

Notification Template

The information set out below will be displayed on the EU ADR/ODR Portal in relation to ComReg as a notified ADR entity

Name of ADR body: The Commission for Communications Regulation (“ComReg”)

Section 1: Contact details:

- **Address:** Dispute Resolution Team, Retail Division, 1 Dockland Central, Guild St., Dublin 1, D01 E4X0
- **Email address:** cdr@comreg.ie
- **Website:** www.comreg.ie
- **Phone:** +353 1 804 9600
- **Fax:** +353 1 804 9655

Section 2: Sectors and Types

A: ADR entity is competent to deal with disputes in the following Sector(s):

Electronic communications services/networks

B: ADR entity is competent for disputes against traders established in: Ireland

C: ADR entity is competent for disputes initiated by:

End-users of electronic communications services/networks providers with a “relevant dispute”¹.

Section 3: Procedures

A: Fee details (if any): €15.00

B: Handle procedures in the following language(s) : English, Irish

Accept submissions in the following language(s) : English, Irish

C: Average length of the procedure (in Days or Months): ComReg endeavours to issue the final proposed resolution within 60 Working Days of the Date of Acceptance in

¹ “provider” and “relevant dispute” as defined in Section 40 of the Communications Regulation Digital Hub Development Agency (Amendment) Act 2023 (“2023 Act”)

accordance with ComReg's published dispute resolution procedures "the procedures"².

D: Conduct of the Procedure: The dispute resolution process is paper based with provision for oral hearings on an exceptional basis where the adjudicator considers it necessary to ensure fairness of procedures and in particular, in order to resolve a genuine conflict of fact arising from the papers that cannot otherwise be resolved.

- **Does the procedure require the physical presence of the parties and/or their representatives?** No

E: Outcome of the procedure:

- **Is the procedure binding?** The procedure is binding on the provider [upon acceptance of the proposed resolution by the end-user].

F: Grounds for refusal by ADR body to deal with complaint:

In order for an application for dispute resolution to be accepted as valid, there are a number of grounds for non-acceptance as detailed in ComReg's published dispute resolution procedures ([see Footnote 2](#)).

² <https://www.comreg.ie/media/2024/12/ComReg24-22aR1.pdf>