

IRISH POSTAL USERS

ComReg reports on study of Irish postal users – face to face interview of 1,500 residential consumers and 500 Small and Medium Enterprises



3 KEY INSIGHTS

1. Letter post use and satisfaction with price of posting letters



More letters are posted by SMEs who use bulk and meter mail

Only 1 out of 10 SMEs who use bulk and meter mail are satisfied with price

POSTING LETTERS	LETTERS PER MONTH	SATISFACTION WITH PRICE OF POSTING LETTERS
Residential consumers	3	
SMEs overall	68	
SMEs who use bulk mail	395	
SMEs who use meter mail	435	

Price satisfaction decreases the more you post



2. Parcel post use and satisfaction with price of posting parcels



POSTING PARCELS	PARCELS PER MONTH	SATISFACTION WITH PRICE OF POSTING PARCELS
Residential consumers	1	
SMEs overall	39	

3. Awareness levels low of next working day delivery



2
DAYS

5 in 10 assume takes 2 working days or more for post to be delivered nationally



Commission for
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An Coimisiún um
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