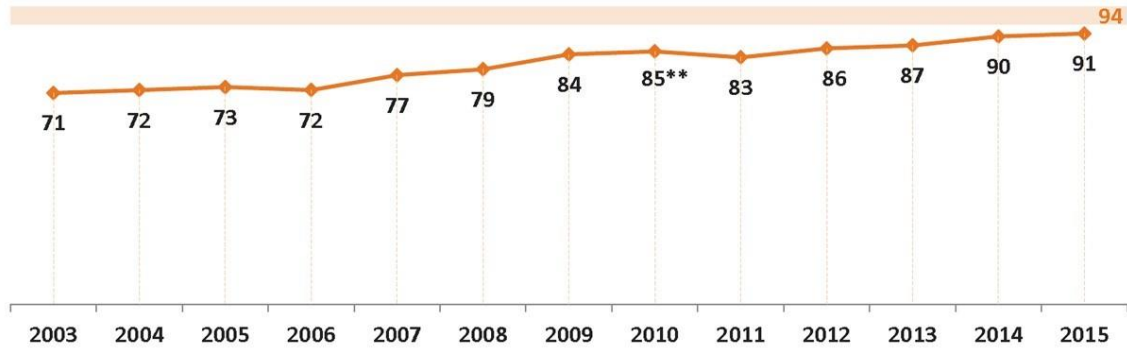
The Commission for Communications Regulation (ComReg) is responsible for regulating postal services in the State, which includes monitoring the quality of the universal postal service provided by An Post.

ComReg has today published the Ipsos MRBI independent monitor report for the calendar year 2015. The report details the quality of service performance achieved by An Post in respect of the end to end transit time for single piece priority mail, the standard mail service familiar to most postal service users. The report shows that **91%** of single piece priority mail was delivered by An Post throughout the State on the next working day following the day of posting, an improvement of **1%** over the 2014 result. The report also shows that **99%** of single piece priority mail was delivered within three working days, which is on a par with the 2014 performance.

The 2015 performance continues the upward progression in An Post's quality of service performance, marking an improvement of a full 20 percentage points since independent ComReg monitoring was first introduced in 2003 when An Post's performance stood at just **71%**.

ComReg will work with An Post so that it can continue to improve its performance and achieve the required **94%** next-day delivery standard.

National Next Day Delivery (D+1) Full Year – 2003 to 2015



***The result shown for 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods.*

Ipsos MRBI
GAME CHANGERS

ComReg 1644 contains the full set of published results and is available in the publications section at www.comreg.ie.

ENDS

Issued By

Tom Butler

Public Affairs Manager, ComReg

Ph: 01 8049639

Mobile: 087 2536358

tom.butler@comreg.ie

Editor Notes

Following a public consultation, ComReg issued a direction to An Post in respect of the quality of the universal postal service. The direction set a next-day delivery standard of 94% for single piece priority mail posted in the State for delivery in the State, and a 99.5% standard for delivery of such mail within three working days.

ComReg is required to monitor compliance by An Post with quality of service standards and to publish an annual report on the results of this monitoring exercise.

European law requires that, in any Member State, the quality of the universal postal service shall be measured by a body that is independent of the provider of that service. The quality of the universal postal service is measured using statistical methods set out by the European Standards Institute (CEN) and mandated by the European Commission.

The monitor measures the rate of delivery of domestic single piece priority mail which includes standard envelopes, large envelopes and packets, posted within the State for delivery within the State. The monitor excludes "bulk mail" which often involves a deferred delivery in return for a price discount.

The quality of service monitor was independently conducted by Ipsos MRBI on behalf of ComReg. The total number of effective observations in 2015 was 29,536 and the accuracy variance on the overall annual result stands at +/-0.8%.

The 2015 results were independently audited by Mazars Ireland. The audit confirms that the monitor was conducted in accordance with the applicable CEN standard.