

## Your response

Question	Your response
<p><b>Question 1: Do you agree that we should amend the guide in the ways suggested? If not, are there any alternative options you think we should consider? Please provide evidence supporting your views, including any research you have conducted or have access to</b></p>	<p>Confidential? – Y / N</p>
<p><b>Question 2: Do you agree that we should amend the guide in the ways suggested? If not, are there any alternative options you think we should consider? Please provide evidence supporting your views, including any research you have conducted or have access to.</b></p>	<p>Confidential? – Y / N</p>
<p><b>Question 3: Do you agree that there should be more consistency in the way in which providers seek to effect payment from customers in debt? If so, how do you believe this could be achieved most effectively? Please provide evidence supporting your views, including any research you have conducted or have access to</b></p>	<p>Confidential? – Y / N</p>
<p><b>Question 4: Do you agree that we should amend the guide regarding the provision of information about measures to support customers? If not, are there any alternative options you think we should consider? Please provide evidence supporting your views, including any research you have conducted or have access to.</b></p>	<p>In relation to para 4.60 of the document, I suggest amending the Guide to refer to providing the customer with Best Tariff information, such as is required annually by General Condition C1 (in subsections 16 to 21). If providers do not comply with this guidance, then consideration should be given to amending the General Condition to require Best Tariff information to be given when customers are experiencing payment difficulties. Better practice still would be for providers to make this information easily available to all customers as a preventive measure, to help them avoid getting into payment difficulties in the first place.</p>

Please complete this form in full and return to [debt.review@ofcom.org.uk](mailto:debt.review@ofcom.org.uk).