



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Commission for Communications Regulation

Dispute Resolution

Summary of Resolution - Case P [REDACTED]

The Applicant referred a dispute with An Post (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). The dispute relates to the loss of an item sent using the Respondent’s standard post outgoing international service.

It was found that the item sent by the Applicant was lost whilst in the custody of the Respondent. The item was sent using the Respondent’s standard post outgoing international service, which is not an insured service and therefore the Respondent was not required to pay compensation to the Applicant. The Respondent must reimburse Applicant for the cost of postage in accordance with its terms and conditions and the Code of Practice.

The payment by the Respondent to the Applicant of €15 for delay in meeting the response time provided for in the Respondent’s Code of Practice was appropriate.

A measure was specified indicating that the Respondent must reimburse the Applicant for the cost of postage.