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**December 2009**

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**Adjudicators good practice recommendations**

01(4) Bar calls over agreed amount	transfer	03:11 Charges
10(3) Bar calls over agreed amount	05:13 Dispute over £3	11:10 Charges
12(B) Bills	05:14 Faulty modem	02:16 Charges by direct debit
03(3) Changing access numbers	13:01 Inadequate broadband and defective router	14:06 Charging for free line rental
03(1) Charging structures	07:06 Insufficient credible evidence	02:17 Chat line bills
14(3) Check lines in new house	08:14 Loss of business	11:05 Contract termination: price increase is a change
05(6) CISAS claim form	04:19 Lost emails and business	02:06 Correcting a mistake
13(2) Clear information on actual broadband speeds	13:09 Moving broadband providers	04:02 Cost of not reporting theft
02(2) Clear wording	08:04 No broadband	04:07 Creating problems
05(3) Commencing broadband	09:02 No defence: broadband defective	09:07 Credit card payments
01(3) Communication of chargeable services	08:06 No internet connection	14:07 Credit limit
03(2) Complaints procedure	08:08 No unfair terms	15:07 Credit limit
10(1) Consequences for T not complying with a Decision	13:03 Not supplying broadband	15:02 Direct debit
06(1) Customer contact staff	13:05 Paid for assistance	02:15 Downloading cost
02(1) Documents to CISAS	08:12 Poor service	08:13 Fees due
14(2) Error opening second account	07:08 Providing broadband	12:02 Forgery allegation CISAS rule 5(c) applied
05(4) Goodwill offers	05:03 Reasonable procedure not followed	02:25 Fraud
04(3) Help lines	04:17 Service cancellation	12:09 Fraud allegation. CISAS rules 2(j), 5(c) applied
05(1) Help lines	14:10 Services not transferred to new home in time	02:32 Fraudulent line
03(4) International dialling number	13:11 Slow broadband speed	05:01 Free calls
04(1) Internal complaints procedure	02:10 Supplying a defective system	05:16 Free calls and text allowances
06(2) Internet charges	08:05 18 weeks without internet	01:10 Free phone charges
05(2) Leaving on hold	<b>Cancelling</b>	03:18 Illness is no excuse
04(2) Management learning	<i>See also Charges</i>	02:14 Inaccurate records
01(1) No enforced payment during adjudication	02:13 Cancelling an upgrade	02:21 Intense usage
03(5) Parent confirmation	06:03 Hard of hearing	13:06 International calling card prefixes and carriers
13(1) Reducing high charges following theft of phone	05:03 Reasonable procedure not followed	02:12 Misrepresentation
02(4) Responding to complaints	06:02 3½ year old bills	03:13 Mistaken recollection
02(3) Roaming charges	06:05 4 year old bills	09:06 No defence: overcharge
01(2) Send contract to CISAS	<b>Call barring</b>	01:01 No overcharging
10(2) Simple bills	12:03 Barring outgoing calls	14:08 Opening a second account by mistake
05(5) Theft	04:10 Call barring	01:02 Overcharging
14(1) Wording a claim	15:06 Mobile barring service	02:09 Overcharging
13(3) Written confirmation of agreements and instructions	<b>Charges</b>	10:08 Overcharging
	<i>See also Cancelling, Contract, Roaming, Unauthorised calls</i>	02:24 Premium rate calls
	02:27 Arrears payment	03:02 Renewal letters
	02:35 Banking error	03:07 Renewal letters
	10:06 Billing	05:11 Settling a mistake
	11.01 Billing and wrong use of direct debit	04:09 Teenager's contract
	03:10 Bills paid late	04:14 The importance of records
	12:04 Cashed cheque for lesser amount not a settlement	05:04 Two accounts
	05:17 Changed number	14:03 Two accounts set up accidentally
	03:14 Changed settings	06:08 Wrong debits
		03:19 Wrong service
		<b>CISAS</b>
		10.01 CISAS Rule 1(b): Applications by small companies
		04:03 Not told of CISAS

**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

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  
14:11 Service suspended for suspected fraud  
04:06 Unreasonable claim  
15:03 Unrealistic demands

### 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  
14:09 Check new house lines free from old services  
04:04 Contract price  
11:05 Contract termination: price increase is a change  
05:12 Contract terms  
15:05 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  
15:01 Mis-selling unsuitable package  
14:02 Moving house  
02:20 New contract  
04:13 New or renewed contract  
09:03 No defence: tariff  
14:01 No phone service after 14 months  
08:08 No unfair terms  
10:09 No unlimited data  
14:05 Old contract continued  
15:08 Porting a number  
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

15:09 No defence  
09:02 No defence: broadband defective  
09:01 No defence: consequence  
09:06 No defence: overcharge  
09:03 No defence: tariff

### Evidence

11 Evidence checklist for Claimant  
11 Evidence checklist for Respondent  
11(2) Guidance on evidence  
14:04 Failing to establish a claim  
11:02 Little evidence  
15:04 Records

### 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