

Your response

Question	Your response
Question 1: Do you agree with the proposed revisions to our guide? Please provide your views with supporting evidence.	<p><i>Is this response confidential? –N (delete as appropriate)</i></p> <p>We support Ofcom’s proposal to amend the existing Treating Vulnerable Customers Fairly guide to strengthen measures to protect financially vulnerable customers. Ofcom’s decision to amend the guidance, rather than the General Conditions, seems proportionate and brings Ofcom’s guidance in line with existing best practice guidance from other industries and money advice organisations. The proposed amendments make clear Ofcom’s expectations for telecommunications providers’ interactions with their financially vulnerable consumers.</p>