



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Commission for Communications Regulation
Dispute Resolution

Summary of Proposed Resolution - Case number:

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The Applicant referred a dispute with Vodafone Ireland Limited (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). This dispute relates to whether the Applicant is entitled to compensation for disruption to phone services experienced by the Applicant between late March to late May 2025.

It was found that the Applicant was entitled to compensation for inconvenience and a refund of payments made.

The proposed resolution required that the Respondent must pay the Applicant a specified amount.