

Commission for Communications Regulation
Dispute Resolution

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

The Applicant referred a dispute with Telcom Group Est 1999 DAC (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). The dispute related to the Applicant’s attempt to terminate its contract for fibre broadband with the Respondent (“the Contract”).

The Respondent had indicated to the Applicant that termination of the Contract would result in a “termination fee” of €7,004.48 representing 8 months of service charge. The Applicant disputed the validity of this fee.

The Respondent did not respond to the substance of the Applicant’s dispute, despite being provided with the details submitted by the Applicant and asked to submit its response to the matters outlined in the application. ComReg contacted the Respondent on several occasions in relation to this matter.

The proposed resolution found that the Contract terminated on 5 January 2025, one month after the Applicant gave notice of termination. The proposed resolution required that the Respondent refund the Applicant for payments taken for electronic communications services provided following contract termination (i.e. after 5 January 2025).