



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 Eircom Limited ("the Respondent") to the Commission for Communications Regulation ("ComReg"). This dispute related to complaints by the Applicant about the Respondent's complaint handling and porting process.

The Applicant's experience of the Respondent's complaint process was not satisfactory. The Respondent's behaviour in the context of porting the Applicant's number caused the Applicant inconvenience and frustration. ComReg found that Applicant should be compensated. A measure requiring compensation was specified for the resolution of the dispute.