

TOTSCo Bulletin No 77

Date: 5 December 2024

Subject: TOTSCo Gaining Provider Led (GPLB) Business Switching Solution

Ofcom's General Condition C7 requires the switching of fixed-line broadband and voice services for business customers to follow a gaining-provider-led process. The Gaining Provider Led Business ("GPLB") Switching Industry Process is being developed by the GPLB Steering Group ("GPLB SG"). The GPLB SG has members from across industry, and this work is nearing completion. For more information on the GPLB SG's work please see [here](#).

Our Approach

TOTSCo is in the process of developing a GPLB solution for CPs and Managed Access Providers (MAPs) that wish to use it. This solution will be based on TOTSCo's existing OTS Hub and support services, with the minimum changes necessary to accommodate different message types and any other features of the GPLB industry process. By minimising modifications to the Hub, we aim to keep costs low and accelerate delivery.

Timescales

TOTSCo has retained members of its OTS delivery team, both in-house and at our technical partner, Tech Mahindra. They will impact-assess the required changes to the hub and propose to the TOTSCo board a costed plan and delivery timeline. Once approved, these plans will be shared with all stakeholders. This is likely to be in early 2025.

We envisage the path to GPLB Switching go-live will closely follow the OTS path, including onboarding, simulator testing, integration testing and completing industry trials. We are optimistic that users will be able to start integration testing with the TOTSCo GPLB Switching solution in Q2 2025. Please note, this timeline is indicative and non-binding and we will confirm the timeline in early 2025.

Stakeholder Engagement

TOTSCo is committed to keeping all stakeholders updated on its plans. To date this has been done via board meeting summaries published on our website and in Stakeholder Forums. We intend to expand our engagement with stakeholders to provide more detailed and regular information as our GPLB switching programme progresses.

TOTSCo has met with a number of larger CPs to confirm the viability of the programme and those representing a significant combined market share have indicated they intend to use and are prepared to fund a TOTSCo solution. This strong backing provides TOTSCo with the confidence to proceed with the GPLB solution without introducing financial risk to OTS.

MAPs provide a valuable service in OTS by making it easier for some CPs to access the TOTSCo Hub to send and receive messages. TOTSCo is in dialogue with some OTS MAPs who would like to work with TOTSCo to provide a similar service for GPLB switching. TOTSCo will be pleased to work with any MAP that would like to provide an OTS-like MAP service to CPs.



Complementary GPLB solutions

Some solution-providers who offer MAP services for OTS are considering a GPLB offering based on a network of hubs rather than a single central hub (e.g. the TOTSCo hub). TOTSCo will engage with these solution-providers as they develop their plans, and we are open to undertaking additional development work to enable TOTSCo's solution to interconnect with them.

Next Steps

TOTSCo will publish a detailed update for all stakeholders in early 2025. This will include confirmation of the proposed timeline and more information on the commercial arrangements.

To register your interest in using the TOTSCo Hub for business switching which includes receiving regular communication updates, [click here](#).

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