



Commission for Communications Regulation
Dispute Resolution

Summary of Proposed Resolution - Case number:

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The Applicant referred a dispute with Eircom Limited (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). This dispute relates to whether the Respondent is entitled to increase the monthly price of the Applicant’s broadband plan, having regard in particular to the promotion originally purchased by the Applicant which was described as a “For Life Offer”.

It was found that the Respondent cannot impose a charge on the Applicant of more than the original amount referenced in the contract for the broadband bundle supplied under the contract.

The proposed resolution required that the Respondent must set the Applicant’s monthly price back to the original amount referenced in the contract and apply a credit to the Applicant’s account.