

TOTSCo Bulletin No 76

Date: 4 December 2024

Subject: OTA2 One Touch Switch Matching Review Report

We would like to draw your attention to a [letter to Communication Providers](#) in the scope of OTS, published today by Ofcom. It is entitled, 'One Touch Switch – Expectations of industry following OTA2's 'OTS Matching Review' report' and is published alongside the OTA2's One Touch Switch (OTS) [Matching Review Report](#).

This report, commissioned by Ofcom and prepared by OTA2, has identified a number of areas where improvements can and should be made by Communications Providers and Managed Access Providers to improve OTS matching success rates for customers. These recommendations include that CPs should:

- 🕒 **Review their solutions** to ensure they are fully compliant with the [OTS process](#), and appropriate [Best Practice](#);
- 🕒 **Analyse their live matching performance**, in both gaining and losing journeys, and collaborate with as many other communications providers as possible to identify root causes and resolve them; and
- 🕒 **Consider improving their monitoring**, reporting and diagnostic capability to improve their ability to identify root causes of failure and fix them.

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