TOTSCo

The One Touch Switching Company Ltd

TOTSCo USER GUIDE FOR BUSINESS SWITCHING

Version 2.0
18 July 2025

TABLE OF CONTENTS

VERSION CONTROL

This guide will continue to evolve as we make improvements and respond to feedback. This section tracks any updates, so you can easily see what's changed and when.

Date of change	Version	What's changed
18 July 2025	V2.0	• Updated 'Managing Contacts', users can now go in and add the various contacts to your account. • Added Testing Preparation Instructions • Added Basic Testing Steps

Welcome to the TOTSCo Business Switching User Guide

This guide is here to help you set up and use the TOTSCo Hub for business switching.

You'll use two parts of our service:

1. **Account Management Portal** – register, onboard, manage your details, sign your User Agreement, add users and brands, view reports, manage billing, and raise support tickets.
2. **TOTSCo Hub** – send and receive switching messages with other providers

Whether you're doing it all in-house or getting help from a Managed Access Provider (MAP), this guide breaks down what you need to do.

New to TOTSCo? We'll show you how to register, onboard, test and get ready to use the Hub.

Already using the Hub? The steps for business switching are a little different, so we'll guide you through what's new and what you need to do.

While the Portal is fully available, we're aware that some parts may not yet feel as smooth or intuitive as we'd like. To support you, we've created a clear, step-by-step **Business Switching User Guide**.

👉 **Please follow this guide carefully** — it walks you through every stage of onboarding and helps avoid common issues.

We're working quickly to make further improvements to the Portal and will share updates as they go live. In the meantime, thank you for your patience — and your feedback is always welcome.

GETTING STARTED
WHAT YOU NEED TO KNOW AND DO FIRST

1. Choose: In-house or MAP?

Connect Directly
You build your own connection to the Hub and do your own setup

Use a MAP
MAP handles connection and message exchange on your behalf

👉 Not sure yet? That's OK — just decide before you start onboarding. If you decide to use a Full Management MAP, you will onboard with them. For more information on MAPs – go to the next page.

2. Read: Documents you'll need

Process Documentation
Created by the Gaining Provider Led Business (GPLB) Steering Group, these documents outline the full switching journey and set out the roles and responsibilities of all parties involved.

Technical Documentation
Developed by TOTSCo, these documents explain how to connect to the TOTSCo Hub and support your technical setup.

We are currently working with the most recent versions of documents, you can find them all on our website under ['Business Switching'](#).

Any changes to GPLB documents prior to GPLB Switching go-live will follow a minimum 30-day change notification process, including consultation with signed-up users. This approach ensures all updates are clearly communicated, well-managed, and allow sufficient time to prepare.

Document	Owner
GPLB Industry Process	GPLB SG
GPLB Delivery Policies	GPLB SG
GPLB Message Specification	GPLB SG
TOTSCo API Spec for GPLB	TOTSCo
TOTSCo GPLB Response Codes	TOTSCo

CONNECTING VIA A MANAGED ACCESS PROVIDER

If you'd prefer help connecting to the TOTSCo Hub, you can choose to work with a **Managed Access Provider (MAP)**. MAPs are third-party providers who help manage your technical connection to the Hub. Depending on the MAP you choose, they may support just the connection or take care of the full switching process on your behalf.

Three Types of MAP Solutions

Some MAPs offer all types of service, while others offer just one or two. Each MAP can explain what they provide and help you choose the option that's right for you.

Insourced MAP

You host and operate the MAP platform within your IT environment. In addition to the MAP contract, you'll sign a user agreement with TOTSCo and pay our hub charges directly to us.

Technical MAP

The MAP hosts the solution. You'll interact with the OTS process via a user interface and sign a user agreement with TOTSCo. In addition to the MAP contract you'll sign a user agreement with TOTSCo and pay our hub charges directly to us.

Full Management MAP

The MAP handles everything, including billing. You'll only need to contract with the MAP and pay their charges – they will take care of paying us for your use of our hub. Each MAP will offer their own MAP solution.

👉 **If you decide to connect via a Full Management MAP,** you do not need to onboard with TOTSCo directly — your MAP will manage the full setup and testing process with you.

Comparison of MAP Services

	Insourced MAP	Technical MAP	Full Management MAP
Platform & Service	✓	✓	✓
Contract with MAP	✓	✓	✓
User Agreement with TOTSCo	✓	✓	
Billed with MAP	✓	✓	✓
Billed with TOTSCo	✓	✓	
Onboarding with TOTSCo	✓	✓	
Onboarding via MAP			✓
MAP provides lead on testing	✓**	✓	✓
MAP provides first-line support for billing and customer services			✓
TOTSCo provides first-line support for billing and customer services	✓	✓	
MAP provides first-line support for technical issues	✓	✓	✓
Reporting on your messages and issues			✓

** please check with your MAP if they offer these services

The table will give you an idea of the services offered by each solution. We would highly recommend contacting the Business MAPs listed on our website to discuss the solutions they offer and what's right for you.

👉 View TOTSCo Business MAPs here

ONBOARDING

To onboard for TOTSCo's business switching solution, the first thing to know is:

There are two routes. Choose the one that applies to you:

***New User**

1. **Create an account** using the Account Management Portal
2. **Complete Commercial Onboarding** (billing info, brand setup)
3. **Sign the User Agreement and Business Switching Opt-in Form**

When you receive a countersigned copy of your opt in form and User Agreement you can begin testing

👉 Skip to: Onboarding Steps on the next page.

Existing User

1. **Create your business brand**
2. **Sign the Business Switching Opt-in Form**

When you receive a countersigned copy of your opt in form you can begin testing

👉 Skip to: Commercial Onboarding page 9.

*You do not need to onboard with us if you are going to use a Full Management MAP, you onboard with your MAP.

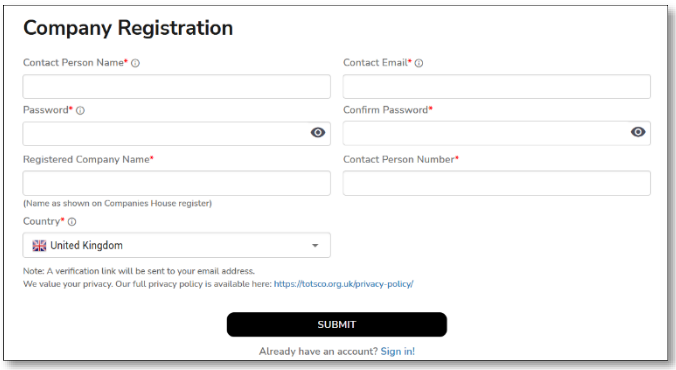
ONBOARDING STEPS

Step 1: Company Registration

1. Go to the TOTSCo homepage and click on '[onboard with us today](#)'

Complete the following:

- *Contact name – main account holder
- Company name - as registered with Companies House
- Business email
- Password
- Contact Number
- Country - your business is registered in



Company Registration

Contact Person Name*

Contact Email*

Password*

Confirm Password*

Registered Company Name*

Contact Person Number*

(Name as shown on Companies House register)

Country*

United Kingdom

Note: A verification link will be sent to your email address.
We value your privacy. Our full privacy policy is available here: https://totsco.org.uk/privacy-policy/

SUBMIT

Already have an account? Sign in!

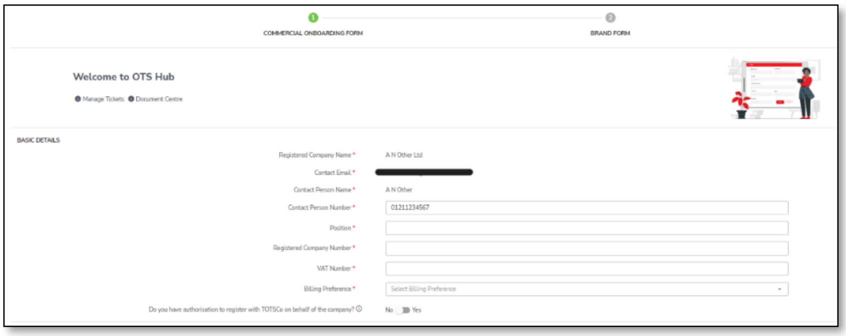
Once you hit submit:

- You'll get a verification email – you must click the link in that email to continue
- The link expires after 10 days. If it's expired, reply to the email and we'll send you a new one
- Didn't receive it? Check your junk folder or email: service_desk@totsco.org.uk

*The person who registers will become the main account holder — so make sure it's someone with the right authority. They'll have access to your organisation's sensitive information and be responsible for managing your account.

Step 2: Commercial Onboarding

When you log in for the first time, you will need to set up Two-Factor Authentication to activate your account. If you need help, here is a how-to guide for setting it up.



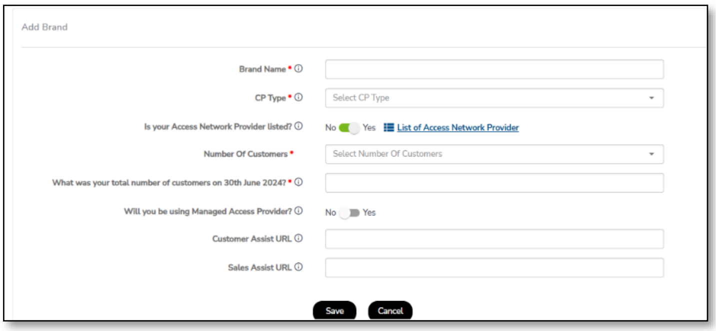
Section one – Commercial information

Provide the following:

- Your position
- Registered company number
- VAT number
- *** Billing preference (annual or quarterly)**
- Confirmation you have authorisation to register with TOTSCo on behalf of the company
- Country your company is registered in
- Registered Company Address
- Postcode

Section two – Add your brand

This is how your brand will appear in the Hub directory, so use the name your customers will see on their bills. You can include any previous or alternate names in brackets to help with recognition.



Provide the following:

- Brand name
- Access Network Provider name
- 👉 ****Number of customers, as on 30 June 2025**
- 👉 *****Let us know if you will be using a Managed Access Provider (MAP)**
- Add your Customer Assist and Sales URL

👉 **For a detailed step-by-step guide on how to add your brand, see Section 4, Page 11.**

Once approved, you need to log in and click "send" in the Manage User Agreement tab to receive your User Agreement, and we'll send your Business Switching Opt-in Form. These are legal agreements for using our services, so make sure they're read carefully and signed by someone authorised in your organisation.

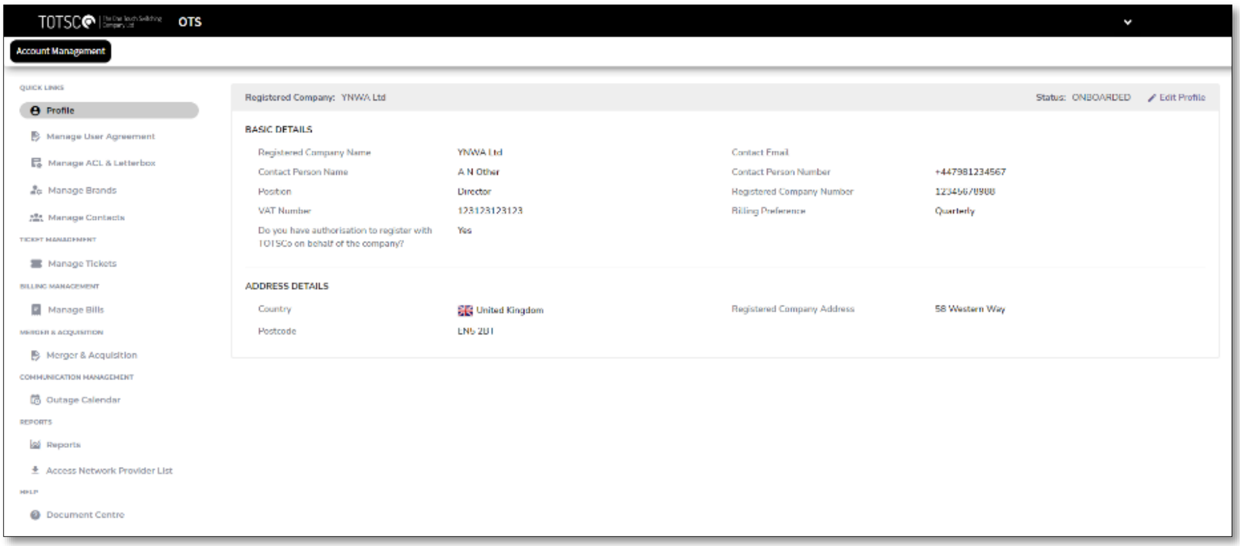
You will receive a confirmation email and your **RCPID** — your unique identifier for testing and live operation.

You will gain full functionality of the portal when the User Agreement has been countersigned and uploaded into your account.

*There is discount for annual invoicing, please see our price list for more information.
**Number of Customers – Please enter number of customers you had as of June 2025 (not 2024 as it states).
*** You do not need to onboard with us if you are going to use a Full Management MAP, you onboard with your MAP.

USING THE ACCOUNT MANAGEMENT PORTAL

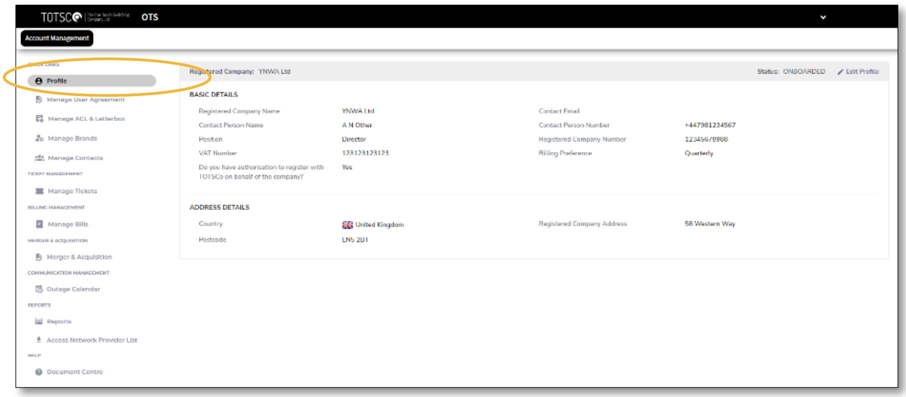
Once you've signed the User Agreement, you'll get access to the Account Management Portal. This is where you can manage your account details, raise fault or enquiry tickets, and view your invoices and usage reports.



1. Profile
2. Manage User Agreement
3. Manage ACL & Letterbox
4. Manage Brands
5. Manage Contacts
6. Manage Tickets
7. Manage Bills
8. Merger and Acquisition
9. Outage Calendar
10. Reports
11. Access Network Provider List
12. Document Centre

1. Profile

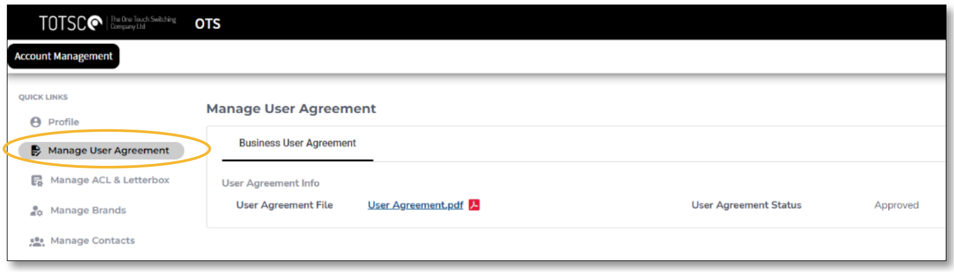
Your profile contains all the information for the main account holder.



2. Manage User Agreement

You will gain full functionality of the portal when the User Agreement has been countersigned and uploaded into your account.

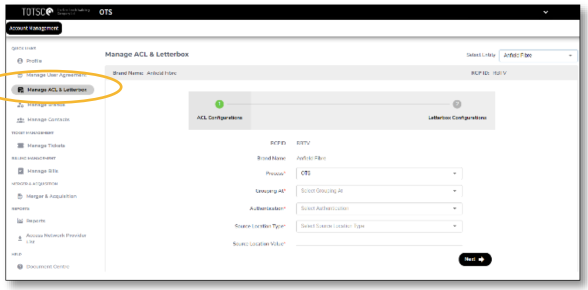
In this section you can check the status, view and download your User Agreement.



3. Manage ACL & Letterbox

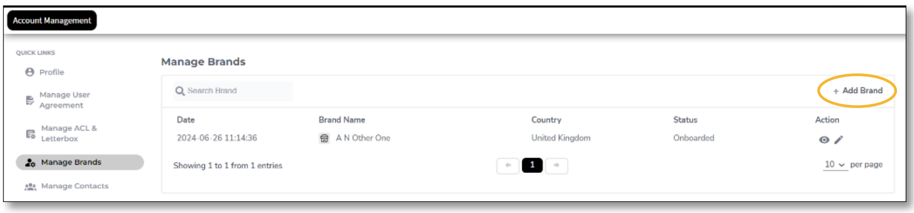
For now, we would prefer that you email the service desk with all your prerequisite testing information.

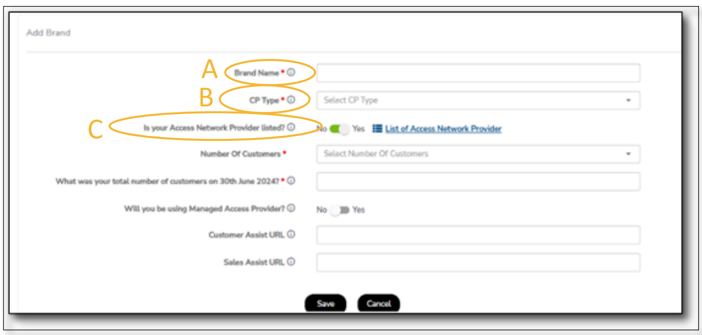
We will advise you when this part of the portal can be used.



4. Manage Brands

If you're already set up for residential switching, you'll still need to create a separate brand entry for business switching.
To add a brand, click on 'Add Brand' on the right side of the screen.





A. ***Brand Name:** This is your brand which will appear in the Hub directory, so use the name your customers will see on their bills.

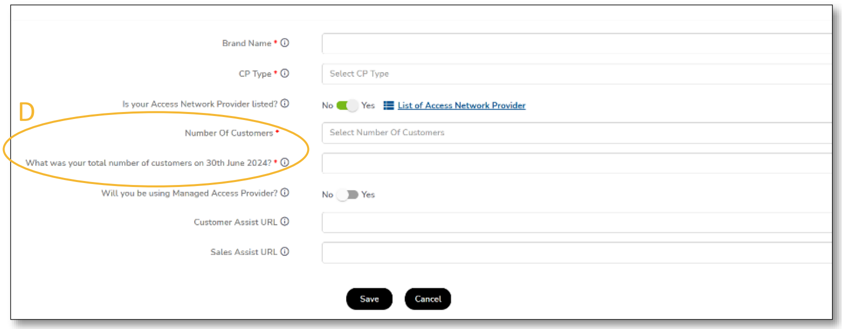
B. ***CP Type:** You'll need to choose either **Residential or Business** — from the dropdown menu.

If you offer both residential and business services, you'll need to add separate brands — one for each type. Even if the name is the same, each will be assigned its own RCPID.

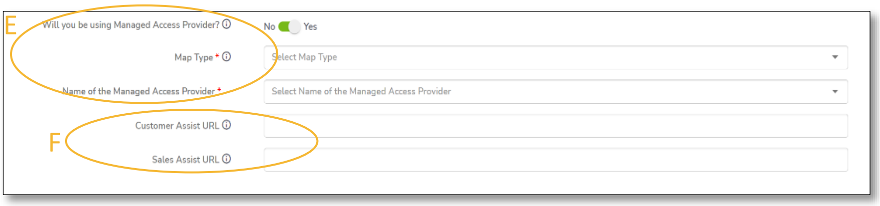
It allows for separate billing, reporting, and contact points for residential and business switching.

C. *Access Network Provider:
If yours is not listed, please add it in the drop-down box.
Why? When a losing provider sends a match confirmation message, they will include the ACPID that the customers services are currently on. This provides the information that the gaining provider needs to know to treat a potential switch as an intra or inter network journey.

D. *Number of Customers: – Please enter number of customers you had as of June 2025 (not 2024 as it states). If you do not know, please insert '1' here, we will ask you to fill this out at a later date.



E. *Will you be using Managed Access Provider (MAP)?: If you are planning to use a 'Fully Managed MAP' you will onboard with your MAP. Otherwise please insert your MAP provider here. See section, 'Connecting via a Managed Access Provider' page 5.



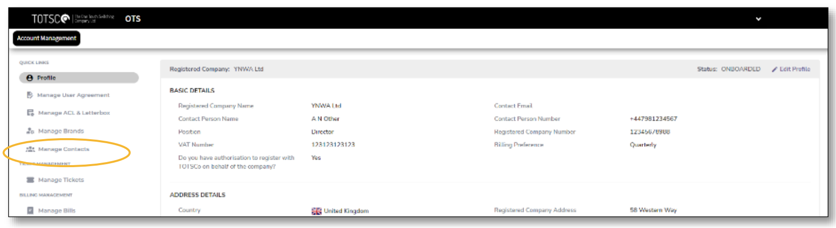
F. Add your Customer and Sales Assist URL's:
As part of onboarding with TOTSCo, Communication Providers may provide two URLs for this purpose:

- a page with information to help the customer, suitable for linkage from a self-service customer ordering journey (customerAssistURL).
- a page with information to help a sales advisor working for a GRCP to assist the customer (salesAssistURL).

5. Manage Contacts

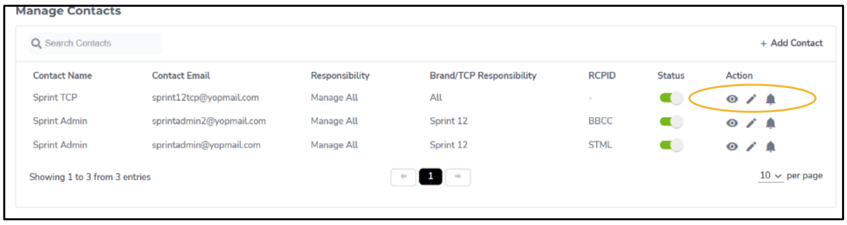
The main account holder has full access to manage all areas of your organisation's account. They can also grant access to colleagues to help manage specific activities, including:

- Manage All
- Manage Tickets
- Billing and invoices
- Technical Contact
- Access to Reports
- Security Contact



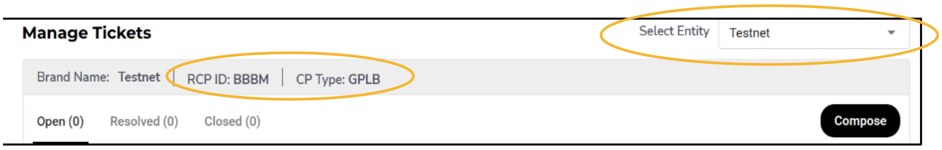
If you want to amend any information for any contact, please email the service desk providing the current information and what you would like changed.

Notifications
Make sure you have enabled notifications, by clicking on the bell icon. This will make sure your contacts receive all relevant communications.



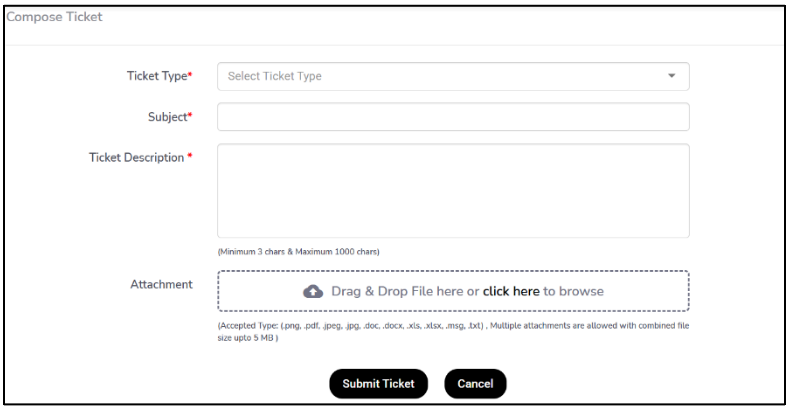
6. Manage Tickets

To raise a ticket, first select the brand you're raising it on behalf of (if you have more than one). Click on compose.



Check you have chosen the right brand by checking the RCPID is correct.

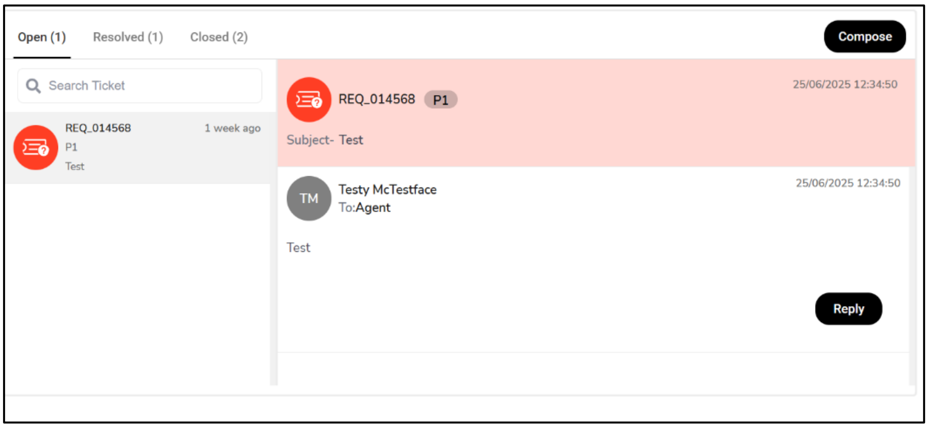
Ticket Type - This is a drop down list. Please choose appropriate option that matches your query.
Subject - Enter a brief subject to describe the query.
Ticket Description - Please enter as much information as possible about the issue.
Attachment - Please attach any supporting information.



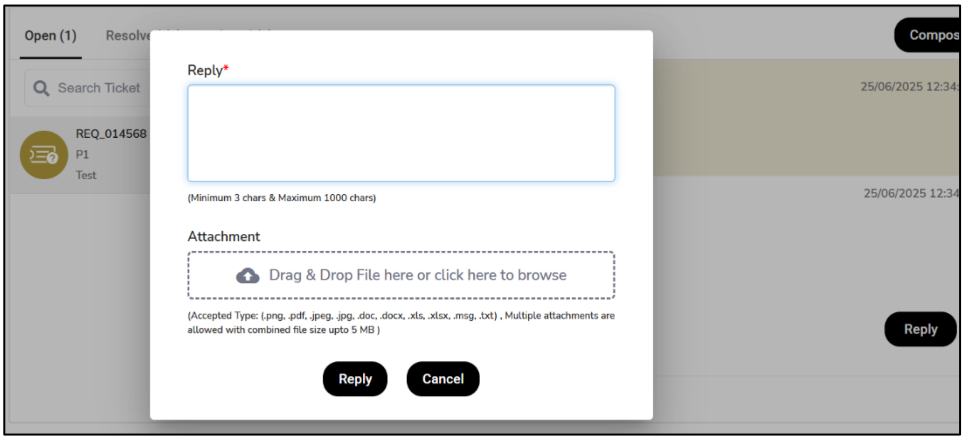
For some tickets, you'll see a second dropdown asking for the number of end consumers affected. This helps us assess the scale of impact and automatically assign a priority level.

Please note: priorities are not fixed and can be altered after review and while the issue is being resolved. See **Schedule D – TOTSCo Service Levels, Support and Fault Reporting** for more details.

Your submitted ticket will be sent to our service desk team and be visible in the open ticket tab



You'll receive an email confirmation once your ticket has been received. When a response is added, you'll be notified by email, and the agent's reply will appear above your original enquiry. While the ticket is open, you can use the 'Reply' button to provide updates, clarifications, or add attachments.

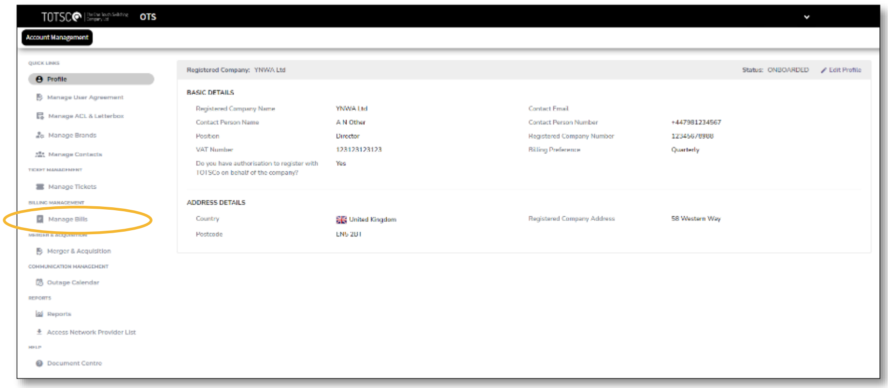


Once you're satisfied that the issue is resolved, the ticket will move to the "Resolved" tab. It will then be closed by the Service Desk and appear in the "Closed" tab. All resolved and closed tickets remain visible in your account, along with a reference number for future use.

You can also raise tickets by emailing service_desk@totsco.org.uk. However, we recommend using the portal, as it makes it easier for you—and for us—to track and manage your enquiry. Portal tickets also feed into our reporting, helping us improve the service.

7. Manage Bills

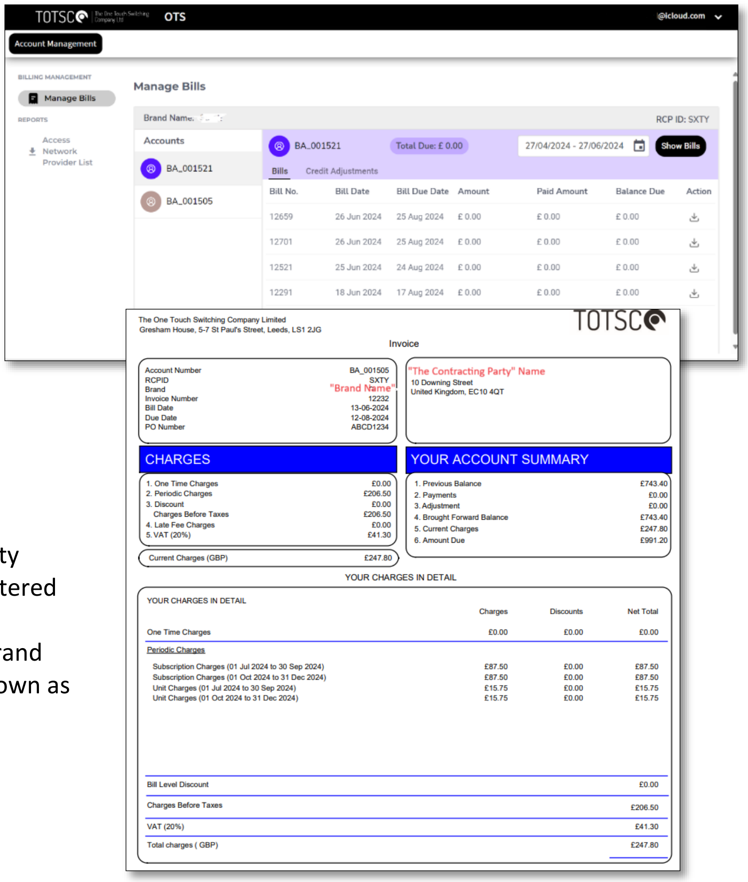
In this section you will be able to view your account, view and download your invoices.



If you have multiple brands, you can view payments and invoices all in one place if you have the required access to view all. If you only have single brand access, you will be able to view your brand payments and invoices here.

Here is an example of an invoice.

- The Contracting Party Name - is your registered company Name.
- Brand name - the brand your company is known as by your customers.

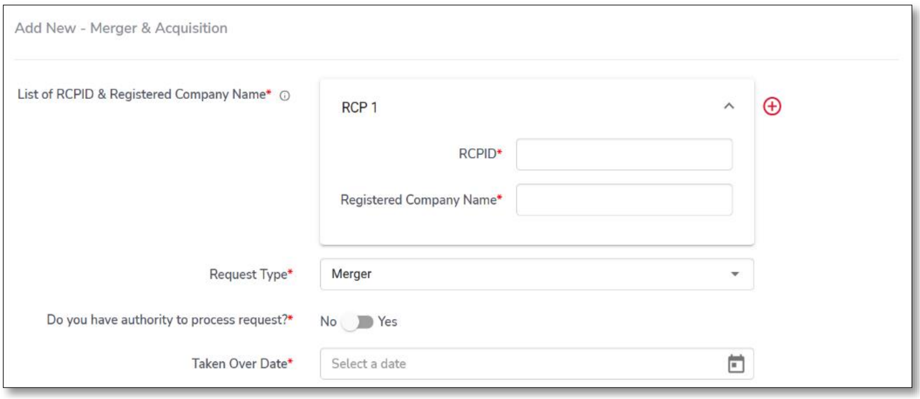


Please ensure that you have enabled notifications (refer to Manage Contacts) to ensure that your nominated finance contact receives all finance-related communications, including notifications when your bill is ready.

PURCHASE ORDERS - If your organisation operates with a Purchase Order (PO) system, please kindly inform us, by emailing the Service Desk at your earliest convenience. Providing the details of your PO process will help us comply with your payment protocols and avoid any potential delays.

8. Merger and Acquisition

If your organisation undergoes a merger or acquires a new brand, we would like to liaise with you to ensure a smooth transfer so switches taking place during this period are not disrupted. You can let us know of any impending mergers and acquisitions using this tab on the portal.



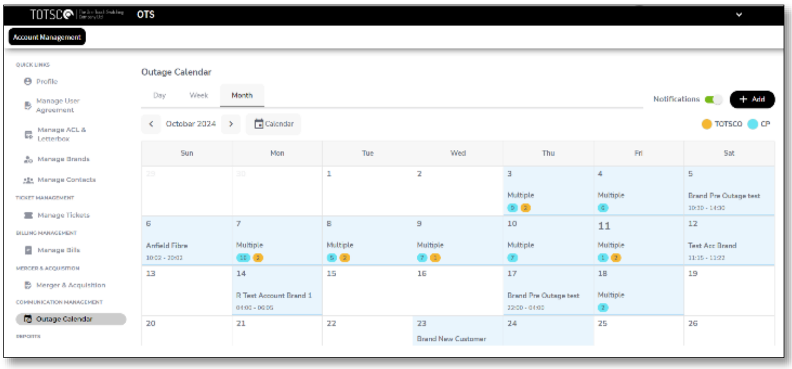
You can list up to 5 brands at a time if you are acquiring several at once. We request you submit this form as soon as you know the date of the merger or acquisition, preferably 3-6 months prior. We will then reach out to you to discuss the timeline and approach to smooth the transition.

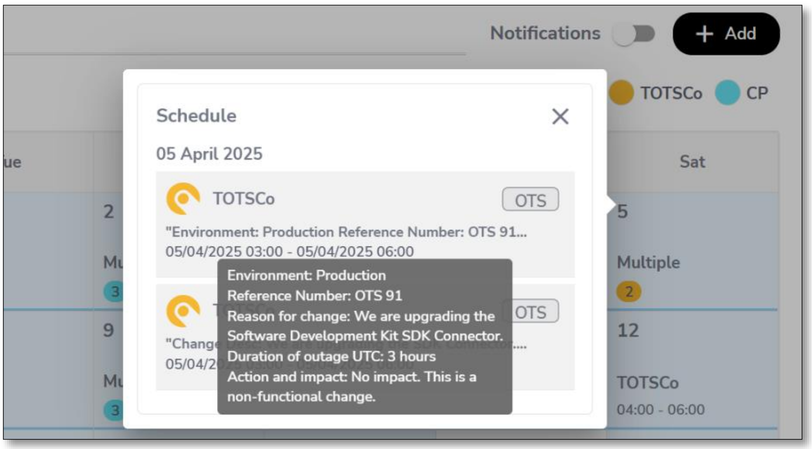
9. **Outage Calendar

The **Outage Calendar is only for use once you're live** — not during testing.

During the **business switching testing phase**, **do not use the outage calendar** to record outages.

TOTSCo will notify you by email of any planned or unplanned outages or defects affecting the testing environment.
The only time TOTSCo will use the outage calendar during testing is to communicate **planned outages to the Account Management Portal**.





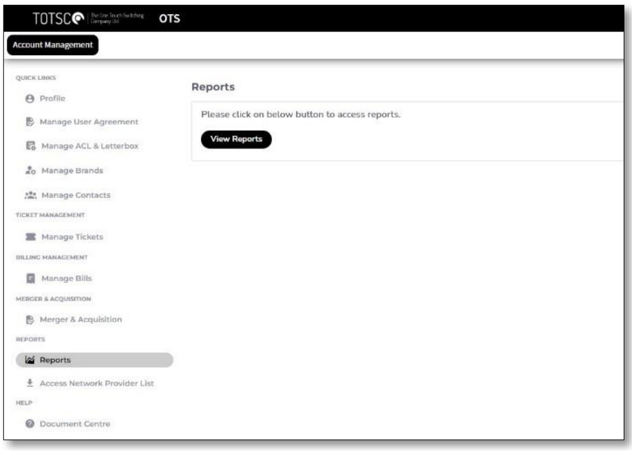
To see more details, go to the outage calendar, click on the relevant date, and hover over the entry for more information.

- TOTSCo updates will appear in amber.
- User outages (currently for residential Hub users only) will appear in turquoise.

Please note: that while the Outage Calendar has been designed to resemble the familiar look and feel of a conventional Outlook Calendar, it does not include the same functionality.

10. **Reports

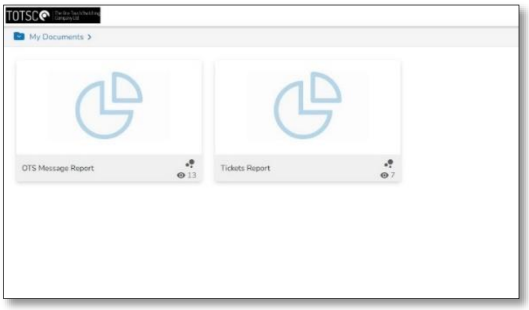
During the testing phase, only the 'Ticket Report' will be available.



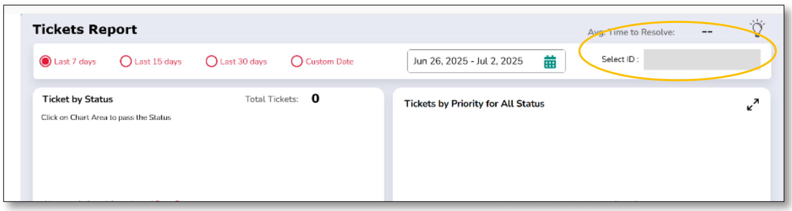
Reports that will be available to you, will be:

Ticket Report – displays the status and details of tickets you have raised by CP and brand. Only tickets raised via the portal will be shown here.

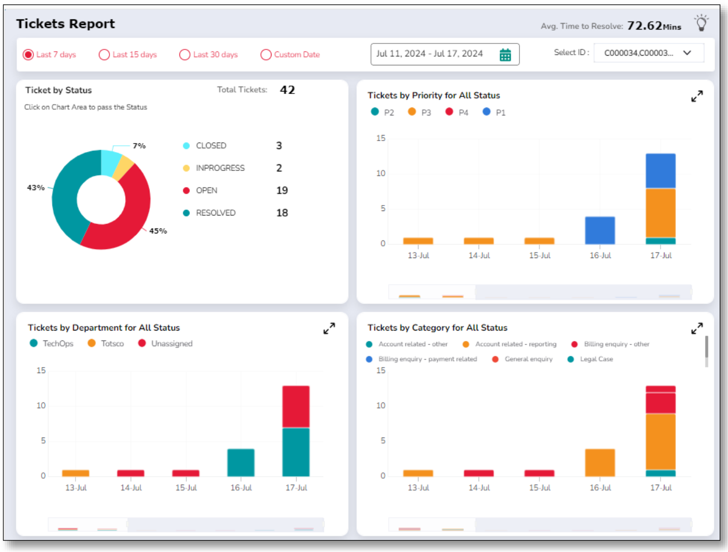
You can access reports by clicking on 'Reports', then on 'View reports'.



You will be redirected to a reporting dashboard. You now have the option to choose which report you would like to view.



If you have more than one brand, choose the brand and the report will display your ticket information.



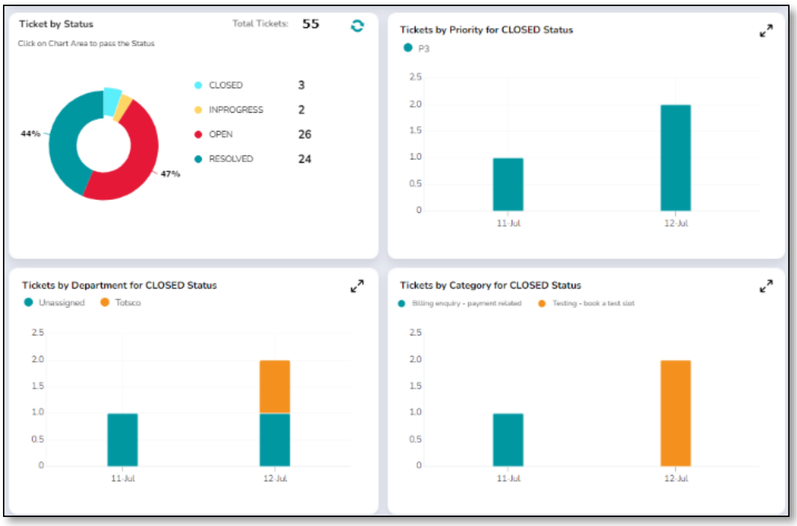
The ticket report will display all tickets you have raised with their status.

An overview of all tickets raised via the portal.

This report provides a breakdown of tickets based on:

- Status
- Priority
- Department
- Category

Graphs in the Tickets report are interactive. You could, for e.g. , select the "closed" section of the doughnut in the first graph and focus on the details of all closed tickets during the selected date range.



A common feature across all report sections is the ability to toggle between full screen mode.
The graphs have a slider to move along the X axis whose width can be adjusted.
We are currently improving our reporting feature and there will be more reports available for users soon.

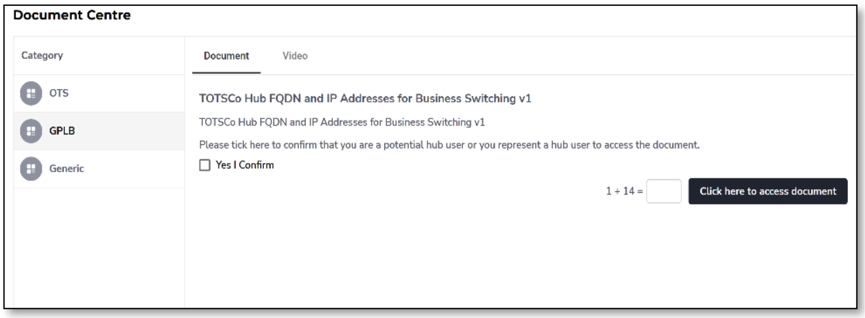
Individual graphs can be downloaded as PDF, or the data can be downloaded in

11. Access Network Provider List

This option in the portal will automatically download an Excel list of all the Access Network Providers we have listed.

12. Document Centre

For data and privacy reasons, some of our documents are hosted in this secure area rather than on the public website.



You'll find documents under either the 'Generic' category — which includes useful TOTSCo information such as bank details — or under 'GPLB – Business Switching' (e.g. testing documents).

We'll let you know whenever you need to access anything from this section.

TESTING APPROACH

Before you can start switching real customers, you'll need to complete testing.
This helps make sure everything is working as it should — for your people, your systems, and your processes.

We'll guide you through each phase, whether you're connecting directly to the Hub or using a MAP.
If you're using a Full Management MAP, they'll take care of the testing for you.

Testing is essential to ensure a smooth, reliable experience when you go live.

👉 Below is an overview of the testing approach and phases to help you understand what to expect:

Testing Phase	Purpose
Basic Testing	Checks that the connection works, messages are structured correctly, and the right responses and error messages are received utilising a standard set of test cases provided.
Enhanced Testing *(optional)*	Allows you to test your own scenarios using your own test data — helping build confidence that your setup works as expected. This is an in-life service for users regression testing when needed.
Integration Testing	Tests the full GPLB process with another CP, using test data — to confirm that everything works in a real-world scenario.
Production Implementation Test (PIT)	Test your connection to the live environment.
Industry Trials *(optional)*	End-to-end testing of the full process in the live environment, to confirm operational readiness ahead of go-live.

We're currently finalising the detailed testing guidance.

This will walk you through exactly what to do at each stage — from Basic Testing right through to Industry Trials.
We'll share this with you shortly, so keep an eye out.

PREPARING FOR TESTING

It's important to start preparing for testing as early as possible — internal approvals and technical setup can take time.

1. Whitelist TOTSCo Hub FQDN and IP Addresses

Before testing, you'll need to whitelist our IP addresses and FQDNs — and let us know your IP address so we can do the same for you.

Here's what to do:

- Find the *TOTSCo Hub FQDN and IP Addresses* document in the 'Manage my Account' portal under the 'Document Centre' tab.
- Send your IP address to the TOTSCo Service Desk so we can whitelist it from our side.

2. Choose your security and authentication protocols

Decide which method of authentication and authorisation you'll use to connect to the TOTSCo Hub:

Transport layer security options:

- TLS to the signed TOTSCo Hub (default)
- mTLS (mutually signed TOTSCo Hub and CP endpoint)

Transaction security options:

- OAuth2 (for inbound, outbound, or both)
- API Keys (for inbound, outbound, or both)
- mTLS alone with no transaction security

OAuth2

If you decide to go with an OAuth2, send us the following details:

- Routing ID
- Token URL
- Key
- Secret
- End Point URL

API Key

If you decide to go with an API Key, send us the following details:

- API Key
- End Point URL

mTLS

If you decide to go with an mTLS, send us the following details:

- mTLS certificate
- End Point URL

BASIC TESTING

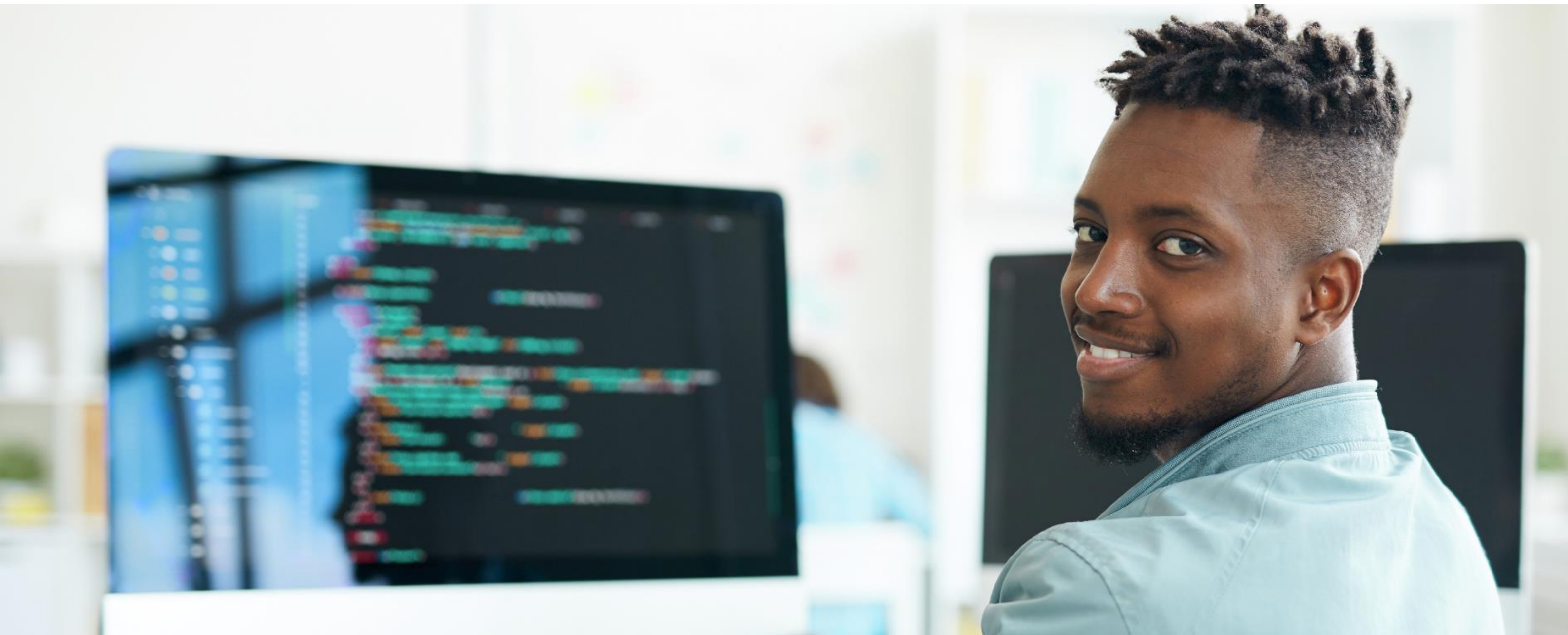
Purpose of Basic Testing
Checks that the connection works, messages are structured correctly, and the right responses and error messages are received utilising a standard set of test cases provided.

Entry Criteria:
- Signed the CP/User Agreement *(only applicable to new users)*
- Signed the Business Switching Opt-in form
- Completed testing prerequisites

What you need:
- Test Data and Test Cases (containing mandatory and optional test cases) - we will send to you

Testing Steps:
1. Request a test slot from the service desk – *testing is available 9am – 5pm Monday – Friday excluding weekends and bank holidays*
2. The test slot (2hrs) will be hosted and supported by the service desk
3. During the call, you will test the connection to the hub and run the tests cases

Exit criteria:
- Successful completion of the mandatory test cases
- If further time is needed, we will schedule a follow up call with you



HELP AND SUPPORT

Our Service Desk is here to help **Monday to Friday, 8am – 8pm**, and **Saturday, 8am – 12pm** (excluding major incidents, which are managed 24/7).

You can raise issues or enquiries at any time using the Account Management Portal, available 24/7, 365 days a year. However, please note that issues will only be actioned during Service Desk hours unless they relate to a major incident.

If you need **help or support**, there are three ways to get in touch:

RAISE A TICKET

Raise a ticket via the Account Management Portal (recommended) - See 'Manage Tickets' (page 13) for step-by-step guidance on raising a ticket.

CALL US

Call us during Service Desk hours on +44 (0)800 026 0403.

EMAIL US

You can email us on: service_desk@TOTSCo.org.uk

GLOSSARY

Term	Definition
Access Token	A digital key that allows a user or application to access a specific set of resources on a server. It's like a 'ticket' that grants permission to enter and interact with protected areas in a system.
ACP	An ACP is an Access Network Provider. ACPs known to TOTSCo will be listed in the commercial onboarding stage of the process.
API (Application Programming Interface)	A set of rules and protocols for building and interacting with software applications. APIs allow different software systems to communicate with each other.
API Key	Unique identifiers used to authenticate and authorise applications or users accessing an API (Application Programming Interface). These keys are crucial for ensuring secure communication between different software systems, allowing controlled access to specific functionalities.
Audit Code	A unique identifier used in tracking and reviewing changes or transactions within a system. It helps in maintaining records for compliance, quality control, and operational analysis, ensuring transparency and accountability in processes.
Authorisation Server	A server that verifies identity and grants access tokens in the OAuth 2.0 authentication flow. It acts as a 'bouncer', deciding who gets in.
CP (Communications Provider)	As defined in Communications law, this is a company that provides telecommunication services such as internet access, telephone services, and mobile connectivity to consumers.
Dashboard	A user interface that organises and presents information in an easy-to-read format, typically using graphs and tables, allowing users to monitor and manage their services or applications.
Data Format	The structure in which data is stored, processed, and transmitted, such as XML or JSON. It's the 'language' that systems use to understand the information they exchange.
Gaining Provider Led Business (GPLB) Switching	Ofcom's General Condition C7 requires that business customers must be able to switch their services using a gain provider led process — regardless of the underlying network or technology used by their current provider. To meet this requirement, the telecoms industry — led by the Gaining Provider Led Business (GPLB) Steering Group (GPLB SG) has developed the 'GPLB Industry Switching Process'.
Losing Retail Communication Provider (LRCP) ("Losing Provider")	In the "Revised General Conditions 3 April 2023"4, Ofcom provides the following definitions: means: the Communications Provider from whom a Switching Customer is or is considering transferring.

Term	Definition
MAP (Managed Access Provider)	A Managed Access Provider, sometimes known as a Third- Party Integrator is a company a CP can partner with to manage message exchanges on their behalf. For more information and a list of TOTSCo Managed Access Providers, please visit the TOTSCo website.
mTLS	mTLS stands for Mutual Transport Layer Security. It's an enhanced form of Transport Layer Security (TLS) where both the client and the server in a communication exchange authenticate each other's identities using digital certificates.
OAuth 2.0	An open standard for access delegation, used to grant websites or applications access to information on other websites but without giving them the passwords.
Protected Resource	Data or a service that requires permission to access, typically secured by an access token in OAuth 2.0.
Resource Server	A server where protected resources are hosted. It responds to requests for resources, validating access tokens before serving the request.
RCPID	An RCPID is a Retail Communication Provider Identifier. Your RCPID is unique and will be used for identification and communication with CPs. This key identifier is used in the switching process. You can see your RCPID at any time in your account management screen.
Scope	In OAuth 2.0, this refers to the extent of the access that is being requested. It defines what permissions the application needs, like a 'list' of areas within a system to which an access token should allow entry.
TLS	Transport Layer Security, a cryptographic protocol designed to provide secure communication over a computer network. It ensures the privacy and data integrity of the messages exchanged between web applications and servers, widely used for securing internet connections and protecting sensitive data.
Token Endpoint	The location where the application can request and receive access and refresh tokens once authorisation has been granted.
User Agreement	Before you can use the TOTSCo Hub, you'll need to sign the User Agreement. This is a legal contract between your organisation and TOTSCo. It outlines the terms for how you can use the Hub, including access to testing and live services for both residential and business switching. It's a key step in the onboarding process — we can't give you access to the Hub until it's signed.
Whitelisting	Whitelisting refers to the practice of allowing specific entities, email addresses, IP addresses, or programs to bypass typical security measures. It's a method used to permit access or ensure that certain trusted sources are approved and permitted while blocking or restricting others.

TOTSCO

The One Touch Switching Company Ltd