



PhonepayPlus information sheet 3

Otelo and CISAS

This sheet explains what Otelo and CISAS are, and how they can help you deal with problems or complaints about communications services.

Otelo or CISAS can help if you're not happy with the way your phone company has dealt with a complaint. You must complain directly to the company first, but if after eight weeks you are not satisfied, you should ask whether the company uses Otelo or CISAS (they have to use one or the other).

If it's Otelo, you should contact them by phone or using their online enquiry form, and they will let you know whether your complaint is one they can deal with.

0330 440 1614 or 01925 430 049 or www.otelo.org.uk

- If they can help, they'll send you a form to sign and send back to Otelo with other paperwork, and then they'll ask the company for details of your case.
- How long it takes to investigate will depend on how complicated your case is. During the investigation, you will only hear from Otelo if they need more information.

- After no more than eight weeks, Otelo will write to you and the company with a suggested solution. If you both agree, the company must do whatever has been decided.
- If you think Otelo has got the facts wrong, or if you have new evidence, you can write to them and they will ask an ombudsman to make a final decision. If you do not accept this decision, Otelo can do nothing further.

If it's CISAS, you should fill in their online application form or download it to complete and post. You will also have to send in any letters about your complaint.

020 7520 3814 or www.cisas.org.uk

- CISAS will send your complaint to the phone company, which will have two weeks to reply.
- They will send you a copy of the company's response, and you will have a week to make any comments.
- CISAS will then appoint an adjudicator, who will make a decision within six weeks.
- You will have a further six weeks to decide whether or not to accept the decision. If you do not accept, CISAS can do nothing further.