



Commission for Communications Regulation
Dispute Resolution

Summary of Proposed Resolution - Case number: [REDACTED]

The Applicant referred a dispute with Sky Ireland Limited (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). The dispute related to a missed appointment for installation of fibre broadband and communications between the Applicant and the Respondent in relation to that appointment.

The Applicant suffered inconvenience as a result of a missed appointment and inaccurate information provided by the Respondent in relation to the appointment.

ComReg in its proposed resolution required the Respondent to pay the Applicant an amount to compensate for inconvenience suffered and inaccurate information provided by the Respondent in relation to the appointment.