



Thomas Forth <thomas.forth@gmail.com>

FW: Orange Executive Office.

Executive, Office <executive.office@orange.co.uk>**27 December 2011 17:02**

To: "thomas.forth@gmail.com" <thomas.forth@gmail.com>

Case Reference: 1913976
Account Number: 00000000Please respond to executive.office@orange.co.uk

Dear Mr Forth,

Thank you for your emails dated 22 & 23 December 2011, which are in response to my previous correspondence. I confirm the following.

As I have stated to you previously, we understand that a price rise is never good news and unfortunately, we've had to re-evaluate our prices. There will be a 4.34% increase in our monthly plan prices from January 2012 and this increase is lower than the Retail Price Index measure of inflation, which currently stands at 5.4%. However, our out of plan charges, such as calls, texts and data will not be changing.

We have reviewed the basis for your complaint, namely the price increase and I confirm that as the rise is less than the published RPI figure and therefore is within the limits provided for within the service agreement terms and condition. In these circumstances the rise does not allow customers to end their contract early.

Also, The CISAS alternative dispute resolution service is not able to consider complaints or claims of this nature which relate to the fairness of the price increase.

The Orange Executive Office is the final point of escalation within the company and I am unable to assist or provide you with any more detailed information in relation to your issue. Whilst I appreciate the above may not be to your satisfaction, I trust our final position in this matter is clear.

[Quoted text hidden]