



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Quality of Service for Universal Postal Service

Postal Quality of Service Monitor Reports for An Post for 2024 and 2025

Information Notice

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Introduction

The Commission for Communications Regulation (“ComReg”) is the national regulatory authority for the postal sector in Ireland, as per Section 14 of the Communications Regulation (Postal Services) Act 2011 (“2011 Act”). One of ComReg’s functions is to ensure the provision, throughout Ireland, of a Universal Postal Service (UPS).

Section 16(1) (a) of the 2011 Act defines the UPS as meaning that on every working day there is at least one clearance and one delivery to the home or premises of every person in Ireland. An Post is Designated Universal Postal Service Provider (DUPSP) in Ireland until 1 August 2029.

Section 32 (1) of the 2011 Act states that ComReg “*shall draw up [...] quality of service standards*”. With ComReg Document 15/126 and Decision D07/15, ComReg has set quality of service regulatory standards that mean that An Post, as the DUPSP, is to deliver:

- 94% of all single piece priority mail (letters, flats and packets) posted in Ireland by the next working day (“D+1”) in Ireland and
- 99.5% of such mail within three working days (“D+3”).

Section 32(5) (a) of the 2011 Act outlines that ComReg must “*monitor compliance with the quality of service standards*”. ComReg has commissioned Ipsos B&A to independently monitor the DUPSP’s Quality of Service delivery performance for single piece priority mail. Ipsos B&A issue ‘test mail items’ through the DUPSP’s postal network to monitor UPS performance. This Postal QoS Monitor excludes parcels and ‘bulk mail’¹.

This independent monitoring is conducted in accordance with I.S EN 13850:2020, the statistical methods set out by the European Committee for Standardization (CEN, the acronym in French for *Comité Européen de Normalisation*), which is mandated by the European Commission.

An Post’s performance against the Regulatory Standards for 2024 and 2025

Section 32(5) (b) of the 2011 Act requires ComReg to “*publish a report on the results of the monitoring exercise*”. Therefore, in line with these obligations, ComReg has today published the reports by Ipsos B&A on its monitoring of the quality of the UPS, as provided by An Post, the DUPSP, for the calendar year 2024 (1 January – 31 December) and for the calendar year 2025 (1 January – 31 December). The results of the reports were independently audited by Analysys Mason.

¹ Bulk mail is the sending of many postal items and often involves a deferred delivery for a price discount.

ComReg 26/58a contains the full set of published 2024 results from Ipsos B&A. The key findings are detailed below.

An Post, the DUPSP delivered:

- **83%** of single piece priority mail by the next working day (D+1) in 2024. The performance for 2024 is 11% below the 94% regulatory standard (Graph 1).
- **97.9%** of single piece priority mail within three working days (D+3) in 2024, which is below the 99.5% regulatory standard.
- **85%** of single piece priority mail by the next working day (D+1) from January 2024 to November 2024.
- **62%** of single piece priority mail by the next working day (D+1) in December 2024.

ComReg 26/58b contains the full set of published 2025 results from Ipsos B&A. The key findings are detailed below.

An Post, the DUPSP delivered:

- **78%** of single piece priority mail by the next working day (D+1) in 2025. The performance for 2025 is 16% below the 94% regulatory standard (Graph 1).
- **96.5%** of single piece priority mail within three working days (D+3) in 2025, which is below the 99.5% regulatory standard.
- **81%** of single piece priority mail by the next working day (D+1) from January 2025 to November 2025.
- **49%** of single piece priority mail by the next working day (D+1) in December 2025.

The accuracy variance on the overall 2024 annual result was at +/-1.3%. While the accuracy variance on the overall 2025 annual results was at +/-1.6%. Accuracy variance defines the range within which one can be 95% confident the true performance lies. A 83% performance in 2024 and an accuracy variance of +/- 1.3% gives a range of 81.7% to 84.3%. A 78% performance in 2025 and an accuracy variance of +/- 1.6% gives a range of 76.4% to 79.6%.

**Graph 1: Results of Postal QoS Monitor – Next day Delivery (%):
2024 and 2025**

