

TOTSCo Bulletin No.108

Date: 21 April 2026

Subject: Notification of Price Reductions to the TOTSCo Business Switching Solution

We are pleased to confirm that the TOTSCo Board has approved further price reductions to the TOTSCo Business Switching price lists.

These updates are intended to support industry uptake and provide greater cost certainty as we move towards live operation.

Key changes

- The unit price is reduced from £1.70 to £1.60 per business customer.
- There will be no charges for Communication Providers with fewer than 20,000 customers until live operations begin.

Price Outlook

- Prices will not change again during 2026.
- We expect the 2027 unit price to be no higher than £1.60 per business customer, with confirmation to follow in Q3 2026.
- From 2028, we expect the unit price to reduce significantly (indicatively around 50%), reflecting the recovery of TOTSCo's business switching development costs by the end of 2027. *This indication is provided for guidance only and is non-binding.*

In line with the User and MAP Agreements, we are providing 30 days' notice of these changes. All 2026 invoicing will be based on the revised pricing.

Documents:

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

TOTSCo
April 2026

FREQUENTLY ASKED QUESTIONS

Q: Why are prices reducing?

Prices are reducing as industry participation grows. As more providers opt in, costs are shared across a wider group of users, improving affordability for everyone.

Prices will not change again during 2026, providing certainty as users onboard and test. Looking ahead, From 2028, we expect the unit price to reduce significantly (indicatively



around 50%), reflecting the recovery of TOTSCo's business switching development costs by the end of 2027. *This indication is provided for guidance only and is non-binding.*

Q: How does TOTSCo ensure pricing is fair?

TOTSCo is a not-for-profit, industry-funded organisation. All costs of building, operating and maintaining the Hub are recovered from users, not generated for profit.

Pricing is structured to ensure costs are shared fairly across users and reduces over time as adoption increases and development costs are recovered.

All pricing is approved by the TOTSCo Board, which includes industry representatives, ensuring transparency and alignment with the needs of the market.

Q: How do I onboard for business switching?

To get started, follow the steps outlined on our website on our [Business Switching Home Page](#).

You can also refer to the [Business Switching User Guide](#), which provides a step-by-step overview of the onboarding and testing process.

