



Commission for Communications Regulation

Dispute Resolution

Summary - Case number: CDR Ref [REDACTED]

[REDACTED] (“the Applicant”) claimed that disputes which he had raised with Sky Ireland Limited (“the Respondent”) in relation to the installation of a broadband and television package by the Respondent remained unresolved. The issues raised related to claims of delay in connection to broadband, damage to the Applicant’s property during installation of services and failure by the Respondent to follow its Customer Complaints Code of Practice.

It was determined that there was a delay in connection to broadband services which caused inconvenience to the Applicant. It was determined that the Applicant took annual leave unnecessarily and as a result of the Respondent’s actions. It was found that there was a failure by the Respondent to follow its Customer Complaints Code of Practice.

A compensation measure was specified.

As the final determination found in favour of the Applicant in relation to aspects of the dispute, the application fee was reimbursed to the Applicant by ComReg.