



Commission for Communications Regulation

Dispute Resolution

Summary - Case number: CDR Ref [REDACTED]

This dispute related to issues which an end-user (“the Applicant”) experienced relating to his contract for broadband services with Virgin Media Ireland (“the Respondent”), including dissatisfaction with how the Respondent had dealt with the Applicant’s attempts to change his broadband package, his cancellation of the broadband service and the lack of availability of certain offers to him, billing issues and the claimed failure by the Respondent to follow its Code of Practice, claimed billing issues (overcharging or double charging) and an issue with access to the online account. The Applicant also sought compensation.

It was determined that two of the disputes identified were disputes which had been resolved and did not come within the Commission for Communication Regulations’ Regulation 27(4) of the European Communities (Universal Service and Users’ Rights) Regulations 2011 dispute resolution jurisdiction.

Two disputes were resolved by the Commission for Communication Regulation. Firstly, in relation to the billing issues ComReg determined that the Respondent did not overcharge or double charge as claimed. Secondly, in relation to the complaint that the Applicant was unable to access his online account with the Respondent, ComReg specified that in order to resolve this dispute the Respondent shall as soon as is practical (but no more than 30 days from the date of the final determination) make contact with the Applicant in relation to this matter and proactively assist him to access his bills online. The Respondent must verify that the Applicant can access his bills online and if that has not been done at the time of a bill issuing, the Respondent shall issue that bill to the Applicant in paper format.

No compensation was awarded.

As the final determination found in favour of the Applicant in relation to aspects of the dispute, the determination noted that the Applicant was entitled to be reimbursed the application fee by the Commission for Communications Regulation.