

TOTSCo Path to One Touch Switch Go-Live v2

Version 2

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Change log

Version Date	Reason for change
07/06/24	We have added: <ul style="list-style-type: none">- The steps on the path OTS to go-live including adding information on onboarding, simulator testing, integration testing and production implementation testing.- The enhanced integration test exit criteria.- Timescales to join or complete activities.- More information on production implementation testing (PIT).

1. 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.

Industry trials are conducted on behalf of the whole industry and all CPs will benefit from the trial progress and results that will be shared regularly. While we anticipate that there will be a relatively small number of participants at the start of trials, we would like to see as many CPs joining the ramp so we can see an increasing amount of live OTS switches going through the hub.

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

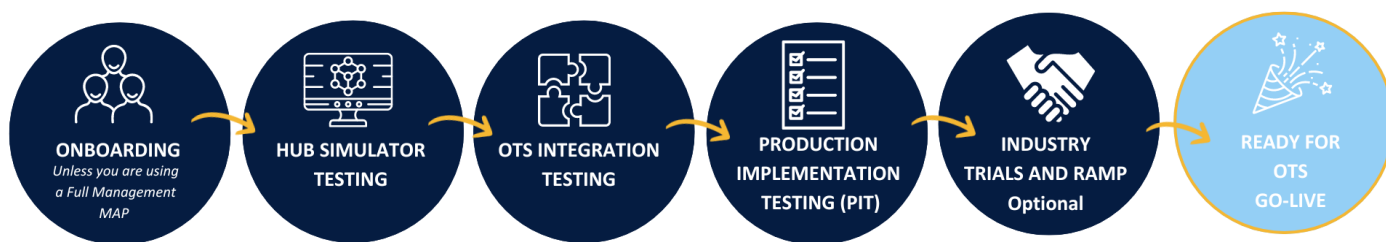
We are committed to meeting the revised planned go-live date of 12 September 2024. However, given the nature of the programme, all timings in this document are subject to satisfactory progress, and may be varied in the light of trial results and other factors.

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

Important: Throughout the document, we refer to deadlines for joining and completing testing activities. One important deadline is to contact us before mid-July to book your Production Implementation Test (PIT). If you wait until later, we cannot guarantee that your test slot will be before the OTS go-live. Also, remember that you need to complete and sign off on your integration testing before your PIT slot, so please don't delay.

2. The steps on the path to OTS to go-live

Here are the steps you need to follow to prepare for One Touch Switch go-live. We provide a brief overview here, and you can find more detailed information on [our website](#) and in our [Hub User Guide](#).



Before onboarding, you need to decide whether you will be connecting to the TOTSCo hub directly or through a Managed Access Provider (MAPs). More information on MAPs can be found [here](#).

Onboarding

Your first step is onboarding (unless you are using a Full Management MAP). This is a simple and quick process to create an account with us and obtain your unique Retail Communication Provider Identifier (RCPID).

Hub Simulator Testing

Testing in our simulator gives you the ability to test connectivity to the hub and to test sending gaining and losing provider messages and receive simulated responses and error messages.

Exit criteria:

- Successfully connecting to the TOTSCo Hub
- Completing essential tests as specified in the TOTSCo Hub Test Case Doc

OTS Integration Testing

The purpose of integration testing is to test the entire One Touch Switch process from end-to-end with other CPs using test data. Successful completion of integration testing is crucial to ensure that all your systems and processes are fully tested and ready for go-live, whether transitioning into industry trials and ramp or directly into an OTS go-live.

Exit criteria:

- **All 15 individual message types successfully sent and received**, utilising the full OTS switch journey for both the gaining provider and the losing provider relevant to each product set. This should include a message delivery failure message from the hub.
- **Conducting extensive testing with your CP partner** - for CPs with 50,000 or more customers, we anticipate over 1000 messages tested with at least two CP partners. For CPs with up to 50,000 customers, around 1000 messages tested with a minimum of one CP partner is expected.
- **Confirmation that you have successfully run all your relevant test cases with a partner.**
- **Confirmation that your integration testing has been performed recently.**
- **Confirmation you have made no internal system changes. No priority one or priority two defects.**
- **Declaration to be signed** (e-signature or email confirmation) by technical director, regulatory manager, company director or equivalent (i.e. UK MD, CEO, CTO or CFO).

Successful integration testing is required whether you are accessing the hub directly or using a MAP (whether technical, in-sourced or full management MAP).

When you have completed integration testing and ready to make your declaration, please contact us. You will be required to complete a declaration form.

IMPORTANT - Our capacity to process your integration test declaration is limited so please complete integration testing as soon as possible to ensure readiness for OTS go-live.

Production Implementation Testing (PIT)

Unless you are using a Full Management MAP, everyone will need to complete PIT, before connecting to the live production environment, whether you are entering industry trials and ramp stage or opting to go straight into OTS go-live.

The purpose of PIT is to validate your connection to the live environment and test basic message functionality to confirm you are fully prepared for OTS go-live.

Exit criteria

- Connection with the TOTSCo hub
- Successful exchange of one message

IMPORTANT - You need to book your PIT 8 weeks prior to go-live. If you wait until later, we cannot guarantee that your test slot will be before the OTS go-live.

When you are ready to book your PIT contact the service desk (service_desk@totsco.org.uk).

3. Industry Trials and Ramp

Purpose

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.

Industry trials are conducted on behalf of the entire industry, ensuring that all Communications Providers (CPs) benefit from the progress and results, which will be shared regularly.

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.

While we anticipate a relatively small number of participants at the start of the trials, we encourage as many CPs as possible to join us in the ramp. This will help us observe an increasing number of live OTS switches going through the hub.

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 in Industry Trials

If you decide to participate in trials, 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:

- Integration testing completed successfully, meeting exit criteria and providing signed declaration of completion.
- Signed User Agreement.
- Successful connection with your chosen security protocol as proven in integration testing.
- Agreement to respect the trials rules.

4. Three-stage Industry Trials approach

Please note that the timings are indicative and may be extended depending on the circumstances.



The three stages of the industry trials are:

Technical Trials

As of the publication of version 2 of this document, this stage is now closed to new applicants.

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 - June.

Volume of switches: *up to 30 per Communication Provider (CP).*

Staff Trials

Purpose: Validating a limited number of primary lines to prove the end-to-end OTS process works, utilising varied scenarios in a controlled manner to minimise potential consumer harm.

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.*

Industry Ramp

Purpose: Gradually increasing the 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 6).
- Commitment to participate with the understanding that the ramp stage is a permanent stage until the One Touch Switch go-live.
- Honouring of 100% of losing journeys to other participants in the ramp.
- Adjusting ramp 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: increasing number of live OTS switches 6 to 8 weeks prior to OTS go-live.

5. 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.

6. Sharing results of Industry Trials

Each week we publish the results [here on our website](#) of our industry trials testing so everyone in the industry can see the progress and learn from any findings.

7. 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.

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

While we would strongly recommend you join us in industry trials and the ramp, for those of you who will not be participating, you need to follow the steps highlighted in section 2 (page 4) and in addition:

- Follow the progress of industry trials to incorporate any lessons learned into your processes.
- Book your Production Implementation testing slot (if connecting directly) - approximately 8 weeks before OTS go-live, we will be inviting all non-participants to take part in production implementation testing to validate your connection.

Important: Contact us on service_desk@totsco.org.uk, before mid-July to book your Production Implementation Test (PIT). If you wait until later, we cannot guarantee that your test slot will be before the OTS go-live. Also, remember that you need to complete and sign off on your integration testing before your PIT slot, so please don't delay

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

9. 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 on service_desk@totasco.org.uk, if you would like help getting started on your OTS journey or you have any questions as you progress.

10. 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 in our weekly progress updates [here](#)

Q - Do I need to participate in industry trials? Will I be disadvantaged if I do not take part?

A - Industry trials are conducted on behalf of the whole industry and all CPs will benefit from the trial progress and results that will be shared regularly [here](#). While we anticipate that there will be a relatively small number of participants at the start of trials, we would like to see as many CPs joining the ramp so we can see an increasing amount of live OTS switches going through the hub.

If you are unable to participate in trials or ramp, you should use the integration environment to test your systems and processes and complete a production implementation test 8 weeks prior to go-live.

Q - Who are the Trials Team?

A - The Trials Team comprises of 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.