



ADR Entity Reporting – Biennial Report

Communications & Internet Services Adjudication Scheme (CISAS)

Reporting period: 1 July 2023 – 30 June 2025

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 6 of the Regulations to communicate the following information every two years:

(a) The number of disputes received by the ADR entity and the types of complaints to which the disputes related

In the reporting period, CISAS received a total of 13,049 disputes. Of these, 10,539 disputes came within the scope of what CISAS can deal with, while 2510 were either out of scope or were discontinued for operational reasons.

The following table sets out the types of disputes that were referred to CISAS in the reporting period which came within the scope of what CISAS can deal with.

| Complaint Types | Number of Cases |
|------------------|-----------------|
| Billing | 2723 |
| Service quality | 2169 |
| Contract issues | 2063 |
| Customer service | 1679 |
| Mis-selling | 1066 |
| Equipment | 780 |
| Security | 59 |

(b) The percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached

During the reporting period, CISAS discontinued a total of 1923 cases for operational reasons. This represents 14.7% of the total amount of disputes received by CISAS.

| 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 | 31% |
| The consumer submitted an incomplete application to CISAS which could not be taken forward owing to the lack of information | 38% |
| The trader that the consumer is complaining about was not registered with CISAS as its ADR entity | 6% |
| The consumer was not a 'customer' of the trader under the definition set out in the CISAS Scheme Rules | 9% |
| The consumer voluntarily withdrew their dispute from CISAS while it was in progress | 16% |

(c) The average time taken to resolve the disputes which the ADR entity has received

Disputes took an average of 26 calendar days to resolve.

(d) 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.

(e) Any recommendations the ADR entity may have as to how any systematic or significant problems that occur frequently and lead to disputes between consumers and traders could be avoided or resolved in future

Providing real and meaningful outreach to vulnerable consumers at all levels of the customer contact and complaint journeys is key to ensuring consumers feel heard and valued, which avoids disputes. Providing specialised services for vulnerable customers (including those who are temporarily vulnerable), such as the availability of social tariffs or more lenient billing arrangements, can help

those customers who are in acute need of support, avoiding the escalation of problems into disputes.

The provision of clear information at an early stage about the parameters and limitations of telecommunications services, as well as entitlement to automatic compensation, will ensure that consumer expectations are set correctly, which in turn reduces the likelihood of disappointment and complaints that lead to ADR disputes.

- (f) Where the ADR entity is a member of any network of ADR entities which facilitates the resolution of cross-border disputes, an assessment of the effectiveness of its co-operation in that network

Since 2019, CEDR has been a founding member of the Telecoms-Net group of European ADR entities, which has been highly effective in facilitating the sharing of best practice in dispute resolution in the telecommunications sector. The latest meeting was in June 2025 in Barcelona.

- (g) Where the ADR entity provides training to its ADR officials, details of the training it provides

CISAS supports the continuing training and development of its ADR officials. In this reporting period, training has been provided to ADR officials on best practice on decision-making techniques and automatic compensation.

- (h) An assessment of the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance

CISAS remains a highly effective alternative dispute resolution procedure, resolving disputes between communications providers and consumers, offering a swift and high-quality form of dispute resolution at low cost. Cases are dealt with quickly and all decisions are complied with. Improvements can be made through enhanced consumer awareness and even more streamlined processing times. Regular reviews, stakeholder feedback, and maintenance of high-quality decision-making will further enhance the performance of CISAS.