

TOTSCo Bulletin No 22

DATE: 11 August 2023

SUBJECT: One Touch Switch go-live on 14 March 2024

For industry to achieve a successful OTS implementation, it is essential for all parties to focus their planning on a common date. After considering views from a variety of industry stakeholders, including Ofcom, **the planned go-live date is Thursday 14 March 2024.**

We believe that this date strikes the **right balance between the necessity to achieve a speedy and orderly OTS launch**, and the effort and prioritisation across industry needed to deliver it.

We will be **focusing our efforts on working with industry**, through the Industry Test Working Groups, to develop and execute co-ordinated test schedules that deliver a fully tested process in advance of this date.

To support this, we are **pleased to announce that the TOTSCo hub will be available in a test environment from 4 September** for users to start integration testing. From 20 October, a production environment will be added for industry trials using live data. These dates are a significant improvement on previous announcements.

**TOTSCo
August**

Supporting Question and Answers

1. Why is TOTSCo announcing a date?

TOTSCo has been asked by industry to play an OTS readiness co-ordination role. Focusing all parties on a common go-live date is vital for effective industry co-ordination, leading to a better outcome for the programme.

2. How did you arrive at the date of 14 March?

We believe that the date strikes an achievable balance between Communications Providers (CPs) who feel that the date should be earlier, and those who will need to re-plan to achieve this date.

The revised General Conditions which mandate OTS, took effect in April 2023, and it is in industry's interests to achieve an orderly and functional OTS go-live as soon as possible.

3. Will there be regulatory enforcement of this date?

Enforcement issues are a matter for Ofcom. TOTSCo has no visibility of these matters.

We meet with Ofcom regularly to update them on progress towards OTS, while fully respecting the confidential nature of our CP interactions.

4. What about the TOTSCo delivery risks?

TOTSCo has recently announced improved dates for hub availability. We are confident of delivering the hub to plan. We will keep industry fully informed of the progress of other deliverables such as documentation, User Agreement schedules, and best-practise guides.

The TOTSCo hub is however only one part of OTS, and most preparations for OTS can be made independently of hub availability.

5. Will Managed Access Providers be ready?

We are encouraged by our discussions with managed access providers about their state of readiness, but you should talk to your chosen provider to understand their plans.