



**Commission for Communications Regulation**

**Dispute Resolution**

**Summary - Case number: CDR Ref** [REDACTED]

This dispute was between an end-user, [REDACTED] (“the Applicant”) and Eircom Limited (“the Respondent”) and related to whether the Applicant was entitled to specify that his new fixed connection to the public communications network would be provided by the Respondent, as universal service provider, using copper infrastructure.

In this dispute the Applicant sought that the Respondent install a “basic fixed telephone service” using copper infrastructure (i.e. a copper line). The Respondent refused to install a copper line to the Applicant’s premises and proposed instead to provide a service using a fixed cellular solution. It was determined that, in this case, the Respondent, as universal service provider, is entitled to choose a fixed cellular solution to meet the reasonable request for connection to the public communications network.

The dispute was resolved in favour of the Respondent.