

REPUBLIC OF IRELAND QUALITY OF POSTAL SERVICE MONITOR – 2025 REPORT

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Introduction – I

- Ipsos B&A has been commissioned by ComReg to monitor the quality of postal service in the Republic of Ireland, in accordance with the European and Irish Standard, I.S. EN 13850:2020 'Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first-class mail'. For monitoring purposes, the universe of post is defined as all single piece priority mail and first-class mail posted and delivered in the Republic of Ireland. Monitoring is conducted via a nationwide panel of private and business individuals, posting and receiving mail on a continuous basis.
- This report presents the annual performance figures for items posted on or between 1st January and 31st December 2025.
- Ipsos B&A is an independent provider of business information and is a fully owned subsidiary of Ipsos Group.
- Two Force Majeure periods were recorded in 2025, firstly between 6th – 10th January due to snow, and secondly on 24th January due to Storm Éowyn. As a result, items posted on or between these dates in affected areas were excluded from the full year 2025 results.

Introduction – II

- The total number of effective observations in 2025 was 27,594 and the accuracy variance* on the overall annual result is at $\pm 1.6\%$. This falls $\pm 0.6\%$ outside of the $\pm 1\%$ accuracy variance target. The Monitor is designed to reach a target level of $\pm 1\%$ accuracy based on a set of parameters, both controllable by the Monitor (panel size, stratification, number of items) and uncontrollable (on-time performance, variability of performance). All parameters must fall within expected levels to reach an accuracy variance of $\pm 1\%$. The minimum Next Day Delivery performance designed for is c.86%.

**Accuracy variance; range within which we can be 95% confident the true performance lies. A performance of 78% and an accuracy variance of 1.6% gives a range of 76.4% to 79.6%.*

Introduction – III

- The independent auditor Analysys Mason conducted an extensive audit to ensure independent and absolute audit certification that the 2025 Monitor and results were carried out in accordance with the Standard I.S. EN13850:2020. Please see overleaf for a summary of this audit report.

Independent Audit Report of – 2025 Monitor Results

Overall Conclusion (of Analysys Mason)

- The Analysys Mason audit was designed to express a reasonable assurance conclusion on whether the “on time” performance results of the Ipsos B&A Quality of Service (‘QoS’) Mail Monitor were materially reliable and robust. The Analysys Mason review covered the 12-month period from 1 January 2025 to 31 December 2025.
- Based on the procedures performed and evidence obtained, for the Ipsos B&A QoS Mail Monitor system which covers the 12-month period from 1 January to 31 December 2025, in Analysys Mason’s opinion:
 - the Mail Monitor processes, within the scope of this review, materially comply with the relevant requirements of the CEN Standard and the Regulatory Procedures (ComReg 24-72);
 - the system of controls operated by Ipsos B&A over the 2025 Mail Monitor are materially sufficient to enable the production of representative and accurate results; and,
 - the “on time” performance results of the Ipsos B&A QoS Mail Monitor for the above period are materially reliable and robust

Summary – I

Next Day Delivery – 2025 Annual Performance

- Next Day Delivery performance of single piece priority mail is at 78% for 2025. The ComReg standard for Next Day Delivery is 94%.
- Mail inducted by Collection from Business shows the highest Next Day Delivery performance of 90%, while mail inducted by Post Box reports a Next Day Delivery performance of 72%.
- Metered Mail has a Next Day Delivery performance of 84%, while Stamped Mail reaches 73% Next Day Delivery.

Summary – II

Delivery Within Three Days – 2025 Annual Performance

- Delivery Within Three Working Days was achieved by 96.5% of single piece priority mail items during 2025. The ComReg standard for delivery within three days is 99.5%.

Summary – III

January to November 2025 Performance (1st January to 30th November)

- Next Day Delivery performance of single piece priority mail in the period January to November 2025 was recorded at 81%.
- Delivery of single piece priority mail Within Three Working Days is at 96.8% for January to November 2025.

December 2025 Performance (1st to 31st December)

- Next Day Delivery performance of single piece priority mail for December 2025 is at 49%.
- Delivery of single piece priority mail Within Three Working Days is at 92.6% for December 2025.

FINDINGS

– Full Year Comparisons

National Next Day Delivery (D+1) Full Year – 2025 YTD

2025

Target



94%

Current Score



78%

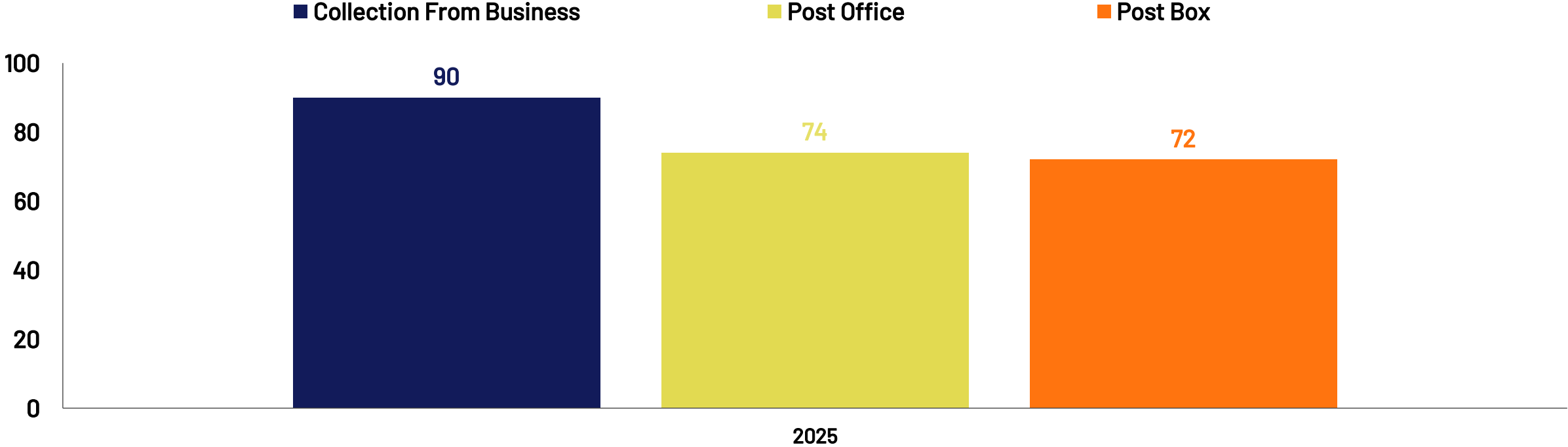
Next Day Delivery (D+1)

Items Posted On Or Between 1st Jan – 31st Dec 2025

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	78% (+/-1.6%)	78% (+/-1.6%)	74% (+/-2.5%)
POSTING (RoI)	From Dublin County	81% (+/-2.6%)	80% (+/-3.0%)	80% (+/-3.0%)
	From Outside Dublin County	77% (+/-1.9%)	77% (+/-1.7%)	64% (+/-2.9%)

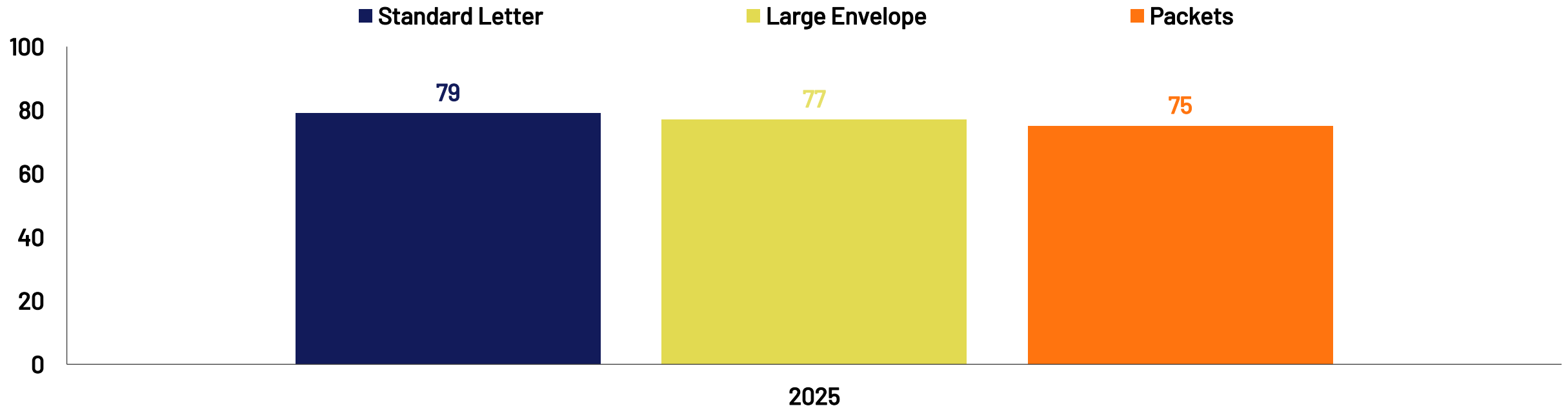
1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 27,594
3. The postal county boundary is formed by the postal address as determined by An Post.

Next Day Delivery (D+1) - By Induction Method 2025



**Metered Box items not reported due to small base sizes*

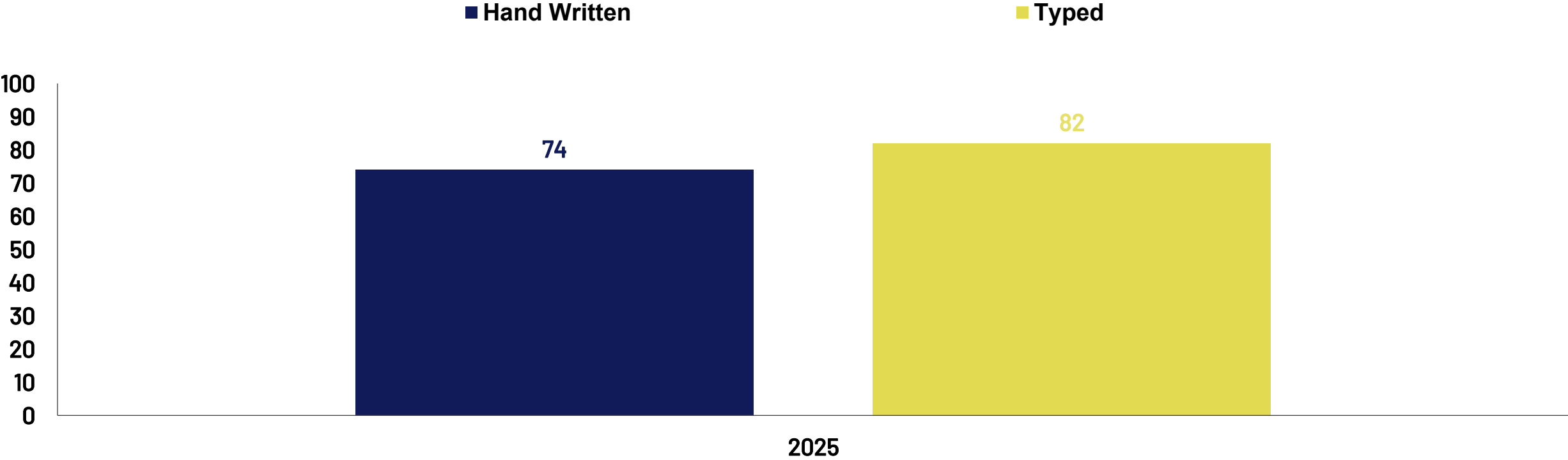
Next Day Delivery (D+1) - By Mail Format 2025



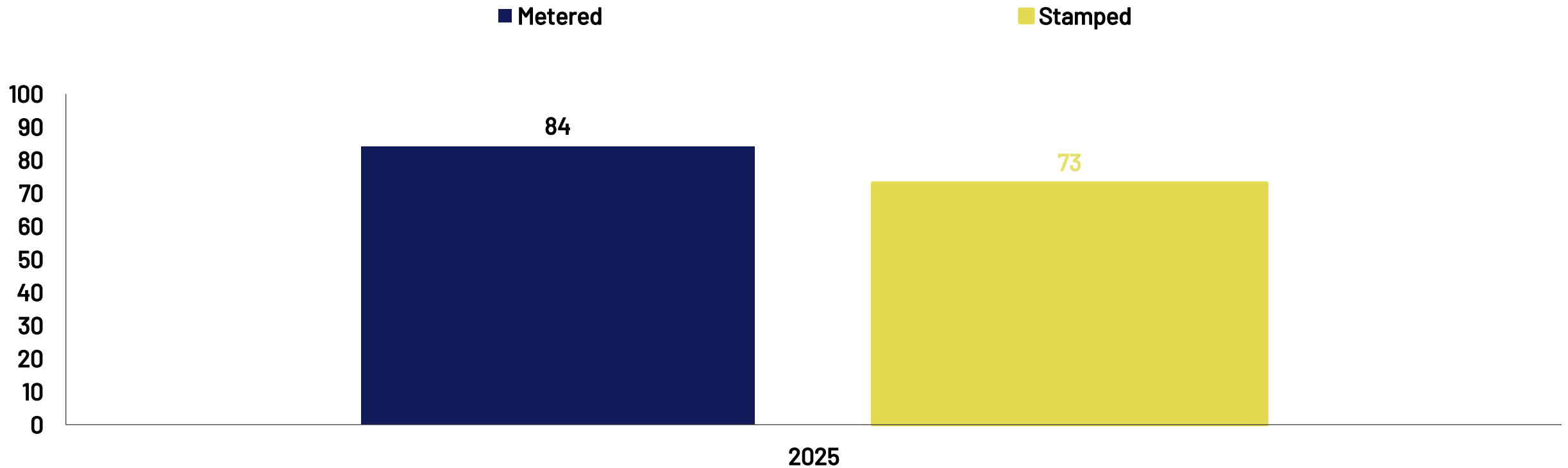
*Standard Letter: Up to C5 size 162mm * 235mm * 5mm. Large Envelope: Up to 400mm * 300mm * 25mm.*

Packets: Max size (width + length + thickness) 900mm, Max length 600mm. In roll form (length + twice the diameter) 1040mm, Max length 900mm.

Next Day Delivery (D+1) - By Address Method 2025



Next Day Delivery (D+1) - By Payment Method 2025



Delivery Within Three Days (D+3)

Items Posted On Or Between 1st Jan – 31st Dec 2025

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	96.5% (-0.6% to +0.3%)	96.2% (-0.7% to +0.4%)	95.5% (-1.1% to +0.6%)
POSTING (ROI)	From Dublin County	96.7% (-1.0% to +0.4%)	96.1% (-1.4% to +0.5%)	96.1% (-1.4% to +0.5%)
	From outside Dublin County	96.4% (-0.7% to +0.4%)	96.2% (-0.9% to +0.5%)	94.6% (-1.9% to +0.7%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 27,594
3. The postal county boundary is formed by the postal address as determined by An Post.

Next Day Delivery – January To November 2025

Next Day Delivery (D+1)

Items Posted On Or Between 1st Jan – 30th Nov 2025

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	81% (+/-1.6%)	81% (+/-1.6%)	76% (+/-2.6%)
POSTING (RoI)	From Dublin County	83% (+/-2.6%)	82% (+/-3.0%)	82% (+/-3.0%)
	From Outside Dublin County	80% (+/-1.8%)	80% (+/-1.7%)	68% (+/-3.0%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 25,412
3. The postal county boundary is formed by the postal address as determined by An Post.

Delivery Within Three Days (D+3)

Items Posted On Or Between 1st Jan – 30th Nov 2025

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	96.8% (-0.6% to +0.3%)	96.5% (-0.7% to +0.4%)	96.0% (-1.2% to +0.5%)
POSTING (RoI)	From Dublin County	97.0% (-1.0% to +0.4%)	96.4% (-1.4% to +0.6%)	96.4% (-1.4% to +0.6%)
	From outside Dublin County	96.8% (-0.7% to +0.4%)	96.5% (-1.0% to +0.5%)	95.4% (-2.0% to +0.7%)

1. () figures in brackets relate to accuracy levels at 95% confidence

2. Total number of effective observations – 25,412

3. The postal county boundary is formed by the postal address as determined by An Post.

Next Day Delivery – December

Next Day Delivery (D+1)

Items Posted On Or Between 1st – 31st December 2025

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	49% (+/-5.4%)	49% (+/-5.5%)	43% (+/-7.7%)
POSTING (RoI)	From Dublin County	60% (+/-9.7%)	59% (+/-10.6%)	59% (+/-10.6%)
	From Outside Dublin County	45% (+/-6.5%)	45% (+/-5.9%)	18% (+/-6.9%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 2,182
3. The postal county boundary is formed by the postal address as determined by An Post.

Delivery Within Three Days (D+3)

Items Posted On Or Between 1st – 31st December 2025

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	92.6% (-2.0% to +1.7%)	93.5% (-2.7% to +1.9%)	90.0% (-4.0% to +2.7%)
POSTING (RoI)	From Dublin County	93.5% (-4.3% to +2.8%)	93.1% (-4.2% to +2.8%)	93.1% (-4.2% to +2.8%)
	From outside Dublin County	92.2% (-2.4% to +2.0%)	93.7% (-3.6% to +2.4%)	85.1% (-7.7% to +5.8%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 2,182
3. The postal county boundary is formed by the postal address as determined by An Post.

METHODOLOGY

Methodology – I

- The method of monitoring is in full accordance with European and Irish Standard, EN13850:2020 'Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first-class mail'.

Calculation Of Transit Time

- From the 1st September 2005 onward mail posted on Saturday and Sunday are treated as mail posted on Monday. This change reflects the fact that there is no longer a weekend collection service. Any test mail items posted on a Saturday, Sunday or Public Holiday, delivered on the next working day are treated as a D+0 item. D+0 items are included in the D+1 figures for the purposes of calculating next-day delivery.
- The Latest Time of Posting (LTOP) for Next Day Delivery and 'no weekend or public holiday collections/deliveries' is clearly displayed, by An Post, to postal service users at all access points. This is also documented by An Post and provided to Ipsos on an ad-hoc basis. Items must be posted prior to advertised LTOP to qualify for Next Day Delivery, as noted in the Regulatory Procedures.

Methodology – II

Sample Design

- The sample design corresponds with the most accurate and up-to-date estimates of real mail flow and discriminant characteristics provided by An Post. The 2023 RMS data was used in the statistical design for the January flow onwards.
- All 2025 results were weighted to the 2023 RMS data.

Methodology – III

Sample Design (Continued)

- The sample employs strict proportionality across all key characteristics. Discriminant characteristics are defined as:
 - Dropper Type
 - Induction Method
 - Mail Size
 - Mail Colour
 - Mail Format
 - Address Method
 - Mail Weight
 - Receiver Type
 - Payment Method
 - Induction Day
 - Induction to Delivery Region

Methodology – IV

Geographical Distribution

- Stratified random sampling is employed to achieve the required panel geographical distribution.

Calculation Of Results

- Accuracy of the transit time is assessed by calculating the variance of the estimator and the design factor, taking into account:
 - number of points of induction and receiving
 - correlation of test items

Eircodes

- In July 2015 Eircode was introduced in Ireland and was implemented in the Quality of Service Monitor from October 2015.
- The Eircode and postal address associated with that Eircode is used for each panellist.

Non-Working Days & Derogation Days

- The following Non-Working Days and Derogation Days were applied in 2025:

01/01/2025	New Year's Day Public Holiday
03/02/2025	St Brigid's Day Public Holiday
17/03/2025	St. Patrick's Day Public Holiday
18/04/2025	Good Friday Derogation Day
21/04/2025	Easter Monday Public Holiday
05/05/2025	May Public Holiday
02/06/2025	June Public Holiday
04/08/2025	August Public Holiday
27/10/2025	October Public Holiday
25/12/2025	Christmas Day Public Holiday
26/12/2025	St. Stephen's Day Public Holiday
29/12/2025	Christmas Derogation Day
	All Saturdays
	All Sundays

Weighting

- In order to ensure that mail flows represent the 2023 RMS data, corrective weights are applied to the data.
- The weighting caps for each discriminant characteristic for January to December 2025 meet the requirements of section 7.3.2.2 of CEN.
- In addition, the weighting caps for each individual item for January to December 2025 meet the requirements of section 7.3.2.3 of CEN.

THANK YOU

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