



TOTSCO

The One Touch Switching Company Ltd

OTS Industry Process - Change Control Process



Background

- The One Touch Switch Industry Process (“OTS IP”) resulted from a lengthy industry-wide consultation and design process, convened by the Office of the Telecommunications Adjudicator (“OTA2”).
- The One Touch Switching Company Ltd (“TOTSCo”) became the custodian of the OTS IP in September 2022 and published Version 4.1 to the whole of industry in October 2022. TOTSCo manages the Change Control Process for the OTS IP.
- Change requests may be raised with TOTSCo by any Communications Provider that is affected by OTS, or by any relevant Industry Body.
- Decision required under the Change Control Process are made by TOTSCo’s Board of Directors. The constituency nature of TOTSCo’s Board means that Directors are drawn from all relevant sections of the telecommunications industry.
- The table shows how the Change Control Process operates.

Change Control Process

	1. Raise a Change Proposal	2. Triage the Change Proposal	3. Detailed Consideration	4. Consultation (optional stage)	5. Final Decision
Responsible	CPs affected by OTS Relevant industry bodies TOTSCo	TOTSCo	TOTSCo	TOTSCo	TOTSCo
Consulted	N/A	As required, e.g: - CPs - Industry bodies - OTA - Ofcom	As required, e.g: - CPs - Industry bodies - OTA - Ofcom	- CPs - Trade Associations - OTA - Ofcom	- OTA - Ofcom
Decision / next steps	N/A	Move to stage 3, or reject	Move to stage 4 or 5	Move to stage 5	Accept or reject change
Decision maker	N/A	TOTSCo Board	TOTSCo Board	N/A	TOTSCo Board
Communication	Change proposals are logged by TOTSCo.	Update TOTSCo register (public, on website). Communicate decision to change proposer	Update TOTSCo register	TOTSCo website is focus of consultation, supported by direct comms to CPs and Trade Associations.	TOTSCo website Direct communication to website subscribers Update TOTSCo register

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Submitting a change request

Request for change form

Please complete this form and send to enquiries@totsco.org.uk

OTS CR Number: <TOTSCo to fill this section>	
Date: <Please insert the date>	
Title of change request: <Please insert a short title for the request>	
Contact Name, job title and email(s): <Please insert your name, job title and email address>	Organisation: <Please insert the name of your organisation>
Detailed description of change: <Please provide a detailed description of your proposed change. This can be to the Industry Process, the Developers Guide or any other documentation>	
Business case for the change: <Please provide a business case for your proposed change indicating why this is a requirement. Please include any business impacts relating to the effects on quality, customer experience, internal costs, TOTSCo costs to be balanced against the size and complication of the change itself>	

- [Here you will find the change request form](#)
- Send your completed form to enquiries@totsco.org.uk
- If you have any questions please [contact us](#).