



One Touch Switch Additional Guidance on Exception Scenarios

A best practice guide

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1 Introduction

This document is one of a series of best practice guides related to One Touch Switching. This document focuses on providing additional guidance for the unhappy paths and exception scenarios of the One Touch Switch process not explicitly referred to in the One Touch Switch Industry Process document. It was written, and has been reviewed by, the Industry Process Group which is co-chaired by TOTSCo and OTA2.

The intended audience of this document is personnel responsible for the technical implementation of One Touch Switching in retail communications providers and TPIs, including business analysts, solution architects, and implementation and testing teams.

It is assumed that readers are familiar with both the OTS Industry Process and the OTS Message Specification which can be found at <https://totsco.org.uk/process-technical-documents/>. If you are not familiar with the content of those documents, you will likely struggle to comprehend this best practice guide.

1.1 Change log

Version Date Changed by	Reason for change
V0.1 First draft 27/07/2023	First draft for discussion and review by the OTS Industry Process Group.
V0.2 draft 05/09/2023	Second draft for discussion and review by the OTS Industry Process Group.
V0.3	Third draft for discussion and review prior to publishing Working Draft.
V0.4 draft 25/10/2023	Fourth draft for publication for feedback
<u>V1.0 Approved</u> <u>13/11/2023</u>	<u>Minor wording update at 3.1 around raising a ticket to TOTSCo Business Operations</u>

1.2 Contributing authors

Author	Organisation
Industry Process Work Group	Various

1.3 Abbreviations and definitions

Abbreviation / term	Meaning / definition
TOTSCo	The One Touch Switching Company www.totsco.org.uk
TOTSCo Hub	This is the formal name used by TOTSCo to refer to the hub which will provide services to CPs in support of OTS and GPLB processes, and possibly for other industry processes in the future. TOTSCo have chosen Tech Mahindra to implement and operate the TOTSCo Hub.
CP	Communications provider This is a term defined by Ofcom in their General Conditions of Entitlement as a “means a person who provides an Electronic Communications Network or an Electronic Communications Service”.

Abbreviation / term	Meaning / definition
RCP	Retail CP. This term was first defined in the OTS Industry Process (and re-used in the GPLB documentation) to define those CPs who provide services at the retail level to end-users, both consumer and business.
MAP	Managed Access Provider This is a term within the UK telecoms industry to refer to parties who provide integrations services to CPs, but are not themselves CPs.
OTA2	The Office of Telecommunications Adjudicator. The OTA2 was established as a follow-on to the original OTA Scheme, and is independent of Ofcom and of industry.

2 Reminder of the steps for a switch under the OTS process

The OTS Industry Process defines three steps for switching:

1. Matching, including dispatch of implications of switching by the LRCP.
2. Switch order initiation, using an SOR (switch order reference) returned from an earlier match.
3. Switch trigger, sent by the GRCP when they are ready for the LRCP to cease existing services.

Additionally, a switch order may be updated (to change the proposed migration date) or cancelled.

It is possible that at any point during the OTS process, an unhappy path or exception scenario may be encountered. This document aims to identify as many of these scenarios as possible in the chronological order of the OTS process. This document contains scenarios that did not have a natural position in the other published OTS Best Practice Guides. Please consult those Best Practice Guides for guidance on the specific areas they cover.

3 Matching stage

This section of the document covers scenarios that occur during the matching stage of the OTS process. This is measured from the time the GRCP attempts to send a match request to the LRCP on behalf of a prospective customer to the time that a response to that match request is received back by the GRCP. If a customer approaches their existing provider and asks to cease their services, the agents for the LRCP should ensure that the customer's intentions are taken into consideration and should check if they are actually looking to switch their services to a new provider rather than to just cancel their existing services.

3.1 A customer has asked an RCP to send a match request to their existing provider. However, their existing provider does not appear in the Hub directory

If the existing provider is not in the Hub directory, you will not be able to send messages to them or receive messages from them via the Hub. In this event, it would first be preferable to confirm the existing provider name with the customer in case they could have changed name and the customer is used to using their previous name. It should also be confirmed with the customer whether their existing service is definitely a residential service. Once these checks have taken place, if the existing RCP is not in the Hub directory, a switch cannot be initiated. It is recommended that the losing RCP not present in the directory is reported to the TOTSCo Business Operations team. [This can be done by raising a ticket to the Business Operations team, details of which will be contained in the TOTSCo Hub User Guide.](#) If a gaining RCP finds that they have had multiple requests from customers of a losing RCP that is not in the Hub directory, they may consider also reporting the non-registered losing RCP to the regulator.

3.2 When sending a match confirmation, which service identifier types should be used

CPs should check with their access network providers which service identifier types they accommodate. For Openreach, this is available within Appendix 10 of the Industry Process. However, other providers may need to be contacted directly in order to obtain the necessary information.

4 Between switch order confirmation and switch order trigger request

This section of the document covers scenarios that occur after a switch order confirmation has been received by the GRCP, but before the switch has been completed or cancelled.

4.1 The expected migration date has changed since the GRCP sent the switch order request, but it is either before the date that was originally documented or it is within 31 days after the date that was originally documented

In the Switch Order Request message the GRCP will indicate the proposed migration date. In the event that this expected date changes after the Switch Order Request is sent, it is best practice to send a Switch Order Update Request to inform the LRCP of the new expected date. This applies both to postponing the date in the event of a delay, but also to preponing the date if the supply chain does not take as long as initially expected. It is at the discretion of the LRCP to update the customer regarding any date changes communicated to them by the GRCP.

4.2 The expected migration date has changed since the GRCP most recently communicated it and it is now more than 31 days after the date that was most recently documented

In the Switch Order Request message the GRCP will indicate the proposed migration date. In the event that this expected date changes after the Switch Order Request is sent, it is best practice to send a Switch Order Update Request to inform the LRCP of the new expected date. Please note that the quoted date is valid for 31 days from the date most recently communicated, so if the actual migration date is scheduled to be beyond that time, the GRCP would need to send a Switch Order Update Request to amend this. If a Switch Order Trigger Request is sent after more than 31 days have passed since the most recently communicated proposed migration date, the LRCP may send a Switch Order Trigger Failure in response. While it is theoretically possible for a gaining provider to continually push out an expected migration date by sending multiple switch order update requests, it is anticipated that residential switches will take no more than 90 days to complete from the time the match request is sent to the time the switch order trigger confirmation is sent. It is at the discretion of the LRCP to update the customer regarding any date changes communicated to them by the GRCP.

4.3 A customer has contacted the LRCP to inform them that they would like to cancel the switch

The LRCP should inform the customer that they need to contact the GRCP and ask them to send a switch order cancellation request to the LRCP.

4.4 A customer has contacted the LRCP to inform them that they have not requested or consented to a switch with the GRCP. They have received the switching implications and the sorry to see you go communication which informed them of the switch request

The LRCP should inform the customer that they need to contact the GRCP and ask them to send a switch order cancellation request to the LRCP. The customer will be aware of the identity of the GRCP from the switching implication and the sorry to see you go communication that they have received.

4.5 A match confirmation contained multiple SORs and a switch order has been placed against one of them. The customer changes their mind and wishes to use one of the other SORs

The GRCP should send a cancellation request to the LRCP for the existing switch order. In the event an existing order is cancelled and the customer wishes to use a different SOR from the same match confirmation message as the cancelled order was from, this should be permissible as long as the SOR is being acted upon within 31 days of creation. However, the GRCP could also submit a new match request to generate a new SOR for the customer to select.

4.6 The customer has requested a switch order to be cancelled and then changes their mind and would like to reuse the SOR

In this event, the LRCP could choose to accept the switch order request as long as the SOR is still within its 31 days validity period. However, the LRCP can reject the switch order request using code 1205 and it would be best practice for the GRCP to send a new match request to generate a new SOR in order to proceed.

5 General

This section of the document covers scenarios that can occur at any point throughout the OTS process.

5.1 Interaction with RIPA/IPA (Regulation of Investigatory Powers Act 2000 / Investigatory Powers Act 2016)

Switches should proceed as normal. The relevant monitoring team within the LRCP should comply with their applicable obligations (including reporting to any relevant authority).

5.2 An RCP has received one more duplicate of the same message from their counterpart RCP

It is best practice to only send one instance of each message. However, in the event that an RCP receives duplicate messages, they should follow the below criteria based on the message type in question. The actions for request type messages are based on the assumption that the first message received was actionable and generated a confirmation response. If the first message generated a failure response, then all subsequent duplicates should generate the same failure response:

Duplicate Messages	Suggested Action
Residential Switch Match Request	Recipient actions match request as though it was a new request and provides either the same SOR as they did for the original request or the next SOR they would generate sequentially. No new switching implications are sent to the customer unless there has been a substantial change in the time between the match requests were received
Residential Switch Match Confirmation	Recipient ignores duplicate messages
Residential Switch Match Failure	Recipient ignores duplicate messages
Residential Switch Order Request	Recipient may choose to return a switch order confirmation for each switch order request, or they may send a switch order failure on the basis that it has already been placed using response code 1213
Residential Switch Order Confirmation	Recipient ignores duplicate messages
Residential Switch Order Failure	Recipient ignores duplicate messages
Residential Switch Order Update Request	Recipient actions the request, sending a switch order update confirmation as long as there is no other reason to reject the update - e.g. the date is in the past
Residential Switch Order Update Confirmation	Recipient ignores duplicate messages
Residential Switch Order Update Failure	Recipient ignores duplicate messages
Residential Switch Order Trigger Request	Recipient may choose to return a switch order trigger confirmation for each switch order trigger request, or they may send a switch order trigger failure on the basis that it has already been actioned using response code 1404
Residential Switch Order Trigger Confirmation	Recipient ignores duplicate messages
Residential Switch Order Trigger Failure	Recipient ignores duplicate messages
Residential Switch Order Cancellation Request	Recipient may choose to return a switch order cancellation confirmation for each switch order cancellation request, or they may reject send a switch order cancellation failure on the basis that it has already been actioned using response code 1505
Residential Switch Order Cancellation Confirmation	Recipient ignores duplicate messages
Residential Switch Order Cancellation Failure	Recipient ignores duplicate messages

5.3 The Gaining Provider does not receive a response to its request messages

Appendix 1 of the Industry Process states the SLAs for response times to request messages. However, it is feasible that on occasion, no response will be received from the losing provider. If the gaining provider receives no response from the losing provider to their switch order request (or any subsequent updates), they can still continue with their switch journey. At the point of sending the switch order trigger request, the gaining provider should consider informing the customer that the losing provider has not responded to their messages and, therefore, may still continue to bill the customer.

End of document