



Commission for Communications Regulation

Dispute Resolution

Final Summary of Proposed Resolution - Case number: CDR Ref [REDACTED]

The end-user (“the Applicant”) referred a dispute with Eircom Limited (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). The dispute related to issues which arose in relation to the installation of fibre to support the provision by the Respondent of broadband, in particular damage caused to the Applicant’s property during installation.

The Applicant and the Respondent were found to be parties to a contract under which the Respondent supplies the Applicant with fibre broadband (“the Contract”). The installation referenced was carried out by agents of National Broadband Ireland (“NBI”). NBI was acting on behalf of the Respondent. The dispute related to contractual conditions and the performance of the Contract and the Consumer Rights Act 2022 applied.

The Respondent in its response to the dispute proposed to undertake works on the Applicant’s property which would address the Applicant’s complaints and ensure compliance with the terms of the Contract. The proposed resolution is based on the Respondent’s proposals. No resolution is proposed in relation to the issues relating to the Applicant’s neighbour, this relates to a third party and therefore is outside the scope of this dispute.