

**Residential communications providers in  
scope of OTS rules**

Cristina-Luna Esteban  
Director, Telecoms Consumer Protection  
Networks & Communications  
Direct line: 020 7981 3339  
Email: [Cristina.LunaEsteban@ofcom.org.uk](mailto:Cristina.LunaEsteban@ofcom.org.uk)

09 February 2024

## One Touch Switch implementation

I am writing to update you on Ofcom's recent actions in view of the continued delay regarding the industry launch date for One Touch Switch (OTS). You will be aware of TOTSCo's announcement on 13 December 2023 abandoning the planned go-live date of 14 March 2024.<sup>1</sup> This has serious implications for consumers, for competition and for the orderly implementation of the OTS process.

It is our understanding that TOTSCo took its decision in December following communication from BT, Sky, TalkTalk and VMO2. Since TOTSCo's announcement, there is still no clarity from industry on the OTS go live date, despite OTS being a regulatory requirement since April 2023. Ofcom is very concerned about the repeated delays and the length of time now being taken to finalise an agreed go-live date, which is preventing consumers from realising the benefits of easier and simpler switching.

Lindsey Fussell, Ofcom's Group Director of Networks & Communications, has written to each of the four providers to set out our concerns, and to require them with utmost urgency to finalise a launch date that is the earliest possible implementation date for OTS. We are cognisant that the lack of clarity about the go live date is also creating uncertainty for industry.

Notwithstanding, I expect all communications providers in scope of the One Touch Switch rules to continue to make all necessary preparations so they can meet the revised OTS go live date. This includes going through the necessary onboarding processes with TOTSCo to obtain an RCPID and carrying out appropriate testing. Such preparations must not be left until the last minute as otherwise providers will risk undermining an orderly implementation, and possible enforcement action.

Ofcom will continue to monitor the implementation of OTS.

Yours sincerely,

**Cristina Luna-Esteban**

---

<sup>1</sup> 13 December 2023, [TOTSCO Bulletin No 39](https://totsco.org.uk/wp-content/uploads/2023/12/Bulletin-39-Change-to-planned-OTS-go-live-date-of-14-March.pdf). [https://totsco.org.uk/wp-content/uploads/2023/12/Bulletin-39-Change-to-planned-OTS-go-live-date-of-14-March.pdf]