

TOTSCo Bulletin No 105

Date: 13 March 2026

Subject: Consultation on Updates to the TOTSCo User and MAP Agreements

We are consulting TOTSCo Hub users on proposed updates to the TOTSCo User Agreement and MAP Agreement.

The proposed updates are needed to clarify the schedules that apply to business switching as we move towards opening the production environment for business switching. We have also made some small drafting changes which do not affect the substance of the documents.

No material changes are proposed to the key terms or conditions of the Agreements for OTS Hub users.

Summary of proposed updates

The updated versions of the Agreements:

- Clarify the detail of the schedules to reflect their applicability to both residential switching (OTS) and business switching.
- Remove references to historic events that are no longer relevant.
- Include minor drafting amendments to improve clarity and simplify the Agreements.

Redline versions of the updated Agreements are provided to show the proposed changes. Clean versions will also be made available for reference.

Documents

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

Consultation

TOTSCo welcomes feedback from TOTSCo Hub users and stakeholders on the proposed updates to the Agreements.

In line with the Agreements, stakeholders are invited to submit any comments or feedback **by 3 April 2026**. Please send responses to enquiries@totsco.org.uk quoting “Agreements Updates” in the subject line. All responses are non-confidential. Please limit responses to one per organisation.

Following the consultation period, TOTSCo will review the feedback received before confirming the final versions of the updated Agreements.

TOTSCo
March 2026

