TOTSCo Path to One Touch Switch Go-Live

Published 12 March 2024

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Introduction

This document outlines the path to OTS go-live for all Communications Providers ("CPs"). There are different paths depending on participation in trials, and this document contains detail on both.

While we anticipate that there will be a relatively small number of participants in trials, they are conducted on behalf of the whole industry, and all CPs will benefit from the trial progress and results that will be shared regularly.

For those not participating in trials, this document outlines the plan for connection to the hub before OTS go-live.

Where required, we will fill in extra detail throughout the process, and communicate appropriately.

We are committed to meeting the revised plan go-live date of 12 September 2024. However, given the nature of the programme all timings in this document are subject to satisfactory progress, and may be varied in the light of trial results and other factors.

Purpose of Industry Trials

Industry Trials are complementary to, and build on, Integration Testing. Integration Testing enables 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.

Trials are conducted on behalf of the entire industry. If you are unable to participate, we will do everything we can to ensure that you won't be disadvantaged. We will share trial results and the status of trials on a weekly basis. For non-participants, a streamlined path to go-live will be provided to ensure readiness for OTS.

Industry Trials have three phases. The initial phases, with a low degree of customer sensitivity, aim to identify any significant issues with the process and technology. The later stage involves a ramp-up in volume of switches in preparation for OTS go-live.

The industry trials approach was formulated through discussions with industry over the past year, incorporating insights from various industry test groups. It also takes account of feedback received from Bulletin 42, (a proposal for industry trials).

Entry criteria to participate Industry Trials

If you are a trial participant, you have a choice of the stage at which you decide to enter trials.

The entry criteria to take part in any stage of trials are:

- Completion of simulator and integration testing, providing self-certification of completion.
- Signed User Agreement.
- Successful connection with your chosen security protocol as proven in integration testing.
- Agreement to respect the trials rules.

Three stage Industry Trials approach

The three stages of the industry trials are:

1. Technical Trials

Purpose: Validating the live production environment and the end-to-end OTS process.
Type of switch: non-primary lines only. No residential customer should be at risk of an adverse impact.
Entry criteria:

- Successfully passed all trials entry criteria (see above).
- Approval to proceed from the TOTSCo Trials Team.

Trial stage duration: March and April.
Volume of switches: *up to 30 per Communication Provider (CP).*

2. Staff Trials

Purpose: Trial a limited number of primary lines to prove the end-to-end OTS process utilising varied scenarios in a controlled manner to minimise potential consumer harm. This stage will commence following successful completion of technical trials. Staff trials will be pre-planned with TOTSCo with agreed test scenarios.
Type of switch: primary lines on pre-selected volunteer employees or friends and family.
Entry criteria:

- Successfully passed all trials entry criteria (see page 3).
- Identify volunteers who are prepared to switch between trial participating organisations.
- Approval to proceed from the TOTSCo Trials Team.

Trial stage duration: May and June.
Volume of switches: *between 30-50 gaining provider switches per CP and 30-50 losing provider switches per CP.*

3. Industry Ramp-up

Purpose: Gradually increasing volume of switches and scenarios to continue to validate the process and technology.
Type of switch: primary lines with no pre-selection.
Entry criteria:

- Successfully passed all trials entry criteria (see page 3).
- Commitment to participate with the understanding that the ramp-up stage is a permanent stage until the One Touch Switch go-live.
- Honouring of 100% of losing journeys to other participants in the trial.
- Adjusting trial volumes to align with the planned gaining provider journeys.
- Approval to proceed from the TOTSCo Trials Team.

Trial stage duration: July and August.
Volume of switches: a significant number of trials messages.

Rules of Industry Trials

Trial participants play a crucial role in validating the OTS process on behalf of the entire industry and are required to:

- Use live residential switches only.
- Use the industry trial scenarios created by the Trials Team in-line with trial volumes.
- Comply with the OTS Industry Process.
- Agree that your organisation's name will be published in the list of trial participants to provide transparency to industry and confidence in the process.
- During the technical and staff stages, use pre-planned switches only.
- Provide a dedicated named contact with the right skills and responsiveness to handle trials for the whole duration.
- Not use 'cancel other' for trial switches.
- Work with the trials team in collaboration for the benefit of the whole industry.
- Share your trial results and findings to all of industry; these will be shared in an anonymised form.
- Provide weekly reporting of your trial status, progress, and defect status.
- Attend daily trial defect triage meetings where required by the trial team.
- Identify and resolve defects within your systems and report out to the trial team as required.

As the trials proceed, we may supplement or modify these rules.

Sharing results of Industry Trials

We will be asking participants to share their trials status, progress and defect status on a weekly basis. We will provide you with an easy-to-use template. We will be sharing trials results on our website on a weekly basis.

How to apply to take part in Industry Trials

If you have read through the trials plan and feel you are positioned to take part in industry trials, please contact us at enquiries@totsco.org.uk.

Path to go-live for CPs not participating in Industry Trials

For those of you who will not be participating in industry trials, your steps to achieve OTS go-live are:

- Complete simulator and integration testing. Full details can be found on our website and in our hub user guide. If you are using or thinking of using a Managed Access Provider (MAP), testing will be conducted with your MAP.
- Follow the progress of industry trials to incorporate any lessons learned into your processes.
- Production implementation testing - approximately 6 weeks before OTS go-live, we will be inviting all non-participants to take part in production implementation testing to validate your connection.

We will be adding more detail as we progress and we will communicate appropriately.

Help and Support

Our website is full of support materials available to help you through your journey with us from onboarding, signing your user agreement to testing your systems and processes.

Our hub user guide is a valuable resource, offering detailed information that complements and adds more detail to the content available on our website.

Contact us, if you would like help getting started on your OTS journey or you have any questions as you progress, please do not hesitate to contact our service desk.

Frequently asked questions

Q - How will I know who is participating in industry trials?
A - We will publish the list of trials participants on our website.

Q - Do I need to participate in industry trials? Will I be disadvantaged if I do not take part?
A - We do not anticipate many organisations will take part in trials as it calls for a significant commitment of time and resource. Therefore, to ensure you are not disadvantaged we will be sharing results and status on a weekly basis with the whole industry. All non-participants should use the integration environment to test your systems and processes and we will provide you with an opportunity to join the live environment in good time for OTS go-live.

Q - Who are the Trials Team?
A - The Trials Team comprises members of the TOTSCo Team collaborating with approved trial participants. Disputes over the decisions of the trials team may be referred to the TOTSCo board.

Q – I am working with a Managed Access Provider (MAP) can I take part alongside my MAP?
A – Yes. Please let us know the details of your Managed Access Provider.

Q – Will MAPs be taking part in industry trials?
A – We will be communicating with the MAPs we are working alongside to understand how they can play a part in industry trials.