



Commission for Communications Regulation
Dispute Resolution

Summary of Proposed Resolution - Case number: [REDACTED]

The Applicant referred a dispute with Imagine Networks Services Ltd. (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). The dispute related to whether a termination fee was payable by the Applicant to the Respondent following his cancellation of broadband service due to his dissatisfaction with broadband service quality.

The Respondent maintained that the Applicant’s broadband service had *“been operating within normal parameters”*, however *“in light of the duration of this matter and in order to bring it to a conclusion”* offered to apply a goodwill credit for the amount owing *“without prejudice, in full and final settlement of the matter”*

The proposed resolution required that the Respondent apply a credit for the amount owing to the Applicant’s account and that no termination fee was payable by the Applicant to the Respondent.