

TOTSCo Bulletin No: 103

Date: 2 March 2026

Subject: Notification of changes to the TOTSCo Business Switching Solution Price Lists

We are pleased to confirm updates to our Business Switching Price Lists for both Communication Providers and Full Management MAPs. **These changes reduce charges for all our users, in particular for those brands serving fewer than 5,000 business customers.**

In May 2025, we published the initial Price Lists for our Business Switching solution. At the time ([bulletin 88](#)) we anticipated publishing revised Price Lists, based on a higher customer base as more users opted in.

In response to a modest increase in customer numbers, alongside industry feedback on affordability and reductions in both actual and anticipated costs, we have now revised our Price Lists. The updated Business Switching pricing structure, has been aligned with our OTS tiered pricing model to increase affordability for smaller providers.

As per the provisions in our [User Agreement](#) and [MAP agreement](#) we are giving 30 days' notice of the changes. Since no invoices have yet been issued for 2026 the new prices will apply to all 2026 charges.

Documents:

- [TOTSCo Business Switching Solution User Price List](#)
- [TOTSCo Business Switching Solution Full Management MAP Price List](#)

Pricelists:

The key differences to the current Price Lists are:

- A reduction of the Unit Price per business customer from £1.77 to £1.70.
- Tapering of the Unit Price charges for brands with fewer than 5,000 business customers.
- A 50% discount to the Unit Price for FM MAPs for brands with up to 5,000 customers to reflect the work the FM MAPs do in onboarding and supporting their customers.

The key features of the revised pricing are:

Communication Provider Pricing:

- Annual Subscription Price: £350 per brand (RCPID) to reflect the costs to TOTSCo of maintaining additional users

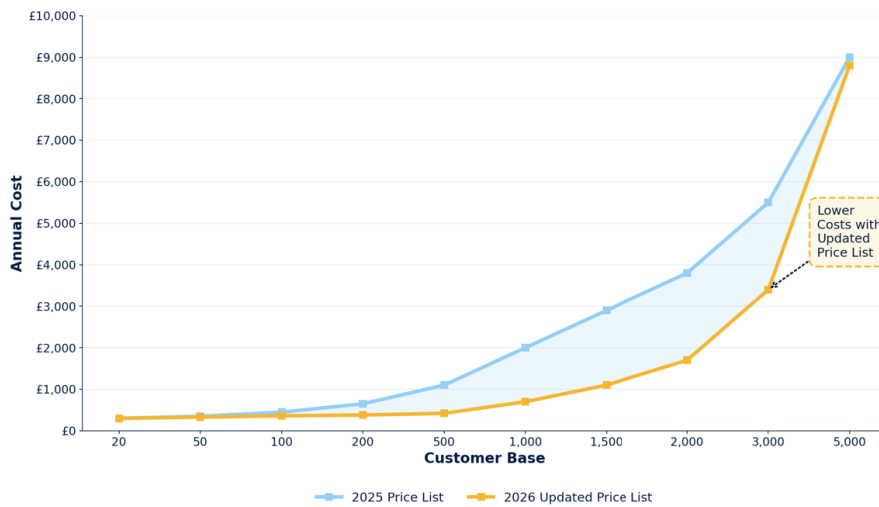
- Unit Price: £1.70 per business customer contracted with each RCPID
- Tapering of the Unit charges for brands with fewer than 5,000 business customers according to the size of the base (e.g. a brand with 500 customers will pay 10% of the full Unit Price, a brand with 2,500 customers 50%).

Full-Management MAP Pricing:

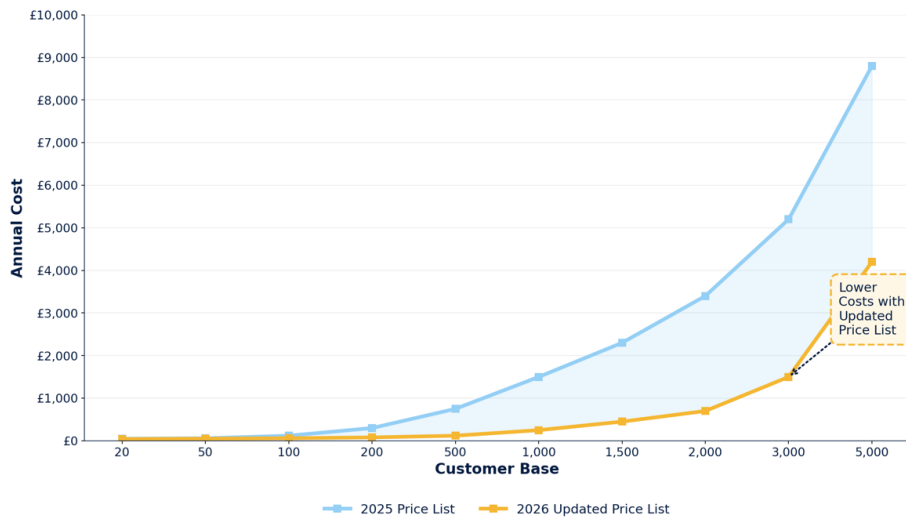
- Annual Subscription Price: £50 per brand (RCPID), the discount reflecting the work MAPs do in onboarding and supporting their customers
- Unit Price: £1.70 per business customer
- Tapering of the Unit charges for brands with fewer than 5,000 business customers according to the size of the base, as per above.
- A 50% discount to the Unit Price for brands with up to 5,000 business customers with a flat £4,250 discount for brands with more than 5,000 business customers. This reflects the ongoing support that MAPs provide their CP customers.

The graphs below show the impact of the updated pricing for both Communication Providers and FM MAPs.

CP Annual Cost Comparison: Old Price vs New Price



MAP Annual Cost Comparison: Old Price vs New Price



The terms for residential switching (One Touch Switch) are not impacted by the updated Price Lists.

If you have any comments on these revised Price Lists, please contact enquiries@totSCO.org.uk with "TOTSCo Business Switching Price Lists" as the subject.

TOTSCo
February

