



Commission for Communications Regulation
Dispute Resolution

Summary of Proposed Resolution - Case number: [REDACTED]

The Applicant referred a dispute with Eircom Limited (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). The dispute related to fault repair and the quality of service being provided by the Respondent to the Applicant.

The Respondent delayed in addressing the fault reported. On two occasions the Applicant was informed by the Respondent that a technician would call but no technician called. Complaints took longer than the appropriate time to resolve. It was found that this situation was undesirable and inconvenienced the Applicant and the Respondent was required to pay the Applicant an amount to compensate for the inconvenience suffered.

ComReg in its proposed resolution required the Respondent to pay the Applicant an amount to compensate for the period where she was without working internet, arising from breach of contract by the Respondent.