TOTSCo

TOTSCo Bulletin No 42
Date: 22 December 2023
Subject: Industry Trials Proposal – Request for Feedback

TOTSCo is pleased to publish the **Industry Trials proposal** for your feedback by 19 January 2024.

Industry Trials are complementary to, and build on, Integration Testing. Integration Testing will enable users to assess whether they can successfully operate the One Touch Switch (OTS) process, by using test data to run a comprehensive set of test cases with a set of other users.

Industry Trials build on Integration Testing by using real customer data and real switches, to enable users to gain further assurance that the OTS process will work (minimising potential consumer dissatisfaction) at OTS go-live. Lessons from Industry Trials will be shared across industry.

We propose that Industry Trials will be part of a phased ramp-up to OTS go-live, with a number (increasing as Industry Trials successfully progress) of live customer switches made using OTS before the OTS go-live date.

Industry Trials need to be conducted in a controlled manner, so we will restrict the number of participants. As a very large share of switching will involve a losing journey for the largest CPs, our view is that industry will gain most from the largest CPs participating in these trials. We also plan to include other users from across industry, representative of the different industry constituencies.

While the final selection of users for Industry Trials has not yet been made, we propose to use a set of entry criteria including:
- Completion of integration tests
- Signing of the User Agreement
- Customer base size and a representation across types of users / product mix in order to make the trial meaningful (i.e. the largest CPs and a representative mix of other users across a range of products)
- Readiness to start on an agreed date

To ensure that trials are rigorous and robust **the conditions of taking part** for Industry Trials participants will include:
- Ability and commitment to deliver 100% of losing journeys
- Commitment to comply with the Industry Trials processes
- Commitment to fully participate in and complete the trials
- Willingness to fully share with industry and Ofcom test progress (i.e. full transparency and sharing, including of problems)

We will publish results of the Industry Trials on our website on a weekly basis.

The start date and length of the Industry Trials will be published at a later date.

Please let us know if you want to use the TOTSCo Hub to make live switches before the OTS go-live date – even (or perhaps especially) if you are not selected as a participant in Industry Trials. We would like to understand the demand for this, and we will assess the technical feasibility of facilitating such an approach.

Please provide us with any feedback on all the above by sending an email to enquiries@totsco.org.uk, quoting "Industry Trials" in the header **by 19 January 2024.** We would like to hear your views on any aspect of the proposal, including but not limited to:

- Purpose of Industry Trials
- Entry and exit criteria
- Selection of participants
- Value to industry
- Demand, if technically feasible, to use the hub for live switches between defined CPs before OTS go-live

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Q - Once Industry Trials begin will I still be able to continue with simulator and integration testing?
A – Yes you will. All test environments will be available for testing. If you haven't started your testing, we would strongly advise to get started as soon as possible.

Q - Why are industry trials not open to everyone to participate?
A – In order for us to test and measure the success of all possible scenarios this needs to be highly controlled. We also require users to commit time and resource documenting success and be happy to share that information industry-wide.

Q - What is the route to OTS go-live if I don't participate in Industry Trials?
As above, please let us know if you want to use the TOTSCo Hub to make live switches before the OTS go-live date – even (or perhaps especially) if you are not selected as a participant in Industry Trials. We would like to understand the demand for this, and we will assess the technical feasibility of facilitating such an approach.