

TOTSCo Bulletin No.60

Date: 29 May 2024

Subject: Proposed User Agreement and MAP Agreement changes

We are proposing to make changes to the User Agreement and MAP Agreement.

The changes reflect areas where we feel that clarification was needed, or where our understanding of technical and operational details has evolved during the eight months of integration testing.

The linked documents below show redlines of our proposed changes to the User Agreement and MAP Agreement.

Proposed User Agreement changes	Proposed MAP Agreement changes
UA main body v1.2	MAP A main body v1.2
UA Schedule D v1.2	MAP A Schedule D v1.2
UA Schedule F v1.2	MAP A Schedule H v1.2
UA Schedule H v1.2	

TOTSCo invites CPs and MAPs to review the proposed contract changes and provide us with comments and/or any material objections.

The TOTSCo board has approved the proposed contract changes in principle and, subject to feedback from this consultation, the formal notification of these changes to CPs and MAPs.

Request for feedback

Please supply any comments on the proposed contract changes, **by Wednesday 12 June**, to enquiries@totSCO.org.uk, quoting “contract changes” in the subject line. All responses are non-confidential and will be published when TOTSCo publishes a response to this request for feedback.

After considering your responses, we will formally notify you of revised contract terms which will become effective 30 days later.

TOTSCo
May 2024



FAQs

Q: How can TOTSCo change the terms of a contract I have signed?

Both the User Agreement (clause 8a) and the MAP Agreement (clause 7a) set out an agreed process for contract change before OTS go-live. That process requires any changes to be approved by TOTSCo’s board and notified to the CP and/or MAP.

Whilst the contract do not *require* a consultation process, TOTSCo’s board has decided to undertake a short consultation to allow CPs and MAPs to raise any ‘red-flag’ issues.

Q: Why is the consultation so short?

The current trials anticipate real customer switches during the ramp, starting in July 2024. When the contracts were written it was not anticipated that there would be any real customer switches before OTS go-live. It is important for consumers that the contracts require CPs using the production hub for live switches in the ramp before OTS go-live follow the OTS process, which is why the consultation is so short.

Please note that the process for contract changes after OTS go-live requires a more extensive consultation process.

Q: What are the key changes, and why are you making them?

The material proposed changes to the contracts are:

What is proposed change?	Why?	Reference in the UA*
CPs required to follow OTS process before go-live: reflects ‘ramp’ in trials	To protect consumers in the ramp	“Production” definition and clause 6(c)
RCPID Directory and ACPID List information provision and download	To clarify responsibilities of CPs and TOTSCo	clause 4(c) and(b)
Confidentiality (switching metadata, s135 responses, information sharing with independent directors)	To be more explicit about how TOTSCo classifies and shares confidential information	“confidential information” definition, clause 11(a), 16(c)
Message throughput <ul style="list-style-type: none"> max aggregate throughput ceiling of 250 messages per second to support latency <1 second (Sch D) 	To ensure that latency can be guaranteed	Schedules D and F

<ul style="list-style-type: none"> • each CP limited to ‘fair use’ 50 messages per sec (Sch F) • Rate throttling may be imposed to manage hub performance (Sch F) 		
No inbound voice call centre	Reflecting CP feedback and to reduce cost	Schedule D
Payment only by bank transfer	Reflecting how we can accept payment	Schedule H

**‘mirror’ changes made to MAP Agreement.*

In addition to the changes highlighted above, there are a series of smaller non-material and/or ‘tidying-up’ changes.

Q: What do I need to do if I have already signed the UA?

Review the proposed changes and let us know if you have any significant concerns or objections.

You do not need to resign your agreement with us – changes will automatically take effect 30 days after we formally notify the changes to you.

