



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 related to (1) loss of mobile service and subsequent SIM termination, and (2) cancellation of broadband services and billing queries.

ComReg found that the Applicant’s experiences of loss of mobile service and broadband cancellation issues were not good and that the Applicant should be compensated and payments reimbursed. A measure was specified for the resolution of the dispute.