

Frequency and mode of support in standard care and proactive support groups

Standard care	Mode of communication			
Timing of support (before quit date)	Standard quitline support			
	Mail	Email	SMS	Telephone Maximum number of calls = 4
1 to 6 weeks	x			
1 week				x
3 days		x	x	
2 days	x			
Stop date		x	x	x
Timing of support (after quit date)				
2 days after				x
1 week		x	x	
3 weeks		x	x	x
1 month	x	x	x	
3 months	x			
6 months		x	x	
Proactive support	Mode of communication			
Timing of support (before quit date)	Standard quitline support			Additional proactive support
	Mail	Email	SMS	Telephone Maximum number of calls = 7
Immediately after enrolment	x			
2 weeks before (if Quit Date > 3 weeks in the future)				x
3 days		x	x	
2 days	x			x
Stop Date		x	x	x
Timing of support (after quit date)				
3 days after				x
7 days		x	x	x
14 days		x	x	x
21 days				x
1 month	x	x	x	
3 months	x			
6 months		x	x	