

# ADR Entity Reporting - Annual Report

## Communications & Internet Services Adjudication Scheme (CISAS)

Reporting period: 1 July 2017 – 30 June 2018

In June 2015 CISAS was approved by Ofcom to provide alternative dispute resolution under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 (“the Regulations”).

As part of Ofcom’s approval, CISAS is required under Schedule 5 of the Regulations to produce an annual activity report containing the following information:

(a) The number of domestic disputes and cross-border disputes the ADR entity has received

In the reporting period, CISAS received a total of 4167 domestic disputes and no cross-border disputes. Of these, 2927 disputes came within the scope of what CISAS can deal with, while 1240 were either out of scope or were discontinued for operational reasons.

(b) The types of complaints to which the domestic disputes and cross-border disputes relate

The following table sets out the types of domestic disputes that were referred to CISAS in the reporting period which came within the scope of what CISAS can deal with. No cross-border disputes were received by CISAS.

Complaint Types	Number of Cases
Billing	575
Contract issues	467
Customer service	317
Equipment	96
Service quality	922
Mis-selling	184
Other	330
Security	36

- (c) A description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity

The status of Openreach remains a key contributor to disputes between consumers and traders. Where Openreach involvement is required in order to install or repair equipment, providers have no control over delays or problems in carrying out such works, and customers' dissatisfaction with this drives complaints.

Cases have arisen where customers have contacted traders in order to terminate a contract, but because they dispute some or all of their purported obligations under the contract, traders have not always terminated the contract. This has been a driver of complaints.

- (d) Any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices

The status of Openreach in relation to other communication providers is a driver of complaints, and CISAS therefore hopes for the swift conclusion of Ofcom's review of Openreach.

Even where a consumer has disputed the applicability of one or more obligations under their contract, traders should terminate the consumer's contract if they have made a request for such. Any dispute can then be resolved after the contract has been brought to an end.

- (e) The number of disputes which the ADR entity has refused to deal with, and percentage share of the grounds set out in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes

CISAS refused to deal with a total of 215 disputes in the reporting period. The following table sets out the percentage share of the grounds on which CISAS declined to consider these disputes:

Reason for Refusal	Percentage Share
Prior to submitting the complaint to the body, the consumer has not attempted to contact the trader concerned in order to discuss the consumer's complaint and sought, as a first step, to resolve the matter directly with the trader	87.9%
The dispute is frivolous or vexatious	Nil

The dispute is being, or has been previously, considered by another ADR entity or by a court	8.4%
The value of the claim falls below or above the monetary thresholds set by the body	3.2%
The consumer has not submitted the complaint to the body within the time period specified by the body, provided that such time period is not less than 12 months from the date upon which the trader has given notice to the consumer that the trader is unable to resolve the complaint with the consumer	0.5%
Dealing with such a type of dispute would seriously impair the effective operation of the body	Nil

(f) The percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation

During the reporting period, CISAS discontinued a total of 1025 cases for operational reasons. This represents nearly 25% of the total amount of disputes received by CISAS.

The following table sets out the percentage share of the reasons for which CISAS discontinued cases for operational reasons:

Reason for Discontinuance	Percentage Share
The subject matter of the dispute did not fall within the scope of what CISAS can consider under its Scheme Rules	3.9%
The consumer submitted an incomplete application to CISAS which could not be taken forward owing to the lack of information	73.5%
The trader that the consumer is complaining about was not registered with CISAS as its ADR entity	0.3%
The consumer was not a 'customer' of the trader under the definition set out in the CISAS Scheme Rules	2%
The consumer voluntarily withdrew their dispute from CISAS while it was in progress	20.3%

(g) The average time taken to resolve domestic disputes and cross-border disputes

Domestic disputes took an average of 32 calendar days to resolve.

No cross-border disputes were received by CISAS.

(h) The rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures

CISAS does not record data on the rate of compliance with outcomes.

CISAS has a process in place whereby a trader that fails to comply with an adjudicator's decision that has been accepted by the consumer has their membership of CISAS suspended. If non-compliance persists, the trader's membership of CISAS is terminated.

(i) The co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes

CISAS has not dealt with any cross-border disputes in the reporting period, and it does not co-operate with any network of ADR entities which facilitate the resolution of such disputes.