



Commission for Communications Regulation

Dispute Resolution

Summary - Case number: CDR Ref [REDACTED]

The end-user (“the Applicant”) referred a dispute with Sky Ireland Limited (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). The dispute related to issues which arose in relation to the attempted installation of a broadband service and the Applicant’s customer service experience in this regard.

It was determined that the Respondent failed to comply with terms of the contract between it and the Applicant, in particular that a timescale for installation of the services would be provided and that the high speed broadband would be installed within a reasonable time.

It was determined that the Applicant suffered inconvenience in the context of attempting to have broadband installed.

A compensation measure was specified.

As the final proposed resolution found in favour of the Applicant in relation to aspects of the dispute, the application fee was reimbursed to the Applicant by ComReg