

Application Form

What is this Application for?

This application form is for customers to bring a claim against a communications provider that subscribes to CISAS. The application form will ask you for the details needed to understand what you would like the company to do and decide your dispute.

Applications can only be accepted after you have given the communications provider a period of at least 6 weeks in which to address your complaint, or at any time after the provider communicates to you that they have reached deadlock.

What do I need to do?

- Read the Rules and the Guidance for Customers fact sheet. If you are unsure of how to answer a question please contact CISAS for guidance.
- Fill in the application form giving as much information as you can.
- It may take you some time to go through the application form and get all your facts together but having all the information will help CISAS assess your case fairly.
- You should provide evidence to prove your claim, where possible.

Please let us know if you have any practical needs where we could help – for example with information in another format (e.g. larger print). If you require assistance in completing this form please contact CISAS:

By telephone: 020 7520 3814 **By email:** cisas@cedr.com

Visit the website: cedr-assist.com/consumer/cisas/overview

CISAS opening hours: 9:00am to 5:00pm, Monday to Friday

1. About you

Please provide your full contact details. If your account with the provider is held under a different name (e.g. married name) please provide those details.

Full name:

Organisation:

Street address:

Postcode:

Town:

Tel:

Email address:

If you provide an email address we will send you information by email only

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2. Managing your complaint

You may elect to have a representative act for you (at your own cost). If you choose to do this, provide their full contact details below.

Full name:

Organisation:

Street address:

County:

Email address:

Postcode:

Tel:

To be signed by the applicant named in section 1 if represented.

Print name

Signature

Date:

3. Your Dispute

Please provide some information on the service(s) that your dispute relates to. Details of the options to choose from are listed on the last page.

Which provider does your dispute relate to?

Does your dispute relate to a residential or business account?

What service does your dispute relate to?

Which of the options best describes the nature of your dispute?

4. About your account

Account holder name:

Mobile/landline number(s)

Account number(s)

Have you raised your complaint with the communications provider directly?

Yes

No

Has 6 weeks lapsed since you made your complaint?

Yes

No

On what date did you first complain to the provider?

If you are a business customer, how many employees are in your business?

5. ADR Referral / Deadlock Letter

The communications provider may have sent you a letter or email headed 'written notice', 'final response' or 'deadlock letter'. A deadlock letter is a communication from the provider that tells you that you have reached the end of their complaints procedure and that the dispute cannot be resolved. An ADR referral letter is communication advising that your matter has been ongoing for a period of 6 weeks and a resolution has not yet been reached.

Have you received an ADR referral letter? Yes No

What is the date on the ADR referral letter? (if received)?

What is the reference number on the ADR referral letter?

Did the ADR referral letter mention CISAS? Yes No

6. How did you find out about CISAS?

CISAS Website Provider Ofcom
 Online forum Social media Other (please specify below)

7. Your complaint

Please provide the details of the issues you have experienced and ensure that you:

- Provide as much relevant detail as you can;
- Ensure you provide evidence, written or otherwise, that supports your claim;
- Use additional pages if required.

This is your opportunity to submit a fully detailed written claim and provide supporting evidence. You cannot make additional claims or submit further evidence at a later date.

7.1. The Contract

Please tell us what goods and services, provided or not provided by the provider this dispute relates to (e.g broadband, mobile phone, VoIP):

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7.2. Issues in Dispute

Tell us in more detail what exactly you are in dispute with the provider about.
Please continue on a separate sheet if required.

Evidence

In order to support your claim you may wish to provide additional information. Where possible your supporting information should be submitted in chronological order.

You may wish to provide any of the following :

- A copy of the agreement or contract you had with the provider.
- Invoices and/or receipts for the cost of the product and/or service.
- Letters and/or email communications with the provider
- Price schedules, if relevant.
- Receipts for all expenses you wish to claim for.
- Recordings (Audio), if relevant.
- Screen shots of the provider's website.
- Video evidence/ photographs, if relevant.
- Terms & Conditions of the provider.

As part of the adjudication process, a copy of your application and all your supporting information will be sent to the communications provider concerned in order for them to respond to the claim/s you have made. They will submit their own response and evidence and a copy of that response will be available to you.

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8. What would you like the company to do?

Please provide details of the services, compensation or other actions that you would like the adjudicator to direct the provider to provide or undertake.

8.1. Give you a product or service: Yes No

Please provide details of the product and / or service you are seeking:

8.2. Take some action: Yes No

What action would you like to be taken?

8.3. Give an apology: Yes No

Please provide details of the apology you are seeking:

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8.4. Pay you compensation: Yes No

Please specify the total amount claimed in this section if you are asking the adjudicator to direct the provider to make a monetary payment.

The maximum amount under the scheme is £10,000 and you will need to provide evidence to justify the amount claimed. However, for an amount for distress and inconvenience, please just include the amount you are seeking.

Item	Amount Claimed (£)

Please continue on a separate sheet if required but ensure that the total amount you are claiming is completed in the next box below.

Total Claimed:

9. Reasonable adjustments

If you consider additional support is needed to access our services, please advise us of what additional support you need so that we can consider your request in line with our Reasonable Adjustments Policy.

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10. Customer's declaration

Please read these declarations and tick **all boxes** to confirm you understand them before signing this form.

- I accept that the CISAS Rules will apply to my case. I understand that the CISAS Rules can be found on the CISAS website, or I can request a copy of these rules by contacting CISAS.
- I accept that it is my responsibility to be aware of the Scheme Rules and process. I understand that I can contact CISAS directly for any information about the Scheme Rules and process.
- I confirm that I have tried to resolve the matter through my communications provider's own complaints procedure.
- I confirm that I have not previously referred this dispute to a court.
- I understand that all the information I provide will be visible to the communications provider, CISAS and the adjudicator, including any reasonable adjustment requests.
- I agree that once CISAS issues a decision, it is final and cannot be appealed or reviewed further. I understand that if I am not satisfied with the outcome, I can reject the decision and continue my complaint in another forum.

Your signature:

Print name:

Date:

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Question Guidance

Section 2

What service type does your dispute relate to?

Please select the service type that your complaint mainly relates to. Please do not select the package type you have.

- | | |
|---|---|
| Landline | Landline & pay-monthly mobile |
| Broadband internet | Pay-TV & pay-monthly mobile |
| Pay-Monthly Mobile | Broadband internet & pay-monthly mobile |
| Pay-as-you-Go Mobile | Broadband internet & Pay-TV |
| Landline & broadband internet | Landline, broadband internet & pay-monthly mobile |
| Landline, broadband internet & Pay-TV | Broadband, Pay-TV, pay-monthly mobile |
| Landline, internet, Pay-TV & pay-monthly mobile | Landline, Pay-TV & pay-monthly mobile |
| Landline & Pay-TV | |

Which of these options best describes the nature of the dispute?

Please pick one of the below options that covers the main issue in dispute

- Billing
- Contract issues
- Customer service
- Equipment
- Mis-sell (Misselling a product or service)
- Security
- Service quality (including loss of service)
- Other

Now please submit your application and any supporting evidence to us:

By email:
cisas@cedr.com

By post:
CISAS
100 St Paul's Churchyard
London
EC4M 8BU

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