



**Commission for Communications Regulation**

**Dispute Resolution**

**Summary of Proposed Resolution - Case number: CDR Ref [REDACTED]**

[REDACTED] (“the Applicant”) referred a dispute with Lycamobile Ireland Ltd. (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). The dispute related to issues which arose with the Respondent’s Pay-as-you-Go service purchased by the Applicant from the Respondent. The issues related to claims that the Applicant’s mobile phone service had been blocked in error and that the Applicant had paid for services not received.

It was determined that the Applicant’s phone was blocked by the Respondent in error and that the Applicant suffered inconvenience as a result of the Respondent’s behaviour.

The final proposed resolution required that Respondent should reimburse the Applicant for services paid for but which had not been received and specified a compensation measure.

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