

Residential communications providers in scope of OTS rules

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One Touch Switch implementation

I am writing to re-emphasise that all residential communications providers in scope of the One Touch Switch (OTS) rules set out in General Conditions C7.18 – C7.27 must be working with the utmost urgency to complete preparations for OTS go live on 12 September 2024.

OTS implementation has been repeatedly delayed to this point which is preventing consumers from realising the benefits of easier, quicker and more reliable switching.

TOTSCo has made it clear in its [bulletins](#) to industry and its [path to go-live document](#) the steps that individual Communications Providers “CPs” must take to implement OTS. CPs connecting directly to the hub must request their connection testing to the live hub environment (‘Production Implementation Testing’ or “PIT”) by 18 July 2024 (8 weeks before go live on 12 September 2024).¹ CPs that do not book testing with TOTSCo before this point may not be able to complete necessary testing before go live.

These testing steps are essential to ensure OTS launches smoothly on 12 September 2024. CPs who have not already completed integration testing and booked PIT testing must act now to give enough time to complete all relevant activity in time for 12 September 2024. These are steps that each individual CP must take. We remind you that CPs are individually responsible for complying with Ofcom’s General Conditions.

As you may be aware, we opened an enforcement programme on 3 April 2023 to closely monitor the progress of providers, and this programme remains open. We will not hesitate to take further action if we feel it is necessary to further scrutinise any other provider(s) that are not currently part of this programme. This includes launching investigations into individual CPs and the consideration of financial penalties.

Yours sincerely,



Cristina Luna-Esteban

¹ All CPs whether joining directly or via Managed Access Providers (“MAPs”) should complete integration testing as soon as possible.