

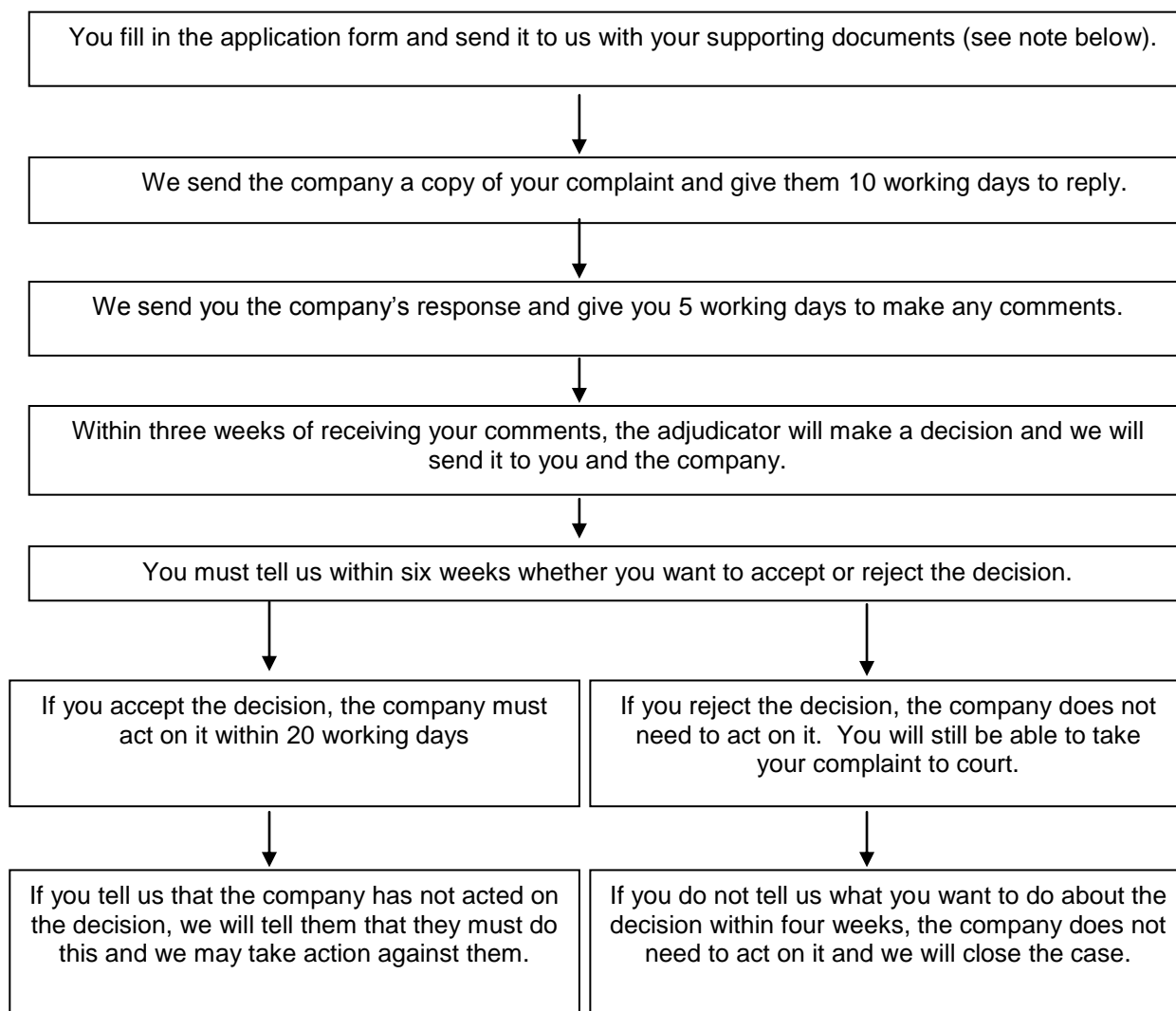
Information for customers
(For applications made on or after 1st November 2013)

Introduction

CISAS is a free and independent ADR service approved by the UK communications regulator, Ofcom. Individuals and small businesses (with 10 or fewer employees) can use CISAS to settle their disputes with communication providers (CPs) registered with CISAS. CISAS is run by us, IDRS Ltd. The only costs you might have to pay are for the phone calls you make to us (at standard rates), photocopying, or postage costs associated with filling in the forms and providing documents. You are not responsible for any of the CP's costs.

For a full list of CPs that are members of the scheme and the Rules that govern the way in which CISAS operates, visit www.cisas.org.uk.

Procedure for a typical CISAS case



Note: It is important that you fill in all parts of the application form as carefully as possible and provide any documents that you think will support your case. The adjudicator's decision will be based on the information that you and the company provide.

Some questions and answers

I have a complaint about a company registered with CISAS. What should I do?

You must give the company a reasonable chance to settle your complaint before you apply to use CISAS. Do this by contacting the company's complaints department.

You can apply to use CISAS if:

- you have not been able to settle your complaint within eight weeks of first complaining to the company; or
- the company has referred you to the scheme.

You must normally **send your application to us within twelve months of first complaining to the company.**

I have a complaint with a CISAS subscriber but they say I cannot use CISAS. Why?

If your complaint is about one of the following matters, CISAS cannot deal with it:

- Faulty phones or any other equipment which belongs to you and is in your home.
- Cables and wiring which belongs to you and is in your home.
- Faulty mobile phones or the other mobile devices which belong to you.
- The content of TV programmes – whether they are broadcast, pay-for-view or on-demand services.
- The content of internet sites, phone calls, emails, text messages or any other type of message.
- Complaints about premium rate services, such as those with a number that starts with 09.
- Products and services bought or rented from a company that is not a member of CISAS.
- Matters already being dealt with by the courts, CISAS or any other recognised procedure.
- Employment and staff issues in companies that are subscribers of the scheme.
- Complaints we feel have no real substance or that are made only to create trouble for a company.
- Business decisions a company has made on whether or not to provide a product or service, and the terms under which they will provide a product or service.

What can CISAS make the company do?

If the adjudicator agrees with your complaint, we can tell the company to do any or all of the following:

- Give you an apology .
- Give you a product or service, or take some practical action that will benefit you.
- Pay you up to £10,000 (including VAT) for any loss you can prove you have suffered. This amount is inclusive of any refunds or credits that you wish the CP to provide you with.

Who makes the decision on my complaint?

The decision will be made by an adjudicator who has received training in dealing with the types of complaint CISAS covers, as well as legal training (particularly relating to consumer matters). There is detailed information on each adjudicator on the CISAS website.

How does the adjudicator decide on how much compensation to award?

The adjudicator will take account of how much you have claimed, all of the circumstances you and the company have described in the evidence you both provided, and the terms and conditions of the service used. The adjudicator will also consider the law and any relevant customer service standards.

When considering whether to award compensation for any stress, anxiety or inconvenience you may have suffered as a result of how your complaint was handled, the adjudicator will take account of the following:

- How much you have claimed in your application.
- What the company says about your claim and how they have behaved towards you.

If the adjudicator decides that your complaint was not handled in line with the company's published standards and that the company behaved unreasonably, the adjudicator may award compensation. You should be aware that the amount of compensation awarded must be in proportion to all the circumstances of the case.

The adjudicator may, at their discretion, award more than what you have claimed in compensation. The adjudicator may award more than you have claimed where you have, for example, requested the incorrect amount (charges have been calculated incorrectly); where they feel that the sum you've claimed is too low given the circumstances of your case; or where you have not requested a refund or compensation, but it is clear from your submissions that a refund or compensation is due.

What if the company and I decide to settle my complaint?

You and the company can settle the dispute between yourselves at any time before the adjudicator makes a decision. If you decide to do this, you and the company negotiate a settlement with each other directly, not through CISAS.

If you do negotiate a settlement, we need the company to let us know in writing, and we will contact you to make sure that the complaint has been settled. If the company does not keep to any agreement you have made with them you can ask us to re-open the case.

What if the company gives me everything I asked for?

The company must tell us that they have done this. If you also tell us that they have done this, we will close the case.

Do I need a solicitor?

You do not need a solicitor but you can have one if you want. However, you cannot claim any charges your solicitor may make for their services.

What happens when I receive the decision?

You will have six weeks to let us know whether you accept it. If you do not tell us within six weeks, the company will not have a duty to take action in line with the decision, but you can still take the matter to court.

If I agree with the decision within six weeks, when will the company take the necessary action?

The company must act on the decision within four weeks of the date you told us you accepted the decision.

What happens if the company does not take the necessary action?

We would like to hear from you should the company not comply with the decision within four weeks of it being accepted. As the adjudicator's decision has been accepted, it is binding on the company. However, please note that CISAS does not have an enforcement or regulatory function. The independent regulator for the UK communication industry is Ofcom.

If you would like more information, visit the 'Frequently Asked Questions' section at www.cisas.org.uk or call us on 0207 520 3814. If you are hard of hearing and have a textphone, call 0207 520 3811.