

TOTSCo Bulletin No.109

Date: 23 April 2026

Subject: Response to the consultation on proposed TOTSCo OTS monitoring & improvement activities

We recently consulted, through [Bulletin 104](#), on our proposed Monitoring & Improvement (M&I) activities for One Touch Switching. This bulletin summarises your comments and the actions TOTSCo will now take.

Thank you to all those who responded. There was broad support for our proposed approach, alongside helpful feedback on where we should focus our efforts. Here is a summary of industry feedback. In the interests of transparency, the individual responses can be found Annex 1.

Summary of industry feedback

Key themes included:

- An interest in session-based match rates, combined with some caution around the comparability of data.
- Support for prioritising engagement with higher-volume, lower-performing providers.
- A view that performance issues are often driven by a small number of providers not adhering to the OTS process rather than industry-wide challenges.
- A desire for richer and more meaningful performance insights
- Recognition of the importance of continuous improvement and sharing best practice.
- Interest in outage notifications, alongside the need to avoid excessive or low-value alerts.

TOTSCo's approach to monitoring & improvement

TOTSCo considers that there is a clear role for continued Monitoring & Improvement activity to support the effective operation of the OTS process and to deliver a consistently high-quality switching experience for consumers.

These activities will focus on the following key areas of OTS performance:

- Hub match success rate
- Failed messages
- Switch order trigger request messages that do not receive a response
- Lack of responsiveness from a communications provider when issues are raised

In response to this feedback, TOTSCo will take forward the following Monitoring & Improvement activities:

| Monitoring & Improvement Activity | What TOTSCo will do |
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| Improve and expand TOTSCo current performance and monitoring information | <ul style="list-style-type: none"> • Publish additional match rate information and, in parallel, work with industry to obtain session-based match rate data. • Engage with stakeholders to discuss underlying session match rate methodologies and determine whether, and in what form, this information can be published. |

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| Support individual providers | <ul style="list-style-type: none"> • Facilitate bilateral engagement with providers, initially focusing on those with the highest volumes, to improve match success rates. • Share anonymised insights from these discussions with the wider industry where appropriate. • Introduce Service Review Meetings on a voluntary basis, beginning with larger providers, to address key aspects of the OTS process and share best practice. |
| Make more detailed provider-specific reports available | <ul style="list-style-type: none"> • Provide insights to help providers better understand their performance, with reports shared confidentially with providers. |
| Assess industry views on outage notification approach | <ul style="list-style-type: none"> • Develop a proposal for an outage notification threshold to reduce the volume of alerts relating to minor or quickly resolved incidents. • Discuss the proposed approach with industry, initially through the Operations Forum. |

We will continue to work closely with industry as these activities develop and will provide further updates through Stakeholder Forums and future communications. We will always respect confidentiality and not publish any data that identifies single users.

TOTSCo
April 2026



Annex 1:

[Click here](#) to review the responses we obtained from the following organisations:

- BT
- Community Fibre
- Highland Broadband
- NowYoYo
- Sky
- Truespeed
- Virgin Media O2
- VodafoneThree
- WightFibre

