



# One Touch Switch

## Frequently asked questions

Wondering how One Touch Switch for landlines and broadband will affect your business?

**Read on for answers.**



## Why is Ofcom making these changes?

**Ofcom's research** has shown that many users (41%) are put off switching due to the hassle of contacting more than one supplier. A similar number (43%) think it will take too long. One Touch Switch (OTS) is designed to change that – offering customers a clear and consistent experience led by the gaining provider, regardless of which network providers are involved (Alt-Net or Openreach).

OTS will replace the existing Advice of Transfer (AoT) and Notice of Transfer (NoT) processes (which only applied to intra-Openreach switches) to make switching between all providers easy and seamless.

## Is this change mandatory?

Yes – if selling to consumers, it's mandatory for you to follow the OTS process and use The One Touch Switching Company (TOTSCo) switching hub, either directly or through a Managed Access Provider (MAP) to communicate with other Channel Partners (CPs). For more information, read the **hub user guide** on TOTSCo's website.

It is not currently mandatory to use the hub when selling to businesses, however, the process does have to be led by the gaining provider. An industry steering group is working with TOTSCo and the MAPs to agree a solution for CPs selling to business end-users. A go-live date for implementation is yet to be confirmed. BT Wholesale will let you know as soon as it is.

## How long will switching take under OTS?

The new switching process is designed to be much quicker than the 10 day lead time that exists today. With OTS, switching could happen as quickly as 48 hours (or even 24 hours, subject to whether number porting is involved, and how quickly the new router can be delivered).

This means you may need to change your processes so customers are aware of the implications of moving supplier, in real time. For example:

- Being quicker when giving notice of termination fees with their existing service or other associated services that may be lost.
- Responding promptly to “customer match” requests from gaining providers.
- Placing switching orders via the hub when you're the gaining provider.

## What if I use more than one wholesaler?

Currently, even if you use more than one broadband wholesaler, you can only have one registration in the TOTSCo hub. For example, if you have some of your base on our Broadband One platform and some with another wholesaler, you need to think about your options.

You could deliver the OTS process and manage your customers' data yourself, or source a MAP to do it for you.

## Why isn't BT Wholesale integrating to the TOTSCo Hub for us?

BT Wholesale does not have the contractual relationship with your end customer, therefore we do not know the implications of them switching service from you. Also, your end customer will state your company name to the provider they wish to switch to.

That means we can't integrate to the hub for you. If you have any questions or need advice, it is best to **speak to TOTSCo** or a MAP directly. Your BT Wholesale account manager can also point you in the right direction for resources.

## What happens if I sell to consumers and don't onboard with TOTSCo or a MAP?

You'll be non-compliant with **Ofcom's General Conditions** and risk a fine.

## I sell to both consumer and business end users, what do I need to do?

Onboard with TOTSCo or a MAP ASAP so you are compliant for consumer OTS by 12 September. For onboarding and charges, please speak directly with TOTSCo.

It is still to be agreed when business providers will be able to use the TOTSCo Hub but discussions are underway between industry steering group and TOTSCo. We will aim to inform you as this progresses.

# Learn more

If you have any questions, please speak to your account manager, or visit the [TOTSCo website](#).

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