



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

## Information Notice

Dispute Resolution Procedures pursuant to  
Regulation 67 of the European Union  
(Electronic Communications Code)  
Regulations 2022 (S.I. 444 of 2022)

### Information Notice

**Reference:** ComReg 25/89d

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**Commission for Communications Regulation**

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1. Directive (EU) 2018/1972 establishing the European Electronic Communications Code (Recast) (the '**Code**') was published on 11 December 2018. It was transposed by the European Union (Electronic Communications Code) Regulations 2022 (the '**ECC Regulations**').
2. The Commission for Communications Regulation ('**ComReg**') has prepared procedures for dispute resolution by ComReg under Regulation 67 of the ECC Regulations (the '**Dispute Resolution Procedures**').
3. These procedures are intended to replace those published in "*Dispute Resolution Procedures - Framework Regulations*", Decision D03/10 of March 2010.
4. Disputes that may be referred to ComReg under Regulation 67 of the ECC Regulations are those:
  - (a) arising between providers of electronic communications networks or services in the State, in connection with existing obligations under the ECC Regulations,
  - (b) between such undertakings and other undertakings benefiting from obligations of access or interconnection arising under the Directive and under the ECC Regulations, or
  - (c) between providers of electronic communications networks or services and providers of associated facilities in connection with existing obligations under the Directive and under the ECC Regulations.
5. ComReg is required to make a binding determination in resolution of the dispute as soon as possible after deciding that it is appropriate for it to handle such a dispute, under Regulation 67(2) of the ECC Regulations. Save where circumstances arise which ComReg considers to be exceptional, the dispute is required to be resolved within 4 months of it being deemed appropriate for ComReg to handle.
6. ComReg has adopted the Dispute Resolution Procedures, which are published on ComReg's website ([ComReg-2589.pdf](#)). The Dispute Resolution Procedures apply with effect from the date of their publication and shall continue to apply unless and until amended or replaced in accordance with paragraphs 7 and 8 below.
7. ComReg invites written observations from all interested persons up to and including 1 March 2026. Please submit by email to [wholesaledisputes@comreg.ie](mailto:wholesaledisputes@comreg.ie) with the subject line "Dispute Resolution Procedures – Comments." Provide submissions in electronic, unprotected format and, where possible, reference the relevant sections of the Procedures. Set out your reasoning and any rationale. Submissions should focus on the Procedures and their prospective operation and should not include material relating to any individual dispute (past or present). ComReg will publish non-confidential versions of submissions; if confidential information is included, provide a confidential version with clearly marked passages and reasons, and a separate non-confidential

redacted version suitable for publication. ComReg may seek clarifications where necessary. Submissions received after the deadline may be considered at ComReg's sole discretion. For accessibility needs or alternative submission channels (post or hand delivery), contact the above email address or +353 1 804 9600. Hard copies and accessible formats are available on request.

8. Following expiry of the above period, ComReg will consider any observations received and, within approximately two months, will determine whether it is appropriate to make any amendments to the Dispute Resolution Procedures. Where ComReg decides to amend the Dispute Resolution Procedures, it will publish the amended version. Where ComReg decides that no amendment is required, it will publish a short statement to that effect. Any amendments will take effect prospectively and will not affect disputes initiated under the Procedures prior to the effective date of the amendments.