

AZOTEL S10-03 V002 (2024-07)

One Touch Switching TOTSCo UK

Azotel Technologies Ltd,
3rd Floor, River House,
Blackpool Park,
Cork,
Ireland.

Azotel Canada Inc.
325 Vulcan Avenue
NS B1P 5X1
Sydney
Canada

Azotel Poland
PLAC Powstancow
Slaskich 17A/222
53-329
Wroclaw
Poland

Phone (EMEA): +353-21-234-8100
Phone (North America): +1-902-539-2665 / +1-312-239-0680
Phone (Poland): +48-71-710-1530
Phone (UK): +44-20-719-3417
Phone (South Africa): +27-11-083-6900
Fax: +353-21-467-1699

info@azotel.com

www.azotel.com

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1. Introduction to TOTSCo



ABOUT TOTSCo

Following Ofcom's decision in September 2021 to simplify the process of switching landline and broadband, the industry acted to design a solution that would allow providers to comply with the new regulations. The initial work was led by the Office of the Telecommunications Adjudicator ("OTA2") and included a steering group that comprised a representative selection of industry participants.

In June 2022 the industry established The One Touch Switching Company Ltd ("TOTSCo") as a vehicle for the development and operation of the messaging platform, the TOTSCo Hub. TOTSCo is a not-for-profit company owned by the membership with the purpose of developing and operating the platform.



The One Touch Switch Project

The One Touch Switch (OTS) project is a transformative initiative aimed at revolutionising how consumers switch their landline and broadband services. The key objective is to enable consumers to switch providers seamlessly with just one touch, without the need for unnecessary and often cumbersome interactions with their current provider.

This project is a direct response to the need for a more consumer-friendly approach to switching services, reducing the time and effort involved. It empowers consumers with greater control over their service choices and aims to foster a more competitive and dynamic market.



The TOTSCo HUB

At the heart of the OTS project is the TOTSCo Hub. This technological platform serves as a central messaging hub, facilitating communication between different CPs during the switching process. The TOTSCo Hub ensures that all necessary information is exchanged accurately and efficiently between the gaining and losing providers, thereby enabling a smooth transition for the consumer.

The TOTSCo Hub is designed to be user friendly and accessible to CPs of all sizes, from small providers with limited technical resources to large providers with more advanced technical capabilities. It ensures that all CPs, regardless of their size or technical proficiency, can participate in the OTS process effectively.

Source: <https://totsco.org.uk/totsco-hub-user-guides/>

2. Azotel Integration

SIMPLer platform has been integrated with TOTSCo HUB allowing to successfully complete both Gaining and Losing switch orders adhering to all regulations and guidelines that are available. Azotel is integrated with TOTSCo HUB as the Technical MAP service option.

In such scenario the Azotel provides the software solution. Operators will interact with the OTS process via a user interface in SIMPLer and have the user agreement signed with TOTSCo and pay hub charges directly to TOTSCo.

	Inourced MAP	Technical MAP	Full Management MAP
Platform & Service	✓	✓	✓
Contract with MAP	✓	✓	✓
User Agreement with TOTSCo	✓	✓	
Billed with MAP	✓	✓	✓
Billed with TOTSCo	✓	✓	
Onboarding with TOTSCo	✓	✓	
Onboarding via MAP			✓
MAP provides lead on testing	✓**	✓	✓
MAP provides first-line support for billing and customer services			✓
TOTSCo provides first-line support for billing and customer services	✓	✓	
MAP provides first-line support for technical issues	✓	✓	✓

** please check with your MAP if they offer these services

Fig 2.1-1: comparison of MAP services

3. TOTSCo journey overview

Note: To get the TOTSCo HUB interface set up for SIMPLer platform please contact Azotel support: support@azotel.com

1. Onboard with TOTSCo to obtain RCPID – while onboarding please mention that you are using Azotel platform as a technical MAP. To complete this process please visit: <https://totsco.org.uk/onboarding/>
2. Coordinate connecting to HUB, SIMPLer setup and testing with Azotel. There will be several steps involved in the setup process such as:
 - Review customer Addresses – make sure UPRN is used across the board, no abbreviations are used, all addresses follow same format, post codes are present.
 - Define Contract time frames i.e: Contract Date and Contract Length.
 - Define how Contract Early Termination Implications are calculated.
 - Define Email Messages that are sent to customer at each step of Losing Switch Orders.
 - Define SMS Message that are sent to customer at each step of Losing Switch Orders.
 - Prepare the customer assist URL & sales assist URL.
 - Make decisions on whose Inbox will be used to get the notifications.
 - Decide if operator faced Notifications Emails are to be used.
 - And more...

4. SIMPLer OTS Components

TOTSCo enhancements when enabled can be found in various places in SIMPLer.

4.1 TOTSCo API Console

TOTSCo console is the focal point of all TOTSCo related information. It is available from “Tools” section of the SIMPLer main menu.

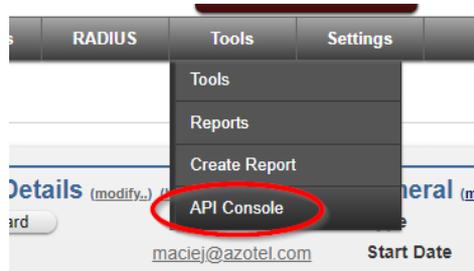


Fig 4.1-1: ‘API Console’ link

There are three sections accessible from the API Console menu:

- **Residential Switch Match Request** – this section allows initiating a “Switch Match Request”. This is the quickest and, in many situations, most convenient way to start a gaining OTS process. Process of submitting a “Switch Match Request” were described in detail in chapter [6.1 Switch Match / Switch Order Request](#) of this manual.
- **Gaining Switch Orders** – this section allows to list every “Gaining Switch Order” that was submitted though the TOTSCo HUB. The “Gaining Switch Order” page was described in detail in chapter [6.3 API: Gaining Switch Order](#) of this manual.
- **Losing Switch Orders** – this section allows to list every “Losing Switch Order” that was received though the TOTSCo HUB. The “Losing Switch Order” page was described in detail in chapter [5.4 TOTSCo Losing Switch Order console](#) of this manual.

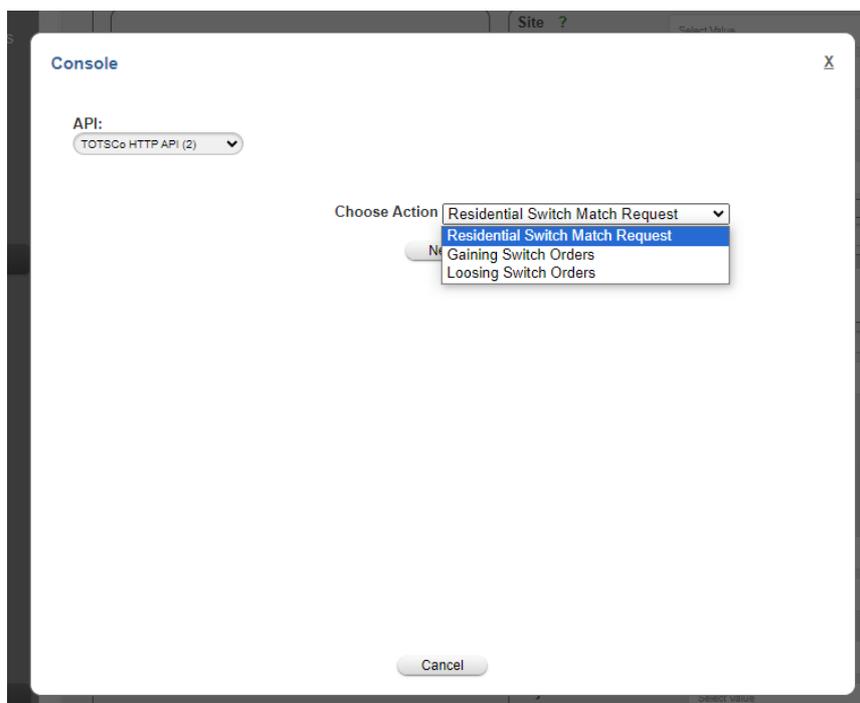


Fig 4.1-2: TOTSCo API Console

4.2 Customer Details TOTSCo section

“One Touch Switch: TOTSCo” section will be displayed in the “External Integrations” part of customer details page. By default it will only display the “Switch Order Match” button that allows to start gaining process with customer name, address, UPRN pre-filled from the customer account details.



Fig 4.2-1: Customer details - One Touch Switch section

If the OTS gaining process was started for the account and a “Switch Order” has been already put in a “Gaining Switch Order” will be displayed

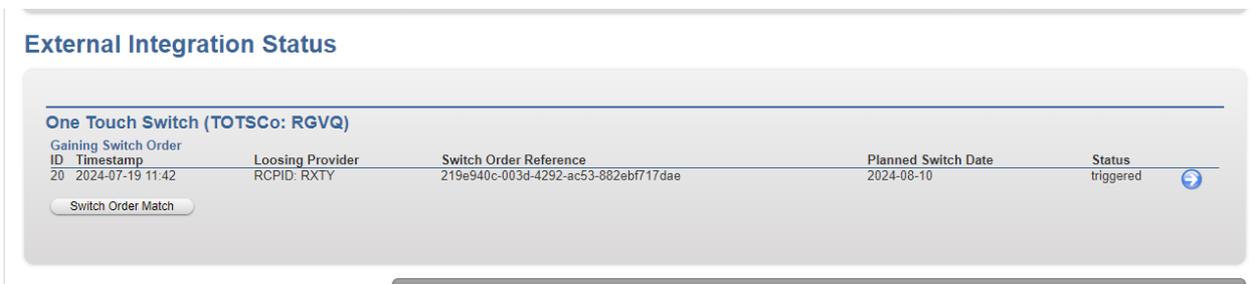


Fig 4.2-2: Customer details - One Touch Switch section: Gaining Switch Order

If the OTS losing process was started for the account and a “Switch Order” has been already received from TOTSCo HUB a “Losing Switch Order” will be displayed giving an overview of stage where the process is at



Fig 4.2-3: Customer details - One Touch Switch section: Losing Switch Order

5. Losing Process Overview

Losing process from the TOTSCo HUB perspective is initiated and driven by the Gaining Provider therefore the key thing is to keep the Losing provider up to date with the Losing process progress. The TOTSCo HUB integration in SIMPLer has following features that notify about the progress:

- Notification Emails.
- SIMPLer Inbox.
- Bcc to all customer faced emails.
- TOTSCo Losing Switch Order console.
- Customer Details: TOTSCo section / Email Log / SMS Log.

In the following chapters find detailed description of all options above.

5.1 Notification Emails

Upon receiving every residential Losing Switch Order API call a short, notification email can be sent to a predefined email address(es). These emails inform about which SIMPLer customer account details the call was submitted for as well as the switch order action be it:

- Request
- Update
- Cancel
- Trigger

The setup is carried out by Azotel engineering team.

```
[REDACTED] OTS Notification - residentialSwitchOrderRequest: John Miggins (16506)

noreponse@azotel.com
to me ▾

OTS Notification (TOTSCo),

Switch Order - residentialSwitchOrderRequest

Operator: [REDACTED]
Customer ID: 16506
Customer Name: John Miggins

--
Thanks,
Azotel Support
```

Fig 5.1-1: “Request” notification email example

[REDACTED] OTS Notification - residentialSwitchOrderUpdateRequest: John Miggins (16506)

noreponse@azotel.com

to me ▾

OTS Notification (TOTSCo),

Switch Order - residentialSwitchOrderUpdateRequest

Operator: [REDACTED]

Customer ID: 16506

Customer Name: John Miggins

--

Thanks,
Azotel Support

Fig 5.1-2: "Update" notification email example

[REDACTED] OTS Notification - residentialSwitchOrderTriggerRequest: John Miggins (16506)

noreponse@azotel.com

to me ▾

OTS Notification (TOTSCo),

Switch Order - residentialSwitchOrderTriggerRequest

Operator: [REDACTED]

Customer ID: 16506

Customer Name: John Miggins

--

Thanks,
Azotel Support

Fig 5.1-3: "Trigger" notification email example

[REDACTED] OTS Notification - residentialSwitchOrderCancellationRequest: John Miggins (16506)

noreponse@azotel.com

to me ▾

OTS Notification (TOTSCo),

Switch Order - residentialSwitchOrderCancellationRequest

Operator: [REDACTED]

Customer ID: 16506

Customer Name: John Miggins

--

Thanks,
Azotel Support

Fig 5.1-4: "Cancel" notification email example

5.2 SIMPLer Inbox

Upon receiving every residential Losing Switch Order API call a notification about it can be added to the SIMPLer Inbox for a specified set of users. The Inbox button will turn red (for attention) if there are any unread messages.

The setup is carried out by Azotel engineering team.

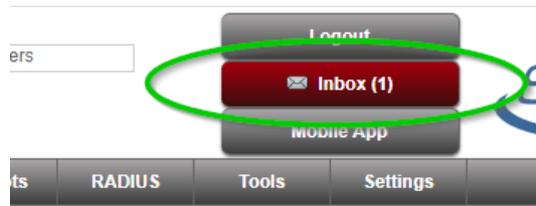


Fig 5.2-1: SIMPLer Inbox button

A page listing all notifications will be brought up upon clicking on the “Inbox” button where SIMPLer user can explore all notifications reported.

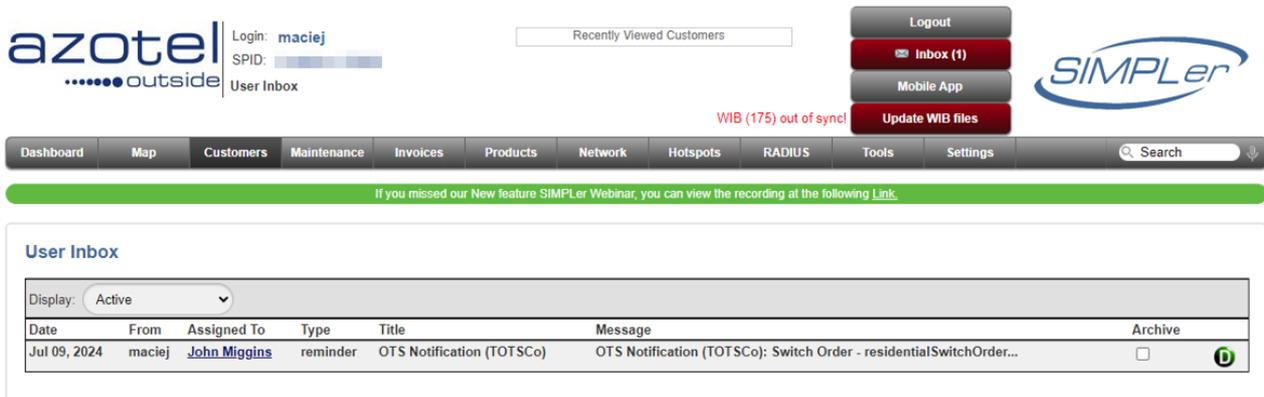


Fig 5.2-2: SIMPLer Inbox

From each notification used can go straight to a respective customer account, click on the row to expand the notification details, archive, or delete it.

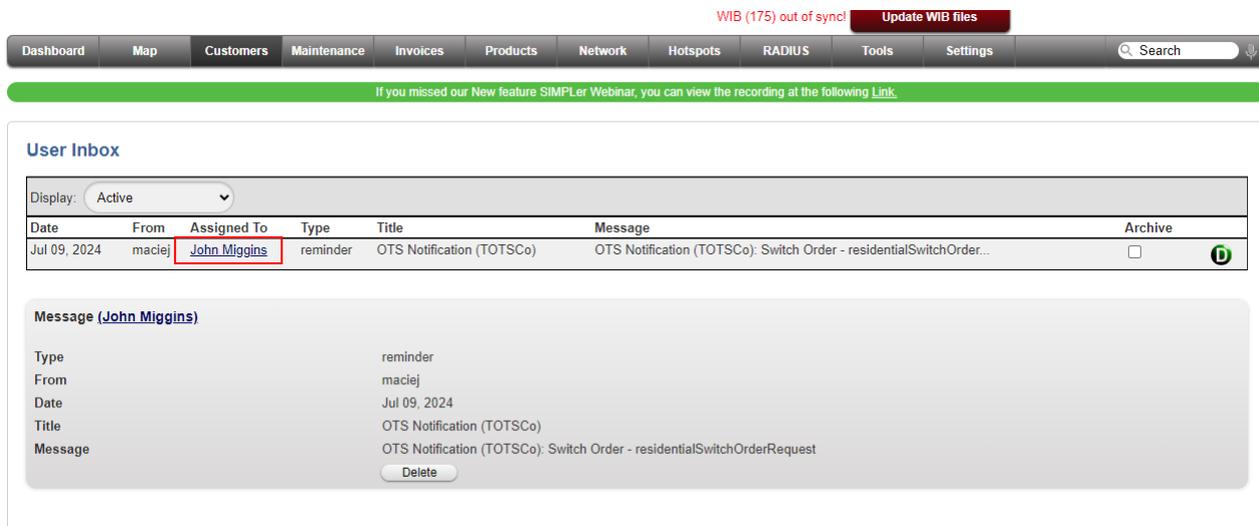


Fig 5.2-3: Notification details

5.3 Bcc to Customer Faced Emails

Upon receiving every residential Losing Switch Order API call a personalised notification email can be send to a customer. Implications email on a successful customer match request is mandatory, but SIMPLer can also be set to send a personalised emails with any wording operator chooses to a customer also upon receiving other Switch Orders such as Request, Update, Cancel, Trigger. Operator can choose to receive these emails to specified email address(es) via Bcc.

The setup is carried out by Azotel engineering team.

Hi John Miggins,

We've received a notice from [REDACTED] that you are considering cancelling your internet services. This letter outlines some of the key information you need to be aware of in relation to your contract with us:

According to our records, you are on a **12 month** contract, which started on **2024-03-14**. Based on this, we calculate that your early termination charge would be **£432.56** if you were to terminate the contract today.

Please note, the figure above is indicative only. Your precise early termination charge will be provided on the final invoice we send after the service is terminated.

Here's a few other things you need to be aware of:

- We require 30 days notice if you wish to cancel
- Your direct debit payments will remain in place until the service is terminated
- If you subscribe to any of our add-on services such as VOIP or Smart Wifi, these services will also be terminated at the same time as the broadband.

If you proceed with the cancellation, we will keep the service running until your new provider confirms the service has successfully switched over to them.

Lastly, if you:

- have any concerns about the information above
- have not requested this information
- or would like to speak to us about your current plan and any other tariffs that may be available

then please don't hesitate to get in touch with us on [REDACTED], or email: [REDACTED]

Best Wishes,

Fig 5.3-1: Example 'Implications Email' send on successful customer Match

Hi John Miggins,

We have been advised that the intended date of cancellation for your service has changed to **2024-08-09**. We will keep your service running until we receive confirmation from your new provider that their service is in place.

If you have any queries or concerns around this, or would like to speak to us about your current plan then please reach out to us on [REDACTED], or email [REDACTED]

Thanks,

Fig 5.3-2: Example "Switch Order Update" customer notification email

5.4 TOTSCo Losing Switch Order Console

All information about every Losing switch order ever submitted can be found under the 'API Console' in SIMPLer which can be found under 'Tools' section of the main menu in SIMPLer.

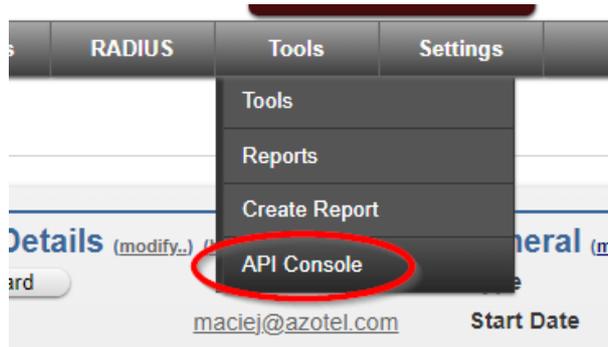


Fig 5.4-1: 'API Console' link

From the API console page make sure that the TOTSCo HTTP API. There are three actions possible:

- Residential Switch Match Request
- Gaining Switch Orders
- Losing Switch Orders

Selected the last option and submit with 'Next' button.

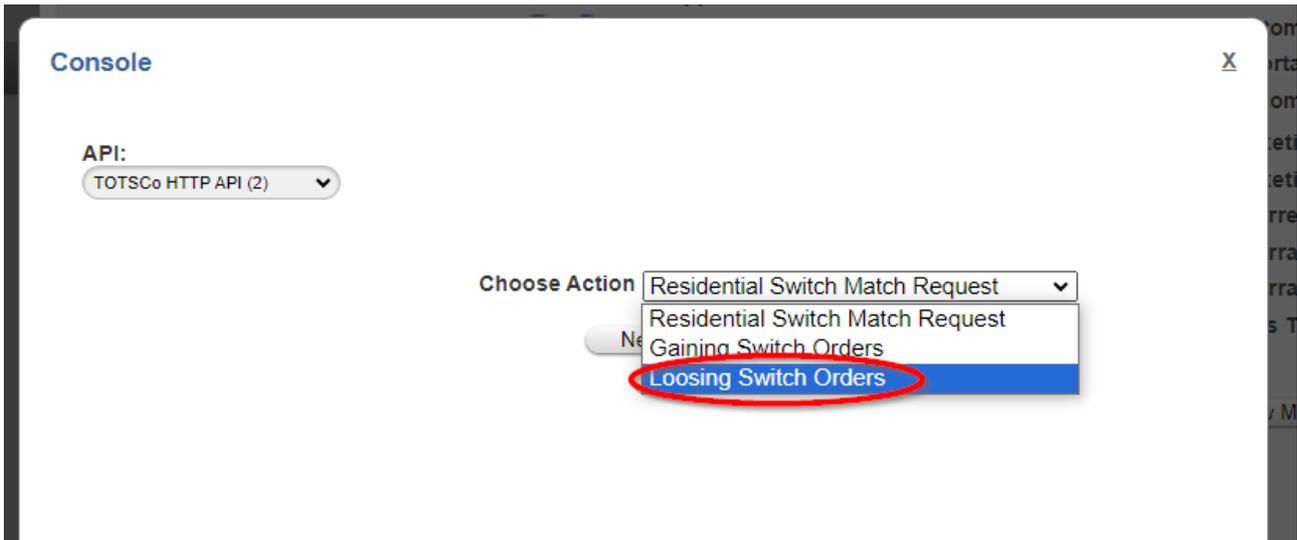


Fig 5.4-2: 'Console: TOTSCo API' menu

“Losing Switch Orders” displays every switch order ever submitted. Each row has a direct link to a customer account. There is also a search section that can help narrow down the searches using one of 4 options:

- Reference – switch order reference code.
- From Date - use it to filter on switch order date.
- To Date - use it to filter on switch order date.
- Status – status of the switch order (proposal, confirmed, updated, triggered).

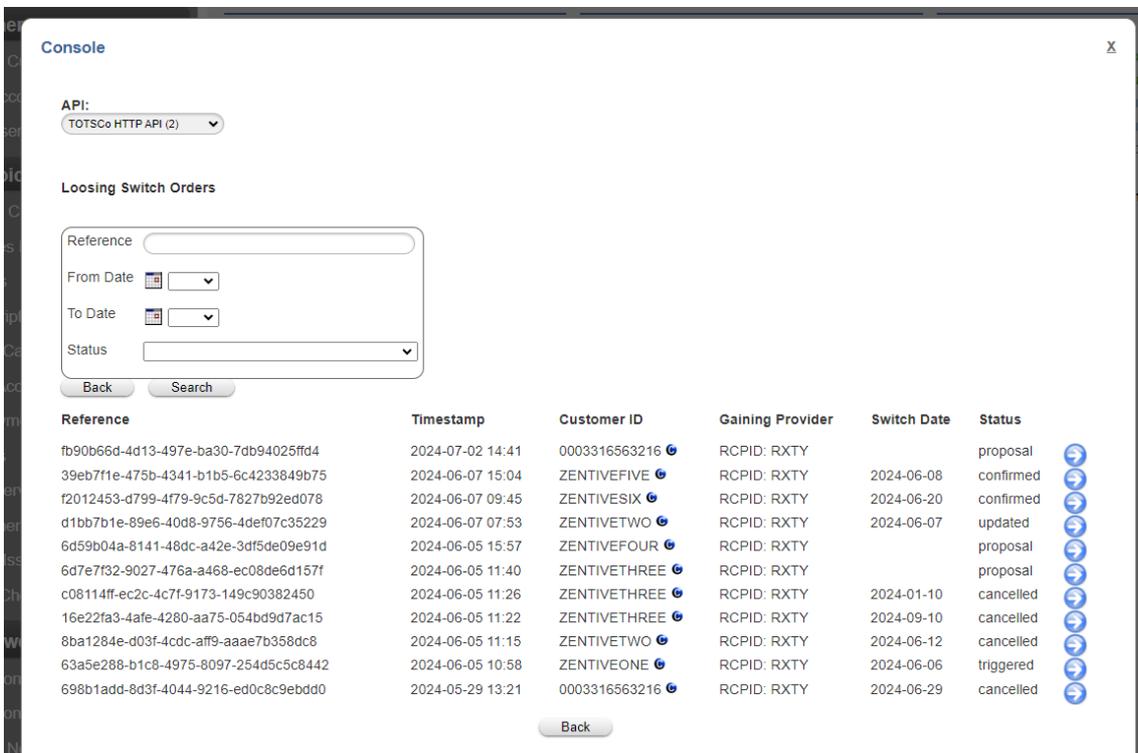


Fig 5.4-3: Losing Switch Orders page

Blue arrow button on the “Losing Switch Orders” page will bring a detailed page up that covers the services sections of the switch order that were submitted with the “Request” call. This section outlines what ultimately the customer has decided if there were any alternatives for the product termination while submitting the Switch Order Request.

Each service has following attributes:

- **Service Type** – An industry agreed name for the service to be switched. Currently, “IAS” and “NBICS” are supported. (Number Based Interpersonal Communications Service i.e. voice services)
- **Switch Action** – Either the action the losing provider will take when the switch is performed, or information to the gaining provider about whether the service matched, or not. Please see the definition table for a list of values and their meanings.
 - **Service Found** - The LRCP has found this service for the matched customer. This is a positive result, and the GRCP may raise a switch order asking for this service to be ceased.
 - **Service With Another RCP** - In the Openreach world, WLR and broadband can be provided over a single copper pair, but via different CPs (e.g. WLR with Post Office9, and FTTC with Zen). Post Office can use Openreach’s EMLC service to check if there is any broadband on their WLR line – if so, Post Office would return this value against the IAS. If EMLC returned no broadband, Post Office would return Service Not Found (or omit IAS if not included in the match request). Zen should be aware that FTTC requires an underlying WLR service and would return this value against the NBICS. However, if Zen had SOGEA broadband, there would be no WLR service. It is feasible that other networks may have similar concepts (and it may be that only Openreach has these complex patterns).
 - **Service With Another Cust** - Although rare, it is feasible that WLR and broadband are on different billing accounts, both with the same RCP. The customer(s) owning those billing accounts may be the same person, two different people, or the CRM data is not good enough to tell which. This value represents that the LRCP has found this service, but it is recorded against a different customer / billing account (not the matched customer / billing account). The GRCP may try a second match, for the same LRCP, but using different customer / account details.
 - **Service Not Found** - The LRCP has not found this service. The overall match may be positive with a SOR (e.g. broadband has been found, but the voice has not).
 - **Forced Cease** - The LRCP has identified a service that was not requested to be ceased but will be automatically ceased if the switch is progressed with the services that have matched. For example, switching a WLR voice line to another network provider would result in the forced cessation of an IAS service provided over the same copper line; switching a SOGEA or FTTP broadband service would result in the forced cessation of a VoIP service linked to that broadband.
 - **Option To Cease** - The LRCP has identified another service, NBICS or IAS, that can also be ceased within the switch but is not mandated to be ceased. This will only ever be used within the alternative Switch Orders element of the response from the LRCP. 9 The Post Office telecoms business has been purchased by Shell Energy Broadband, but this was a real example and is hard to replace with a current example.
 - **Option To Retain** - The LRCP found another service, NBICS or IAS, that has not been requested to be ceased and can be retained.



Fig 5.4-4: Losing Switch Order details page

5.5 Customer Details: TOTSCo section / Email Log / SMS Log

Information about Losing Switch Order and any communication related to it send to customer can be found on the customer details in the sections described below.

5.5.1 TOTSCo section

Losing switch orders for a particular customer will be listed on his customer details page under the “External Integration Status” -> “One Touch Switch (TOTSCo)” section.

External Integration Status				
One Touch Switch (TOTSCo: RGVQ)				
Losing Switch Order				
Switch Order Reference				
dac92278-1b69-4a4d-9b3f-21cd60610ab7				
	Timestamp	Gaining Provider	Planned Switch Date	Status
	2024-07-09 16:57	RCPID: RXTY	2024-08-09	cancelled 

Fig 5.5-1: Customer details: TOTSCo section

5.5.2 Email Log

There is a ‘Last 5 Emails’ section on the customer details page that will list the last emails (including TOTSCo communication if any) sent to the customer. The “all..” link will bring up the page listing all emails sent to the customer.

Last 5 Emails (all..)			
Date	To	Subject	Message
Jul 09, 2024 17:32	maciej@azotel.com	Your switch request has been withdrawn	Hi John Miggins,brbr We have been informed by Azotel Technologies that they have withdrawn the request to take over your internet services.br As your service with us remains in place there is no action required from you.brbr If you do not believe that this is correct and the switch should still be going ahead, please consult with Azotel Technologies.brbr Thanks,table cellpadding="0" cellspacing="0" style="width: 100%; border-collapse: collapse;">
Jul 09, 2024 17:29	maciej@azotel.com	Your switch away is now complete	Hi John Miggins,brbr We have had confirmation that the service with your new provider is now active.br We will terminate our service shortly, and your final invoice will be generated shortly confirming any final charges that may be applicable. brbr If you have any questions or concerns around this, please contact us on b0330 236 9900/b, or email bsupport@highlandbroadband.com/bbrbr Thanks,tabl
Jul 09, 2024 17:27	maciej@azotel.com	An update to your switching request	Hi John Miggins,brbr We have been advised that the intended date of cancellation for your service has changed to b2024-08-09/b. br We will keep your service running until we receive confirmation from your new provider that their service is in place. brbr If you have any queries or concerns around this, or would like to speak to us about your current plan then please reach out to us on b0330 236
Jul 09, 2024 16:57	maciej@azotel.com	Switching Information Request	Hi John Miggins, br br We've received a notice from Azotel Technologies that you are considering cancelling your internet services. br This letter outlines some of the key information you need to be aware of in relation to your contract with us: br According to our records, you are on a b12 month/b contract, which started on b2024-03-14/b. br Based on this, we calculate that your early ter
Jul 09, 2024 16:49	maciej@azotel.com	Switching Information Request	Hi John Miggins, br br We've received a notice from Azotel Technologies that you are considering cancelling your internet services. br This letter outlines some of the key information you need to be aware of in relation to your contract with us: br According to our records, you are on a b12 month/b contract, which started on b2024-03-14/b. br Based on this, we calculate that your early ter

[Last 5 Attachments \(add..\)\(all..\)](#)

Fig 5.5-2: Email Log

5.5.3 SMS Log

There is a ‘Last 5 SMS’ section on the customer details page that will list the last SMS (including TOTSCo communication if any) sent to the customer. The “all..” link will bring up the page listing all emails sent to the customer.

Last 5 SMS (all..)					
Date	Send By	Send To	Message	Status	Error
2021-07-26 07:43:26.10564	pawel	34545	hello error	Not sent	Message has not been sent.ERR: 105, Invalid Destination Address
2021-07-26 07:42:16.799872	pawel	1000000000	hello test	OK	

Fig 5.5-3: SMS Log

5.5.4 Maintenance

SIMPLER can be set to add / update a maintenance ticket with every Losing process communication received from the TOTSCo hub.

Last 5 Maintenance (add..) (all..)						
ID	Date	Reported By	Title	Status	Closed By	Description
5	29 May 2024	system: OTS - TOTSCO	OTS: TOTSCO - 698b1add-8d3f-4044-9216-ed0c8c9ebdd0	open	-	<input checked="" type="checkbox"/> Switch Order Request: Confirmed Switch D (...)

Fig 5.5-3: SMS Log

5.6 Automated status change

TOTSCo integration can be set to automatically set the customer status to “post” upon receiving the “Triggered” API call in the Losing process. While this is possible, we do not recommend using this approach and we rather recommend a manual review and disconnection as the customer still needs to be billed for the amount owed, equipment needs to be collected etc. to close the account properly. Manual review, billing, wrapping the equipment and finally closing the account is highly recommended.

6. Gaining Process Overview

Gaining Process from the TOTSCo HUB perspective is initiated and driven by the Gaining Provider.

6.1 Switch Match / Switch Order Request

First step of the Gaining Process communication via TOTSCo HUB is submitting a Switch Match Request. It can be initiated from two places in SIMPLer platform:

- From “One Touch Switching: TOTSCo” section of the Customer Details page. Clicking on “Switch Match” opens a “Switch Match Request” form pre-filled with existing customer details. This can be very helpful in cases where customers are added to SIMPLer database prior to submitting the first “Switch Match” requests. Upon a successful match the Switch Order will be associated to the same account the process started from. The “Switch Match” button can be limited only to certain customer statuses (by default it will always be visible).



Fig 6.1-1: “Switch Match” button on the customer details page

- From ‘API Console’ in SIMPLer which can be found under ‘Tools’ section of the main menu in SIMPLer. This option allows submitting “Switch Match” requests without having the existing customer account in SIMPLer. Only upon a successful match a customer account would have to be created and associated to a “Switch Order Request”.

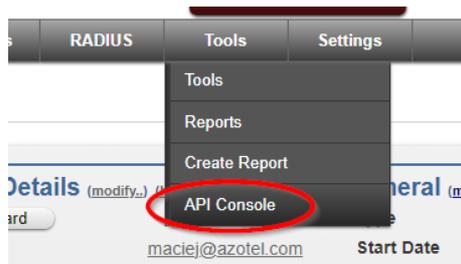


Fig 6.1-2: ‘API Console’ link

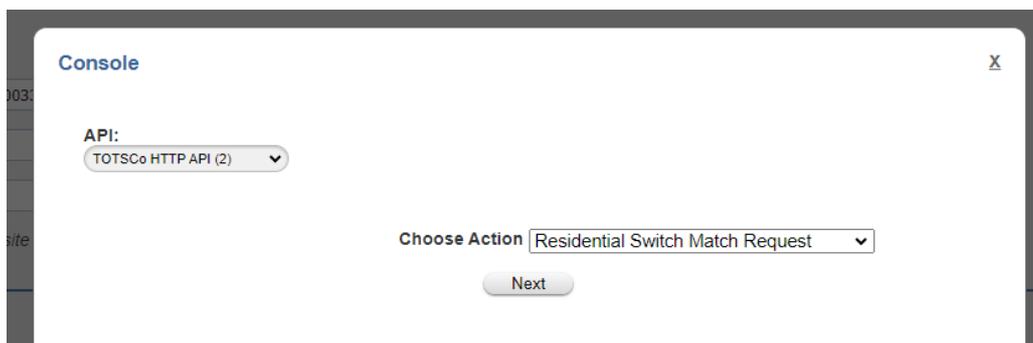


Fig 6.1-3: ‘Console: TOTSCo API’ menu

Both cases will bring up a Switch Match request page. First step of submitting a successful match request is getting the customer details filled out (if these were not automatically pre-filled). There is a whole set of best practice guides available on TOTSCO pages.

<https://totsco.org.uk/process-technical-documents/>

Subject Area	Document Title	Current Version	Clean Document	Marked-up Document
Mandatory Documents				
Technical Specification	TOTSCO API Specification	1.1a	Access	Access
	OTS Message Specification	1.1c	Access	Access
	OTS Response Codes	1.0	Access	
OTS Process	OTS Industry Process	4.3	Access	Access
	OTS Industry Process Flows	4.3	Access	
	One Touch Switch Message Delivery Policies	1.0	Access	
Advisory Documents				
Best Practice Guides	OTS Matching Best Practice Guide	1.0a	Access	Access
	OTS Additional Guidance on Exception Scenarios Best Practice Guide	1.0	Access	Access
	OTS Message Examples	1.1a	Access	Access
	OTS Match Request and Response Scenarios Matrix	1.0	Access	
	OTS Open Order Best Practice Guide	1.0	Access	Access
	The OTS Number Porting and Intra-Network Transfers Best Practice Guide	1.1	Access	Access

Fig 6.1-4: TOTSCO Process Technical Documents

Generally speaking it is highly advisable to:

- Provide UPRN number for address matching.
- Make sure that Town and Post Code are correct.
- If UPRN is not available Address Lines will be used for matching, but it is no harm to have these filled out regardless in cases where UPRN is present.
- Provide the Account identifier if available – “Sales Assistance” and “Customer Assistance” links if available for a particular provider should help with identifying what the actual Account number is. In most cases it will be a field visible on customer invoices.
- If Account Identifier is provided customer Name will probably not have to be exact, but it is always advised to get it as close to what the Losing operator has as possible.

All above information can typically be found on customer invoices.

Once the customer information is filled out use ‘Add Service’ section to define what services customer wants to move to the Gaining Provider and whether these services need to be ceased or ported on the Losing Provider side.

Console

API: TOTSCo HTTP API (3)

Residential Switch: Match Request

Gaining Provider: RGVQ

Losing Provider: Azotel Technologies

Sales Assistance
Customer Assistance

Customer Details

Name: John Miggins

Account: totscogainingtest

UPRN: 12345

Address Lines: Flat 1 Rose Cottage 22 Cheshunt Mews
Cypress Street Tyre Industrial Estate Binatyre

Post Town: Glasgow

Post Code: SW1P 3UX

Services

1 - IAS - cease - ✖

3 - NBICS - port - 3302369999 ✖

Back Continue

Add Service

Service Type: Internet Access Services (IAS)

Action: Cease

Service Identifier (optional)

Add

Cancel

Fig 6.1-4: Switch Match request form

The Switch Match request will be sent to the Losing Provider once the form is submitted with “Continue”. The page will show the request precisely as it was submitted via the TOTSCo HUB. The call format is dictated by HUB API definition and is displayed in SIMPLer this way to ease potential disputes with TOTSCo / Losing provider.

Console

API: TOTSCo HTTP API (3)

Request Submitted: residentialSwitchOrderRequest

Losing Provider: RCPID: RXTY

Back

```

residentialSwitchMatchRequest
  account: totscogainingtest
  address:
    addressLines:
      - 1. Flat 1 Rose Cottage
      - 22 Cheshunt Mews
      - 2. Cypress Street Tyre
      - Industrial Estate
      - Binatyre
    postCode: SW1P 3UX
    postTown: Glasgow
    uprn: 12345
  grpcBrandName: Lothian Broadband Networks Limited
  name: John Miggins
  services:
    1.
      action: cease
      serviceType: IAS
  
```

Please wait...

Fig 6.1-5: Switch Match request form: waiting for the Losing Provider to respond

Note: it may take up to 1 minute for the response to come back from the TOTSCo Hub. In cases where response did not come back, pressing “Back” button and submit the request again may help. If the situation persists, please contact Azotel for further investigation.

If Switch Match has failed, the failure code and reason provided by Losing Provider will be displayed. In such cases it is advised to click on the Back button, work with customer to adjust the data and submitting the request to the point where a successful Switch Match is returned.

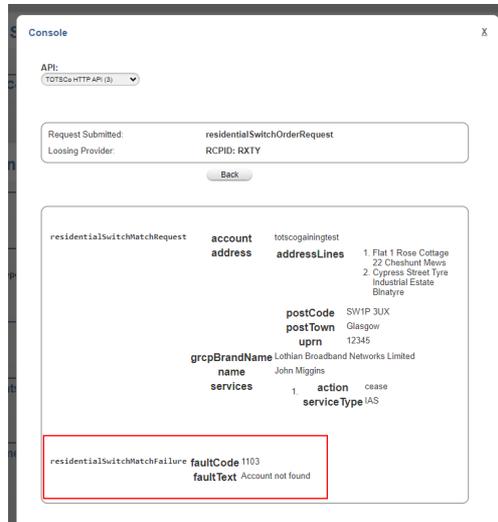


Fig 6.1-6: Switch Match failure

If Switch Match was completed successfully an appropriate page will be displayed. It will display their response received, which outlines how Implications were sent as well as give the Switch Order reference. If there were alternative Switch orders available, they will also be displayed and available to choose from. If the Switch Match was not initiated from a customer account in which case the appropriate customer is already selected – customer account in SIMPLer needs to be selected to proceed with the Switch Order Request.

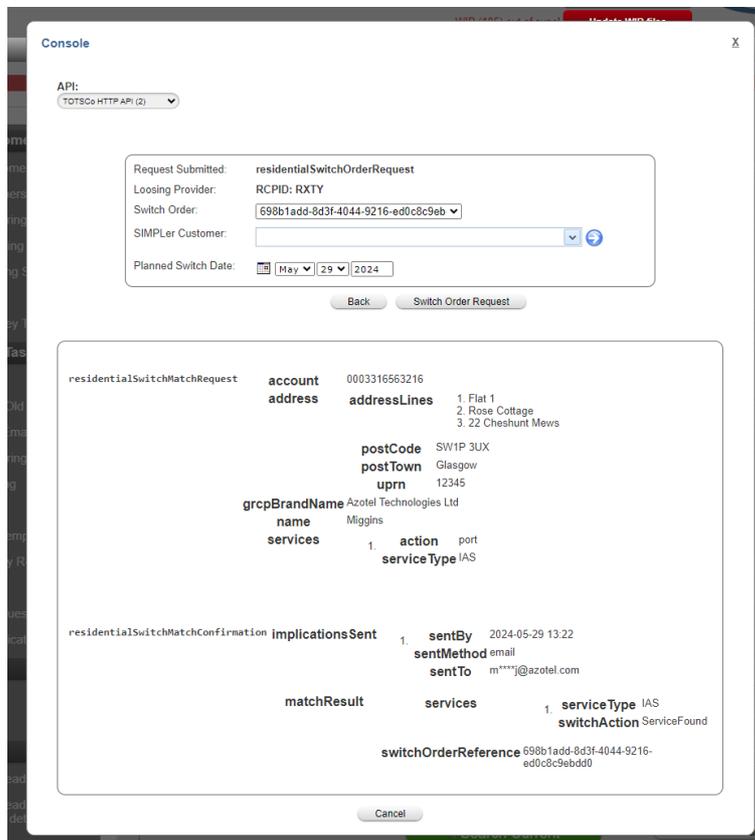


Fig 6.1-7: Switch Match confirmed

6.2 Switch Order

Clicking the “Switch Order Request” button from the Switch Match Success page will send such request via HUB to Losing provider as well as it will open a Gaining Switch Order against the selected customer in SIMPLer. From that point on the Switch Order can be managed from customer details page or from the API Console.

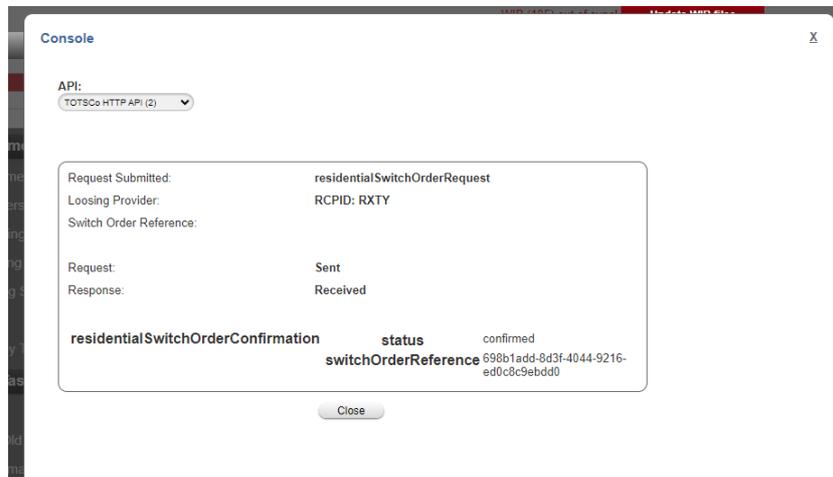


Fig 6.1-7: Switch Order Request

6.3 API: Gaining Switch Order

All information about every Gaining switch order ever submitted can be found under the ‘API Console’ in SIMPLer which can be found under ‘Tools’ section of the main menu in SIMPLer.

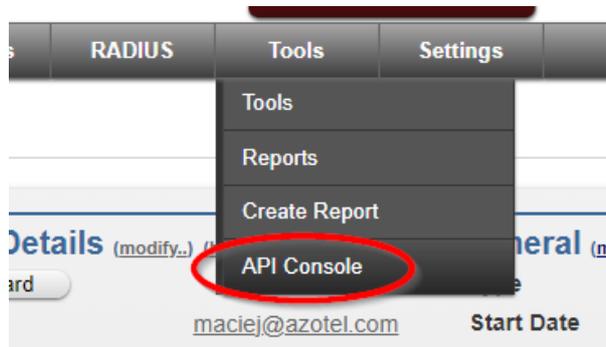


Fig 6.3-1: ‘API Console’ link

From the API console page make sure that the TOTSCo HTTP API. There are three actions possible:

- Residential Switch Match Request
- Gaining Switch Orders
- Losing Switch Orders

Selected the gaining option and submit with ‘Next’ button.

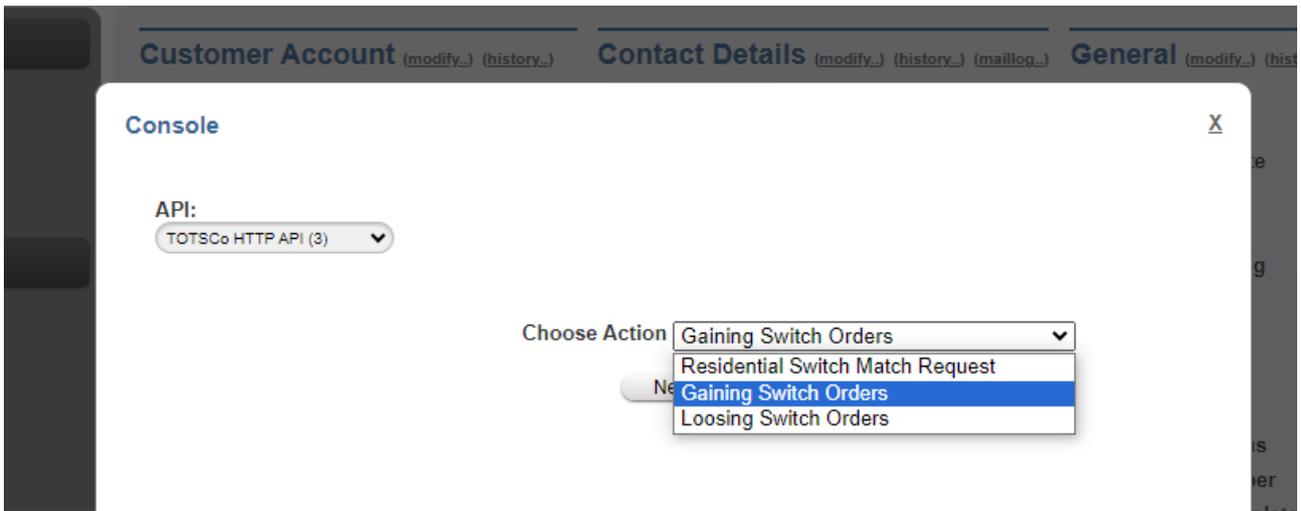


Fig 6.3-2: 'Console: TOTSCo API' menu

“Losing Switch Orders” displays every switch order ever submitted. Each row has a direct link to a customer account. There is also a search section that can help narrow down the searches using one of 4 options:

- Reference – switch order reference code
- From Date - use it to filter on switch order date
- To Date - use it to filter on switch order date
- Status – status of the switch order (proposal, confirmed, updated, triggered)

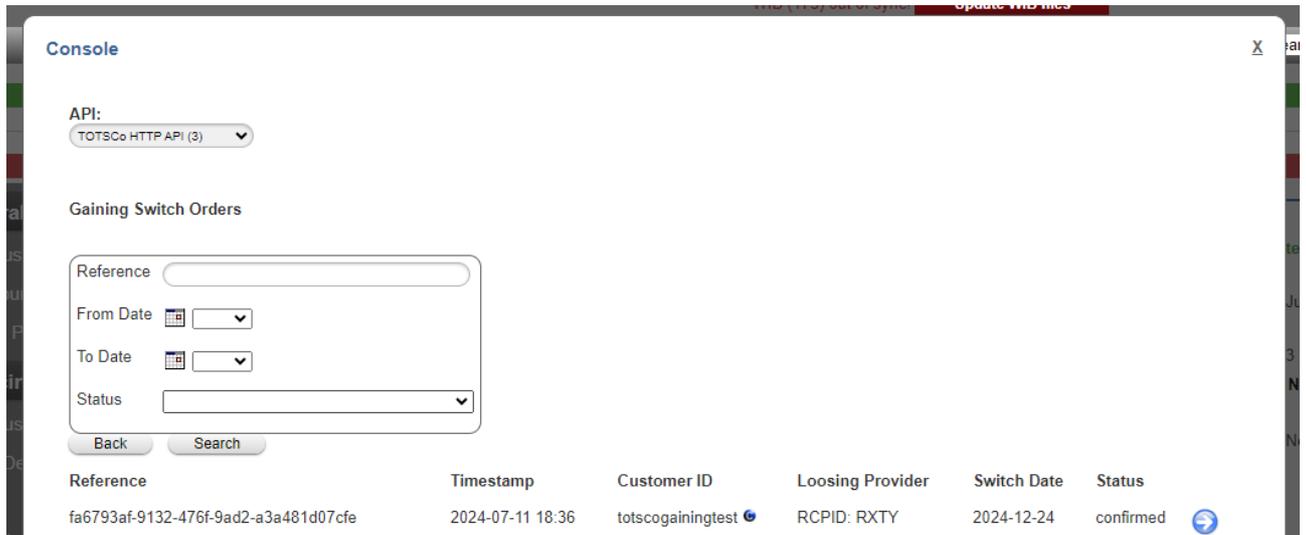


Fig 6.3-3: Losing Switch Orders page

Blue arrow button on the “Losing Switch Orders” page will bring a detailed page up that covers the services sections of the switch order that were submitted with the “Request” call. This section outlines what ultimately the customer has decided if there were any alternatives for the product termination while submitting the Switch Order Request.

6.4 Customer Details: Gaining Switch Order

Gaining Switch Orders for a particular customer will be listed on his customer details page under the “External Integration Status” -> “One Touch Switch (TOTSCo)” section.

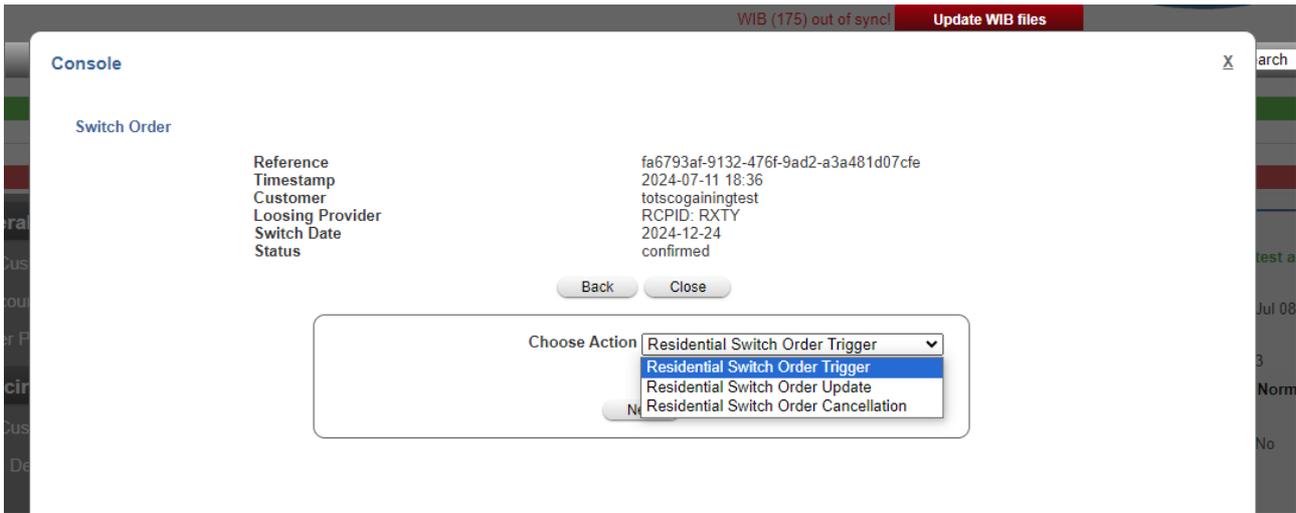
External Integration Status

One Touch Switch (TOTSCo: RGVQ)					
Gaining Switch Order		Loosing Provider	Switch Order Reference	Planned Switch Date	Status
ID	Timestamp	RCPID: RXTY	fa6793af-9132-476f-9ad2-a3a481d07cfe	2024-12-24	confirmed
19	2024-07-11 18:36				

Fig 6.4-1: Customer Details page: Gaining Switch Orders

6.4 Switch Order Management

There are following actions available for each Switch Order



6.4.1 Switch Order Update

Switch Order Update should be used to adjust the “Switch Date”. In cases where the gaining provider is taking longer to deliver service and the switch order could expire, then they should notify the losing provider by updating the planned switch date.

6.4.2 Switch Order Cancel

The message confirms to the gaining provider that the losing provider has cancelled the switch order and the actions agreed in the matching request for that order will not be carried out.

6.4.3 Switch Order Trigger

At the point a GRCP has completed the provision of service, they will inform the losing provider by issuing the residential switch completion message. Again, this is a basic message only containing the switch order to be completed. The activation date sent in that Trigger (pre-filled with the Switch Date) defines the date the GRCP started to provide services to the customer. The LRCP’s billing should stop on this date.

Annex A: Change history

Change history				
Date	Author(s)	Subject/Comment	Old	New
10 Jul 2024	maciej	Initial Draft	n/a	001
22 Jul 2024	mikeb	Initial Draft	001	002

□