

**TOTSCo Bulletin No 35**  
**Date: 31 October 2023**  
**Subject: Release of Best Practice Guides**

**Introduction**

TOTSCo is pleased to announce the release of:

- **OTS Open Orders Best Practice Guide v1.0**
- **OTS Additional Guidance on Exception Scenarios Best Practice Guide v0.4**

[Documents can be found on our website.](#)

Both documents have been created and reviewed by the OTS Industry Process Group (IPG).

**The OTS Additional Guidance on Exception Scenarios Best Practice Guide** was previously known as the OTS Unhappy Paths/Edge Cases Best Practice Guide. We have renamed it because most of the unhappy paths and edge cases identified by the IPG have been addressed in separate documents.

The Additional Guidance on Exception Scenarios now serves as a guide specifically designed to cover the remaining scenarios that did not naturally fit into the other best practice guides.

**Action for you**

Please provide any feedback on **The OTS Additional Guidance on Exception Scenarios Best Practice Guide**, specifically in relation to any scenarios that you think should be covered that have not yet been addressed, to [enquiries@totsco.org.uk](mailto:enquiries@totsco.org.uk) by 10 November 2023.

**Advisory Documents Summary**

The table below provides an overview of all our advisory documents and their status. These documents have been created by industry to provide non-mandatory guidance on best practice.

Subject Area	Document Title	Current Version	Status
<b>Advisory Documents</b>			
<b>Best Practice Guides</b>	OTS Matching Best Practice Guide <i>- minor correction to reflect Openreach's intent address formatting. No impact to the guidance in the document</i>	1.0a	Baselined
	OTS Match Request and Response Scenarios Matrix	1.0	Baselined
	OTS Open Order Best Practice Guide	1.0	Baselined
	OTS Additional Guidance on Exception Scenarios Best Practice Guide v0.4 <b>- feedback by 10/11/23</b>	0.4	Draft
	OTS Message Examples <b>- feedback by 03/11/23</b>	0.2	Draft
	OTS Number porting	pending	pending

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