



One Touch Switch

Frequently asked questions

Wondering how One Touch Switch for landlines and broadband will affect your business? Read on for answers.



General

Why do I need to register with TOTSCo?

To comply with the new regulations, providers will need to connect with the TOTSCo Hub. [Register](#), and you'll get the most up-to-date information about how to do this, as well as other technical and commercial information about the TOTSCo Hub.

Is this change mandatory?

If you're selling to consumers, it's mandatory to follow the One Touch Switch (OTS) process and use the TOTSCo switching hub. Although it's not mandatory to use the hub when selling to businesses, the process does have to be led by the gaining provider, so it's likely a similar process will be needed.

What is this replacing?

OTS will replace the existing Advice of Transfer (AoT) and Notification of Transfer (NoT) processes for voice services and fixed broadband supported on the Openreach network.

How long does it take to switch?

As the new switching process is potentially much quicker than the 10-day lead time that exists today, you may need to change your processes, so your customers are aware of all the implications of moving supply, in real time. For example, you may need to be quicker when giving notice of termination fees with their existing service or other associated services that may be lost. You'll also need to respond promptly to "customer match" requests from gaining providers, and to place switching orders via the hub when you're the gaining provider.

Will there be a cost to using the TOTSCo Hub?

Yes. TOTSCo is a not-for-profit organisation that will cover its costs through making charges to the providers who use the TOTSCo Hub. The structure and amount of these charges has not yet been determined. By registering as a potential user, you'll receive updates on pricing as and when they're available.

Broadband One

What if I use more than one wholesaler?

It's currently proposed that providers will only be allowed one registration in the switching hub. This would mean that even if you use more than one broadband wholesaler, you'd only have one registration in the hub. So, for example, if you have some of your base on our Broadband One platform and some with another wholesaler, you'd need to think about your options.

You could deliver the OTS process and manage your customers' data yourself or source a third party to do it for you. Alternatively, our managed Broadband One solution is designed to reduce the complexity of running multiple broadband estates and ease the heavy lifting for you. By offering flexible and scalable broadband options, including SoGEA and FTTP, Broadband One will offer you choice and the ability to adopt OTS procedures for all your Broadband One connections.

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

Offices Worldwide

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February 2023

