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**December 2008**

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**Adjudicators good practice recommendations**

01(4)	Bar calls over agreed amount
10(3)	Bar calls over agreed amount
12(B)	Bills
03(3)	Changing access numbers
03(1)	Charging structures
05(6)	CISAS claim form
13(2)	Clear information on actual broadband speeds
02(2)	Clear wording
05(3)	Commencing broadband
01(3)	Communication of chargeable services
03(2)	Complaints procedure
10(1)	Consequences for T not complying with a Decision
06(1)	Customer contact staff
02(1)	Documents to CISAS
05(4)	Goodwill offers
04(3)	Help lines
05(1)	Help lines
03(4)	International dialling number
04(1)	Internal complaints procedure
06(2)	Internet charges
05(2)	Leaving on hold
04(2)	Management learning
01(1)	No enforced payment during adjudication
03(5)	Parent confirmation
13(1)	Reducing high charges following theft of phone
02(4)	Responding to complaints
02(3)	Roaming charges
01(2)	Send contract to CISAS
10(2)	Simple bills
05(5)	Theft
13(3)	Written confirmation of agreements and instructions

**Broadband**

13:12	Advertising broadband speed
13:10	Broadband in non-cable area
08:10	Broadband service
12:06	Broadband service failed
08:02	Broadband service speed
08:09	Broadband speed
09:08	Broadband to new home
05:05	Broadband trial
05:18	Communications provider transfer
05:13	Dispute over £3
05:14	Faulty modem

13:01	Inadequate broadband and defective router
07:06	Insufficient credible evidence
08:14	Loss of business
04:19	Lost emails and business
13:09	Moving broadband providers
08:04	No broadband
09:02	No defence: broadband defective
08:06	No internet connection
08:08	No unfair terms
13:03	Not supplying broadband
13:05	Paid for assistance
08:12	Poor service
07:08	Providing broadband
05:03	Reasonable procedure not followed
04:17	Service cancellation
13:11	Slow broadband speed
02:10	Supplying a defective system
08:05	18 weeks without internet

**Cancelling**

*See also Charges*

02:13	Cancelling an upgrade
06:03	Hard of hearing
05:03	Reasonable procedure not followed
06:02	3½ year old bills
06:05	4 year old bills

**Call barring**

12:03	Barring outgoing calls
04:10	Call barring

**Charges**

*See also Cancelling, Contract, Roaming, Unauthorised calls*

02:27	Arrears payment
02:35	Banking error
10:06	Billing
11:01	Billing and wrong use of direct debit
03:10	Bills paid late
12:04	Cashed cheque for lesser amount not a settlement
05:17	Changed number
03:14	Changed settings
03:11	Charges
11:10	Charges
02:16	Charges by direct debit
02:17	Chat line bills
11:05	Contract termination: price increase is a change

02:06	Correcting a mistake
04:02	Cost of not reporting theft
04:07	Creating problems
09:07	Credit card payments
02:15	Downloading cost
08:13	Fees due
12:02	Forgery allegation CISAS rule 5(c) applied
02:25	Fraud
12:09	Fraud allegation. CISAS rules 2(j), 5(c) applied
02:32	Fraudulent line
05:01	Free calls
05:16	Free calls and text allowances
01:10	Free phone charges
03:18	Illness is no excuse
02:14	Inaccurate records
02:21	Intense usage
13:06	International calling card prefixes and carriers
02:12	Misrepresentation
03:13	Mistaken recollection
09:06	No defence: overcharge
01:01	No overcharging
01:02	Overcharging
02:09	Overcharging
10:08	Overcharging
02:24	Premium rate calls
03:02	Renewal letters
03:07	Renewal letters
05:11	Settling a mistake
04:09	Teenager's contract
04:14	The importance of records
05:04	Two accounts
06:08	Wrong debits
03:19	Wrong service

**CISAS**

10.01	CISAS Rule 1(b): Applications by small companies
04:03	Not told of CISAS
05:20	Reference to CISAS
06:01	Reference to CISAS

**Companies & business**

13:02	Business loss
10.01	CISAS Rule 1(b): Applications by small companies
08:14	Loss of business
10.02	Loss of business
10:07	Lost business revenue
10.04	Overpayments by small company

## Compensation

13:08 Account not terminated  
07:01 Asked for as much as he could  
12:01 Business loss  
13:02 Business loss  
02:08 Compensation: factors taken into account  
12:08 Compensation for lost landline and broadband  
07:13 Damages and refusing reasonable offers  
07:04 Evidence of loss  
07:(1-3) Guidance on damages  
07:09 Inconvenience damages  
10:02 Loss of business  
10:07 Lost business revenue  
07:11 No compensation for a friend  
07:05 No evidence of £7,250 damages  
10:04 Overpayments by small company  
13:05 Paid for assistance  
04:06 Unreasonable claim

## Contract

*See also Charges, Reseller & cashback*

13:08 Account not terminated  
02:11 Agreement to terms  
13:07 Cancelling contract after serious injury  
11:09 Cashback: contract terminated  
11:04 Cashback: inappropriate claims  
11:08 Cashback: only one contract?  
11:07 Cashback: two separate contracts  
04:04 Contract price  
11:05 Contract termination: price increase is a change  
05:12 Contract terms  
02:29 Existing customers  
05:19 Free text for life  
04:16 Genuine mistake  
08:(1) Guidance on unfair contract terms  
02:30 Local calls  
07:02 Lost data  
04:08 Misleading  
02:20 New contract  
04:13 New or renewed contract  
09:03 No defence: tariff  
08:08 No unfair terms  
10:09 No unlimited data  
03:09 Reallocating priority line number  
03:20 Second guessing  
11:03 Separate cashback agreement  
09:04 Service interrupted  
02:31 Tariff changed without notification  
04:09 Teenager's contract  
10:05 Television advert  
05:07 Terminating a contract  
08:07 The communication and internet service provider bound by their promise  
05:02 Three phones  
04:05 Unconnected events  
12:05 Unsatisfactory credit references  
05:08 Website search  
02:28 Wrong advice  
02:26 Wrong information

## Credit rating

13:08 Account not terminated  
02:34 Credit rating  
12:10 Error making customer un-creditworthy  
12:07 Paying to avoid poor credit rating. CISAS rule 5(g) applied

## Customer service

02:02 Customer service  
03:06 Frustrating service

02:19 Not acting promptly  
07:10 Not responding to complaints  
07:03 Offers to cover inconvenience  
08:12 Poor service  
05:10 Poor treatment  
02:04 Reacting to problems  
03:12 Responding to complaints  
03:08 Service: room for improvement  
04:15 Solving problems

## Debt collection

02:23 Adequate recompense  
13:07 Cancelling contract after serious injury  
01:04 Debt collection  
02:07 Debt collectors  
02:32 Fraudulent line  
03:02 Renewal letters

## Defence

09:02 No defence: broadband defective  
09:01 No defence: consequence  
09:06 No defence: overcharge  
09:03 No defence: tariff

## Evidence

11:(2) Guidance on evidence  
11:02 Little evidence  
11 Evidence checklist for Claimant  
11 Evidence checklist for Respondent

## Guidance

11:(1) Guidance on cashback agency  
07:(1-3) Guidance on damages  
11:(3) Guidance on direct debits  
12:(1-2) Guidance on disputes involving criminal matters and revising credit rating  
11:(2) Guidance on evidence  
08:(1) Guidance on unfair contract terms

## Infra red link

01:09 Infra red link

## Migration Authorisation Code

08:01 Migration Authorisation Code (MAC)  
09:05 Marker not removed

## Mobile

02:22 Faulty handsets  
03:16 Insuring branded mobiles  
04:11 Poor reception  
03:04 Remote area  
01:07 Worsening mobile service

## Personal information

02:01 Human rights and data protection  
01:03 No ex-directory  
05:09 Another's personal information  
05:15 Releasing personal data

## Reseller & cashback

09:09 Cashback  
11:09 Cashback: contract terminated  
11:04 Cashback: inappropriate claims  
11:08 Cashback: only one contract?  
11:07 Cashback: two separate contracts  
08:11 Reseller is agent of the communication and internet service provider  
11:03 Separate cashback agreement  
08:03 The communication and internet service provider bound by reseller's promises

## Roaming

03:17 International calls  
06:06 International roaming charges

## SIM card

01:08 Deactivated SIM card  
02:03 Stolen SIM card charges

## Television

11:06 Television service

## Text play

01:06 Text play

## Third party

02:18 Third party debt

## Unauthorised calls

*See also Charges*

06:09 £6,000 fraudulent calls  
06:07 £7,000 fraudulent calls  
03:01 Cancelled mobile  
04:18 Cost of fraudulent calls  
04:02 Cost of not reporting theft  
07:12 Costly fraudulent calls  
02:25 Fraud  
02:32 Fraudulent line  
04:20 Misplacing a borrowed mobile  
03:15 Mobile thrown away  
05:06 Paying for stolen mobile calls  
13: 04 Phone lost on Christmas Day  
06:04 Rogue dialler  
01:12 Rogue diallers  
03:05 Stolen abroad  
03:03 Stolen mobile  
04:01 Stolen mobile  
01:11 Stolen mobile calls  
02:36 Stolen phone calls  
07:07 Terms and conditions  
01:05 Unauthorised international calls  
04:12 Use security features  
02:05 Who to believe  
10:10 Unauthorised access  
10:03 Unauthorised account changes by third party