



The One Touch Switching Company Ltd
10 Fitzroy Square
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Dear Colleagues

One Touch Switch is coming!

If you are a provider of fixed voice or broadband services to residential customers, you need to act now! Please read this message to understand how best to prepare for OneTouch Switch.

At the heart of One Touch Switch is the TOTSCo Hub, a messaging platform that will exchange information between gaining and losing providers. You can find out more about One Touch Switch and the TOTSCo Hub at <https://totsco.org.uk>.

To comply with Ofcom regulations, you will have to use the TOTSCo Hub if you provide fixed voice or broadband services to residential customers. This will mean making modifications to some of your operational processes and systems.

TOTSCo will soon start to release information about the technical steps needed to interface with the TOTSCo Hub, and about the onboarding process including commercial and contractual details.

TOTSCo is committed to bringing you information about all aspects of the TOTSCo Hub as soon as it becomes available. To enable us to do this please register at <https://totsco.org.uk/register-interest>. We can then send you newsletters and will also organise forums and events to listen to your feedback and answer questions. Registration is free and carries no obligation.

I look forward to working with you over the coming months as the industry comes together to deliver this exciting project.

Best wishes

Paul Bradbury

CEO, The One Touch Switching Company Ltd (TOTSCo)

<https://totsco.org.uk>

TOTSCo is a not-for-profit company established by the UK telecoms industry to deliver fixed voice and broadband switching processes.