



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 Respondent’s redirection service.

ComReg found that the redirection service was not ceased in accordance with the Applicant’s instruction and that the Respondent should refund the charge paid for the redirection service to the Applicant to compensate for this failure.

The payment by the Respondent to the Applicant for delay in handling the complaint was found to be appropriate.

A measure was specified that the Respondent must compensate the Applicant for the inconvenience suffered.