TOTSCO

Getting ready for One Touch Switch detailed checklist

Please note - This is indicative. It is up to each CP to assess what is required to deliver compliance to OTS within their organisation.

Gaining Provider Activities

In all sales channels, my organisation can provide accurate information to a potential customer about the switching process and what it entails

In all sales channels, my organisation can capture potential customers details in the correct format and structure including name, address, name of losing provider and relevant TOTSCo ID (when available), services to be switched or ceased, phone number, account number

In all sales channels, my organisation has made appropriate adjustments in processes for vulnerable or other customer groups as required

In all sales channels, my organisation can evidence that the customer has shown express interest in switching prior to the generation of a match request

In all sales channels, my organisation can provide all relevant information required to generate a match request on behalf of the customer

My organisation can notify the customer that they have or will be sent switching information from their Losing Provider, how these have been sent and highlighting the importance that they review that information

We have documented remediation processes and resources for match failures/ exceptions management

Process in all sales channels provides evidence that express consent has been provided by the customer to the switch

Ability to complete the switch order process within target SLAs and to keep the customer informed throughout that process

Customer contracts and commercial obligations reflect the new process and obligations within OTS

Ordering and provisioning processes as relates to gaining a customer are aligned to new Industry process and SLA obligations

Assurance that our upstream and downstream supply chain have adapted their processes and SLAs to enable delivery of my organisations obligations in relation to gaining a new customer

Losing Provider Activities

My organisation can provide accurate information to existing customers about the switching process and what it entails

Have made appropriate adjustments in processes for vulnerable or other customer groups as required

Are able to validate the customers details against records held using the rules as per the latest OTS Industry Process flow when requested by the Gaining Provider and have made necessary improvements to any customer records to be able to do this consistently

Can generate the switching information required under OTS obligations and in accordance with Industry process; for example, the 60 second SLA response

Can provide the customer with their switching information via the quickest communication method or their preference where specified as required under the OTS Industry process using

Can generate a switch order request and send confirmation of a successful match to the Gaining Provider

Can confirm acceptance of a switch order

Ordering and provisioning processes as relates to losing a customer are aligned to new Industry process and SLA obligations

Assurance that our upstream and downstream supply chain have adapted their processes and SLAs to enable delivery of my organisations obligations in relation to losing a Customer

Gaining & Losing Provider Activities

Assure that continuity of service for the customer is provided as per Ofcom regulations
Adhere to Ofcom regulations in relation to VOIP and number porting
Can execute a compensation framework in accordance with obligations
Have specified and prepared reporting to evidence compliance to the new OTS obligations and SLAs
Allocated resources and budgets for programme management, testing and throughout implementation
Will train any internal or external colleagues as required to achieve successful implementation of the new process
Have put in place policies and procedures to identify slamming, fraud and abuse as both gaining and losing provider across all sales channels

Testing Readiness

Have the necessary resource for testing available in your organisation
Have prepared an end-to-end testing approach that considers all affected channels, customer groups, data, processes and systems
Have prepared your integration and data test cases and test plan
Planned test matching and switching process (excluding TOTSCo hub) using dummy data and buddy to buddy/ supply chain testing
Prepared to test API with TOTSCo
Prepared to test ability to send all losing provider messages in TOTSCo hub
Do you understand what is required for integration and testing of the TOTSCo hub?
Prepared to test ability to send all gaining provider messages in TOTSCo hub

If you have any questions, please contact us on **enquiries@totsco.org.uk**.