



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 television, broadband and phone package by the Respondent remained unresolved. The complaints related to billing, installation and customer service.

It was determined that the Applicant had not been supplied with the full package of services he entered into a contract in relation to and that he should not be billed for those services not provided. It was determined that the Applicant took annual leave unnecessarily to facilitate scheduled installation appointments for which the Respondent did not turn up. It was determined that the Applicant had suffered inconvenience.

A measure for the resolution of the dispute, including reimbursement of payments and payments of compensation 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.