

TOTSCo Bulletin No 78

Date: 10 January 2025

Subject: Contract changes to enable business switching

We are today publishing for 21 days' consultation proposed changes to our [User Agreement](#) and [MAP Agreement](#) to enable us to adapt those contracts to the requirements of business switching.

In accordance with the relevant change control provisions of the contracts, we will consider representations from stakeholders on these proposals and make recommendations to our board.

Our board will then approve any changes to be implemented, which will be subject to a further 90 days' notification period before coming into effect.

Further information

- 1) In Bulletin 77, we explained our plans to develop a solution for business switching. Stakeholders should note that there is no requirement for any communications provider or managed access provider to use TOTSCo's business switching solution: business switching is a competitive market.
- 2) Stakeholders will note that both our existing User Agreement and MAP Agreement anticipate TOTSCo facilitating business switching. However, we have already identified that some changes will be needed (e.g. a price list for business switches) and anticipate that more contract changes will be needed until a full business switching solution has been delivered.
- 3) To provide certainty for stakeholders, the User Agreement and MAP Agreement have a long lead-time and process for contract changes. We are proposing that this long lead-time and process remains in place for OTS, but that an abbreviated contract change process is put in place for business switching prior to a full solution being delivered (this mirrors the approach taken for OTS prior to OTS go-live).
- 4) In addition, we are proposing some changes that we already know will be needed for business switching: the process for CP to choose to 'opt-in' to using TOTSCo for business switching, provisions to deal with orderly testing and trialling, and the publication of our charges for business switching.

Next steps

We welcome comments on our proposals from all stakeholders. In the interests of transparency, we may publish comments in whole or in part.

Comments should be sent to enquiries@totsco.org.uk by 31 January 2025 with 'Business Contract Consultation' in the header

TOTSCo
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