



Commission for
Communications Regulation

Information Notice

Towerhouse LLP / Eir Dispute update

Information Notice

Reference: ComReg 16/21

Version: Final

Date: 15/03/2016

1 Case 850

1. Towerhouse LLP (**Towerhouse**) submitted a dispute to the Commission for Communications Regulation (**ComReg**) on 16 November 2015 (the **Dispute Referral**)¹, on behalf of Sky UK Limited, BT Communications Limited, Vodafone Limited and Magnet Networks Limited (the **Referring Parties**). The Dispute Referral was allocated reference “Case 850”.
2. Eircom Limited, henceforth Eir Limited, (the **Respondent**) has been provided with a copy of the scope of the dispute as well as a non-confidential copy of the Dispute.
3. The Dispute relates to the conditions under which the Referring Parties obtain wholesale access from Eir for services in a number of regulated markets. Specifically the Dispute centres on provisions within Eir’s service level agreements (**SLAs**) relating to the repair of faults in local loop unbundling services and single billing wholesale line rental services.

Update on the timelines of the Dispute

4. ComReg is required under Regulation 31(2) to make its determination within four months of notification of the Dispute except in circumstances which it considers exceptional.
5. The Dispute was referred on 16 November 2015 which means that the four month period lapsed today (i.e. 15 March 2016).
6. Having engaged with the parties to the Dispute and received representations, ComReg has formed the view that the circumstances are exceptional and resolution will not be achieved within the 4 month timescale.
7. A further update on this matter will be communicated as soon as possible.

¹ See the published Dispute on ComReg’s website at:
http://www.comreg.ie/_fileupload/publications/ComReg15127a.pdf