

## TOTSCo Bulletin No 7

**DATE: 14 April 2023**

### **SUBJECT: Release of One Touch Switch Industry Process v4.2**

TOTSCo is pleased to announce the release of v4.2 of the One Touch Switch Industry Process, which can be found by following the link [OTS Industry Process v4.2](#)

Section 1.3 of the document gives details of the material changes from the previous version which include:

- The inclusion of the Switching Implications Service Level Agreement following a consultation performed by TOTSCo in January 2023 with results published in March 2023.
- Updates to Openreach Specific Processes throughout the document, but particularly in Appendix 10.
- Other changes are included as part of the Change Log at section 1.4.

In addition, v4.2 of the Industry Process removes most of the text that was previously redacted in the published version of v4.1. This includes the text in:

- Section 17 'Support for Small Retailers' has been removed as it is felt there are, or will be, sufficient options which will be made available for smaller retailers to utilise.
- Section 18 'Ticketing System' and the majority of Section 10 'Manual resolution of switch match failure – back office' as we feel that the existing process does not necessitate a separate ticketing system or back-channel requirement. Our aim is to produce a best-practice guide for CPs to follow in the event that CPs need to communicate to resolve an issue with matching. This is expected to be a low frequency occurrence and will not be a mechanism to bypass proper validation of the customer.

A Service Level Agreement for the Acceptance and Rejection of Switch Order messages has been included in the document in Appendix 1. This SLA is a variant of the wording included in v4.0 of the Industry Process and states:

<Begin Quote>

95% within one hour, 99% within 2 hours. Time is measured from successful delivery of the switch order, switch order update or switch order cancellation. This also covers any rejection of the request.

<End Quote>

We are inviting comments and feedback on this particular wording. Please respond by e-mail to [enquiries@totsco.org.uk](mailto:enquiries@totsco.org.uk), by close of play on Friday 28<sup>th</sup> April quoting "SLA" in the message subject line.

Please state clearly in your response if you wish it to be treated in confidence.

TOTSCo  
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