



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

**Commission for Communications Regulation**  
**Dispute Resolution**

**Summary of Proposed Resolution - Case number:** [REDACTED]

The Applicant referred a dispute with Virgin Media Ireland Limited (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). This dispute relates to difficulties the Applicant had when trying to port her number from the Respondent.

ComReg found that the Applicant’s porting experience when trying to port from the Respondent was most unsatisfactory and that she should be compensated. A measure was specified for the resolution of the dispute.