TOTSCo Bulletin No.111
Date: 27 October 2026
Subject: Notification of Price Reductions for TOTSCo Services

We are pleased to announce price reductions across TOTSCo's Residential and Business Switching price lists, effective from 1 January 2027. As TOTSCo has moved from its start-up phase into business-as-usual operations, we have achieved cost efficiencies that we are now able to pass on to users through lower prices.

Residential (OTS) Switching pricing: key changes

- From 1 January 2027, the unit price is reduced from £0.28 to £0.25 per residential customer.
- Unit charges for Full-Management Managed Access Providers and the tapering arrangements for smaller users are updated accordingly.
- The annual subscription fee remains unchanged, as these relate to amortised up-front and onboarding costs and some supplier costs, which are fixed.

Longer-term OTS pricing outlook

In Bulletin 95, we indicated that we anticipated reducing real-terms OTS pricing in 2028. We are pleased that greater certainty over the ongoing costs of operating OTS, together with continued effective cost management, mean we can make earlier-than-planned price reductions. As a not-for-profit organisation, TOTSCo is committed to passing the benefits of efficiencies and cost savings on to its users wherever possible.

We will decide 2028 OTS pricing in Q3 2027. The loan that funded TOTSCo's initial work including system development will be paid off in October 2027. While we cannot make firm commitments, this may give room for a further reduction, depending on any changes to our scope of activity and inflation amongst other factors.

Business Switching pricing: key changes

- On 1 January 2027, the unit price is reduced from £1.60 to £1.50 per business customer.
- Unit charges for Full-Management Managed Access Providers and the tapering arrangements for smaller users are updated accordingly.
- The annual subscription fees remain unchanged, as these relate to amortised up-front and onboarding costs and some supplier costs, which are fixed.
- The existing arrangement will continue: Communication Providers will not be charged for any RCPID with a Business Customer Number of fewer than 20,000 until TOTSCo has declared that Business Switching has gone live.

Increased participation and greater certainty about the expected customer base as well as lower costs overall have enabled this price reduction.

Longer-term business pricing outlook

Our longer-term outlook remains unchanged. From 2028, we expect the unit price to reduce, perhaps by between 25% and 50%, reflecting the recovery of TOTSCo's business switching development costs by the end of 2027. This outlook is provided for guidance only and is non-binding.

Consultation, notice and effective date

The revised price lists (Schedules G to both the User Agreement and MAP Agreement) are available below. The **redline versions** show the changes from the current price lists, while the **clean versions** are the new price lists that will take effect on **1 January 2027**.

Communication Providers		
Service	***What has changed***	***New Price List***
Residential Switching (OTS) v1.5	*Redline version*	*Clean version*
Business Switching V4	*Redline version*	*Clean version*

Full Management MAPs		
Service	***What has changed***	***New Price List***
Residential Switching (OTS) V2	*Redline version*	*Clean version*
Business Switching V4	*Redline version*	*Clean version*

Under the User and MAP Agreements, changes to the price lists would ordinarily be subject to consultation and 90 days' notice.

To give users the benefit of lower prices from 1 January 2027, we propose to waive consultation and shorten the usual 90-day notice period on this occasion. If your organisation objects to this approach, please contact enquiries@totsco.org.uk by 1 November 2026.

TOTSCo
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