



Commission for Communications Regulation
Dispute Resolution

Summary of Proposed Resolution - Case number:



The Applicant referred a dispute with Vodafone Ireland Limited and Eircom Limited (“the first Respondent” and “the second Respondent”) to the Commission for Communications Regulation (“ComReg”). This dispute relates to the Applicant’s contention that following his request to switch providers from the second Respondent to the first Respondent he was double billed as a result of a failure by the first Respondent to request that his fixed service be ported.

It was found that the dispute was properly between the first Respondent and the Applicant.

It was found that the first Respondent failed to request the release of the Applicant’s fixed line service and as a result the Applicant suffered loss. The first Respondent must compensate the Applicant for this loss.