

TOTSCo Bulletin No 46

Date: 23 February 2024

Subject: TOTSCo's response to industry feedback on the industry trials proposal

In December 2023, we issued [bulletin 42](#), a proposal for industry trials, and requested feedback by 19 January 2024.

We received responses from 17 companies:

- 4 from large Communication Providers (CPs) (> 2m residential customers)
- 7 from medium CPs (> 100,000 residential customers)
- 3 from small CPs
- 3 Managed Access Providers

Two of the 17 responses were received in confidence.

11 of the 14 responses were received from companies who are engaged in integration testing.

A summary of the major points from the responses:

There was broad support for a trials process, even if some respondents thought that the original go-live date of March 14 should be retained.

There was concern that the trials programme timing and shape should take sufficient account of the needs of smaller CPs and not be dictated by the largest CPs.

There was a desire for more detail around the entry and exit criteria for different stages of trials.

There was a strong appetite to participate in trials.

There was some appetite for live running in parallel to trials.

TOTSCo's response to the request for feedback

We have carefully considered all the feedback received in this exercise, and have decided the following:

- We will proceed with trials with a phased ramp-up to One Touch Switch (OTS) go-live. We believe that this is the best way to ensure an OTS go-live that delivers a quality experience for residential customers.
- We recognise that it is important that the needs of all hub users are catered for and that while there may be some practical constraints to participation in trials, we will seek to allow the widest possible participation in trials when we announce the final details (see next point).
- We expect to be announcing very soon a new planned go-live date for OTS. This announcement will contain further details of the proposed content and timing of different phases of trials, entry and exit criteria, as well as eligibility, and we will invite further feedback from industry at that time.

- Implementing a solution for live switching parallel to trials would be complex and costly. Furthermore, the consultation response suggests that there would only be limited use of any such solution, and it would therefore see only a relatively small volume of switching. The costs in time, money and potential distraction outweigh the benefits and we have decided not to pursue this possibility.

Thank you to all companies that responded to the consultation. We look forward to working with you all to deliver the test programme, including trials, and to a successful One Touch Switch go-live.

TOTSCo
February 2024

