

**TOTSCo Bulletin No 10**

**DATE: 17 April 2023**

**SUBJECT: Managed Access to the TOTSCo Hub**

TOTSCo was established by the telecoms industry in 2022 to deliver and operate the dedicated message-exchanging platform for One Touch Switch (“OTS”), that allows Communications Providers (“CPs”) to exchange with each other the information required to help them deliver quick, easy and reliable switching to residential customers.

TOTSCo recognises that some CPs will access the message-exchange platform via dedicated APIs, while other CPs will procure technical solutions that will enable access via portals or cloud-based applications. We refer to these technical solutions as Managed Access.

TOTSCo committed earlier this year to evaluate potential options for delivering Managed Access, either via third-party solution providers or through a solution developed and operated by TOTSCo. We commenced this evaluation at the beginning of March, resulting in productive discussions with around ten potential third-party solution providers to date.

Encouraged by the development activity already taking place, TOTSCo’s working assumption is that Managed Access solutions for OTS will be successfully delivered by third-party solution providers allowing for a competitive market for Managed Access.

In this regard, TOTSCo will now commence work on an engagement and onboarding programme with third-party solution providers wanting to develop and offer Managed Access solutions that support both gainer provider and losing provider functionality in accordance with the service levels for Match Requests and Switching Implications. Further detail of this engagement programme will be communicated at the soonest opportunity.

It is TOTSCo’s intention that the OTS functionality of the TOTSCo Hub will be made available to CPs connecting via third-party solutions at the same time as CPs connecting to the Hub directly.

**TOTSCo**

**April 2023**

*The One Touch Switching Company Limited (TOTSCo) is a not-for-profit private company limited by guarantee, founded by the UK telecommunications industry to deliver switching processes for fixed voice and broadband services. Registered number 14115273. Registered office Gresham House, 5- 7 St Pauls Street, Leeds LS1 2JG.*