

## One Touch Switch Implementation Progress Steering Group

### Terms of Reference (version 29 November 2022)

#### Purpose and scope

1. The purpose and scope of the One Touch Switch Implementation Progress Steering Group (OTS IPSG) is:
  - a. **for the One Touch Switching Company Limited (TOTSCo) and Members to provide updates:**
    - i. for TOTSCo to provide updates to Ofcom on the development and implementation of the One Touch Switch (OTS) Hub and process, on-boarding of providers and associated matters within their remit.
    - ii. for Members to provide updates to Ofcom on progress of their own implementation of OTS and the April 2023 GCs.
  - b. **to provide a forum for discussion of progress and queries:** Members can discuss the implementation of OTS and the April 2023 GCs and raise queries with Ofcom regarding implementation or compliance with the April 2023 GCs.
2. Discussion of any other matters will be out of scope of the OTS IPSG, unless agreed by Ofcom.

#### Roles and responsibilities

3. All participants are expected to act in accordance with these Terms of Reference.
4. **Membership of the OTS IPSG**
  - a. Members are invited to attend at the discretion of Ofcom and should nominate one person to attend each meeting on behalf of their organisation.
  - b. Members will be expected to participate actively in open discussion and provide updates and information as requested by Ofcom and in line with the agenda for that meeting.
  - c. Members are expected to act in accordance with their responsibilities under the Competition Act 1998 and any related laws or regulations.
5. **TOTSCo**
  - a. TOTSCo will be invited to attend by Ofcom and should nominate a maximum of two people to attend each meeting, unless agreed in advance with Ofcom.
  - b. TOTSCo will provide updates on OTS implementation progress as agreed in advance with Ofcom. We would expect TOTSCo to disseminate the outcome of the discussions to those stakeholders in scope of OTS, through the appropriate mechanisms.
6. **The Office of Telecommunications Adjudicator (OTA2)**
  - a. The OTA2 may, at Ofcom's request, attend meetings to advise on technical or process matters, or to assist Ofcom in Chairing or facilitating discussion with members.
7. **Ofcom**
  - a. Ofcom will be responsible for all arrangements and decisions concerning the administration of the OTS IPSG.

- b. Ofcom will nominate a Chair for each meeting, who will be noted in the agenda circulated to members.
- c. Ofcom will be represented and supported by:
  - i. Cristina Luna-Esteban, Ofcom, and other Ofcom staff as appropriate.
  - ii. David Halliday, OTA2, in the capacity of technical advisor to Ofcom.

**Meetings**

- 8. Meetings of the OTS IPSG will be scheduled as required at the discretion of Ofcom.
- 9. Meetings will be held in person at Ofcom’s Riverside House office. Photographic identification is required to gain access to Riverside House. Where possible, a Teams link will be provided for Members to attend virtually where they cannot attend in person.
- 10. Ofcom will prepare and circulate an agenda 48 hours in advance of each meeting to all members, which will be followed during the meeting. Items for the agenda should be submitted to Ofcom at least one week in advance of the scheduled meetings to ensure all parties can be fully prepared for discussion. Additional items for future discussion may also be raised at the end of meetings at the discretion of the Chair.
- 11. Meeting notes and actions will be recorded by Ofcom. These notes will be circulated to members as part of the agenda for following meetings, and as a matter of record. Ofcom will also publish summaries of meetings on our website as well as any policy updates that may result from meeting discussions.

**Annex: Defined terms**

Term	Definition
April 2023 GCs	<p>Changes to Ofcom’s General Conditions of Entitlement (“General Conditions”) with effect from 3 April 2023 that relate to residential fixed broadband and voice providers, namely:</p> <ul style="list-style-type: none"> <li>a. high-level switching rules (including customer information, consent and compensation): GCs C7.3 – C7.16 and C7.47 – C7.49; and</li> <li>b. number porting (including the right to port): GCs B3 and C7.4 – C7.8.</li> </ul> <p>See <a href="#">Annex 3</a> to our February 2022 <a href="#">Statement</a> on <i>Quick, Easy and Reliable Switching</i> for a consolidated version of the April 2023 GCs.</p> <p>See <a href="#">Annexes 2</a> and <a href="#">4</a> for further detail on the relevant changes to the GCs.</p>
Members	Residential fixed providers of IAS and NBICS who are within the scope of the One Touch Switch General Conditions (GCs C7.18 to C7.27, version effective 3 April 2023) invited by Ofcom.