

TOTSCo Bulletin No 84

Date: 5 March 2025

Subject: Notification of contract changes to enable business switching

Today, we are providing Users and Managed Access Providers (MAPs) with 90 days' notice of changes to our User Agreement and MAP Agreement. You can access the updated agreements below:

- [User Agreement – Redline Version](#)
- [User Agreement – Clean Version](#)
- [MAP Agreement – Redline Version](#)
- [MAP Agreement – Clean Version](#)

These notifications are made in accordance with the relevant contract change control provisions of those contracts and follow [Bulletin 78's](#) consultation on draft changes, consideration of comments and board approval of the changes.

Further information

- 1) The changes notified today do not represent the terms under which TOTSCo will deliver business switching services in a live production environment. Rather, they preserve the rigorous contract change process for OTS, whilst allowing more agile development of the contract and schedules for business switching in response to stakeholder needs.
- 2) TOTSCo will consult on the proposed terms (including details of schedules which may be the same as, or may differ from, OTS schedules) for its business switching solution before the business delivery date.
- 3) 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.

Next steps

No additional action is required: the notified changes will take effect on 4 June 2025.

TOTSCo
March 2025

