

TOTSCo Bulletin No 101

Date: 4 February 2026

Subject: Request for feedback on making RCPIDs available for non-hub users

Following a request from a non-hub user, we seek industry views on whether Retail Communications Provider Identifiers (“RCPIDs”) of OTS hub-users, in the live directory, should be made available to non-hub users.

An RCPID is the unique four-letter code, assigned to each retail communications provider that participates in the One Touch Switch (OTS) process. It is used to ensure the accurate routing of messages between providers via the OTS hub.

TOTSCo currently publishes on its [website](#) the brand names of all retail communication providers participating in OTS, but without the RCPID. Only hub users currently have access to the RCPIDs of retail communication providers, via the directory download facility.

If RCPIDs have value beyond hub users, then as a not-for-profit organisation with transparency as a core value, we believe we should support the telecoms industry wherever possible, by making them available for others to use. RCPIDs are in any case, widely shared across industry, are not confidential by their nature, and there are no restrictions under the User Agreement, that would prevent us from making them available.

We have not yet decided how RCPIDs might be made available. Options include adding them to the list currently published on the TOTSCo website or providing access to brand names and their corresponding RCPIDs via an API. Any costs associated with providing this information would be recovered from users of this service, not from existing OTS users.

We have not identified any risks or issues associated with making RCPIDs available to non-hub users and therefore propose, in principle, to make this information available to them. However, before proceeding further, we would like industry’s views.

Request for feedback

Please let us know by 27 February 2026, if there are any reasons why you think this information should not be made available or if you have any other comments. Please send responses to enquiries@totsco.org.uk quoting “RCPID Sharing” in the subject line. All responses are non-confidential. Please limit responses to one per organisation.

TOTSCo
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