

TOTSCo Bulletin No 1

DATE: 06 March 2023

SUBJECT: Updated Service Level Agreement for the Dispatch of Switching Information (OTS Industry Process Appendix 1)

Following the SI SLA Consultation of January 2023, the TOTSCo Board has decided to update Appendix 1 of the Industry Process.

TOTSCo recognises that some CPs will need to procure technical solutions to help achieve this SLA, and is working with industry solutions-providers to enable their availability in time for OTS go-live.

The amended wording, which will be incorporated in future versions of the OTS Industry Process, is:

<<start of text>>

Dispatch of impacts of switching by email/SMS*	Within 60 seconds of receipt of a match request from the gaining provider in 99% of cases. Within 1 hour of the receipt of a matching request in 100% of cases. Time is measured from successful delivery of the switch match request.
Dispatch of impacts of switching by letter	<p>When the match request is received before 13:00 on a work day, 99% by the end of that work day and 100% by 12:00 the following work day.</p> <p>When the match request is received after 13:00 on a work day or received on a non-work day, 99% by 12:00 the following work day, 100% by the end of the following work day.</p> <p>CPs remain responsible for meeting their obligations under the Equality Act, including making reasonable adjustments by providing letters in other formats such as Braille or Audio. In these circumstances, a short delay in sending letters in these other formats will not automatically constitute a breach of this SLA.</p> <p>1st Class Royal Mail service to be used.</p>

*SMS refers to the sending of impacts of switching by SMS or sending a link via SMS to a separate document containing the impacts of switching. It does not refer to the use of SMS to inform the customer that the impacts of switching have been sent via a different medium e.g. post.

<<end of text>>

The results of the consultation have been posted separately on the Consultations section of TOTSCo's website.

End of Document