

TOTSCo Bulletin No 74
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Subject: Best Practice Guide: Switching with a Telecare Alarm in OTS

This bulletin is published by TOTSCo on behalf of the Office of the Telecommunications Adjudicator (OTA2).

The purpose of this guidance is to establish a minimum set of best practice guidelines for the One Touch Switch process, specifically on how the Gaining Retail Communications Provider (GRCP) should identify and support vulnerable customers with telecare alarms.

The guidance covers:

- Sales process (for both gaining and losing providers)
- Pre-installation
- Installation
- Post-installation, prior to the GRCP triggering service cessation

The guidance document can be found [here](#).

Any feedback or comments relating to this document should be addressed to: info@offta.org.uk.

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