



Thomas Forth <thomas.forth@gmail.com>

Orange Price Rise

CISAS <CISAS@idrs.ltd.uk>

21 December 2011 09:22

To: Thomas Forth <thomas.forth@gmail.com>

Dear Mr Forth,

Apologies for the delay. Further to our conversation yesterday and email below please be advised that we are receiving a substantial volume of complaints in regard to the recent 4.34% price increase from Orange Personal Communications (*t/a everything everywhere*). Unfortunately however, the nature of this complaint would actually constitute as a Business Decision undertaken by the Organisation itself.

Disputes of this nature do not fit within the CISAS scope. We note that the redress sought from most Claimants in this case, would be a rescinding of their contract with the Company, subject to the terms contained within. Issues involving Contractual Terms are not within our jurisdiction as Rule 2 (j) of the CISAS Rules states that, '*a dispute must not involve a complicated issue of law*'.

Please accept our sincere apologies that we cannot deal with your claim on this occasion. It is suggested however, that you seek independent legal advice on the matter.

Kind regards

Poppy Baldwin

CISAS