

Apologies for the late comment but while looking at another issue we noticed a potential conflict between guidance and the 15th code.

The guidance says that the consumer should be contacted in cases of possible excessive use..

However, the Privacy standard in the code appears to prohibit unsolicited contact:

3.6.2

Unless otherwise permitted by law, consumers must not be contacted without their consent. Whenever a consumer is contacted, and on each such occasion, the consumer must be given an opportunity to withdraw their consent to being contacted. If consent is withdrawn, the consumer must not be contacted thereafter. Where contact with consumers is made as a result of information collected from a PRS, the merchant provider of that service must be able to provide to the PSA, on request, evidence which establishes each consumer's consent to being contacted.

Could the guidance set out that 3.6.2 does not apply in these circumstances and any others where the consumer has to be contacted in connection with applying the code provisions please?

Regards

TELECOM2

