

Industry Comms Bulletin No2 Gaining Provider Led Business Switching (Voice & Broadband services)

'Switching for Business' news and developments October 2025

Updated document sets published

The Gaining Provider Led Business-Steering Group (GPLB-SG) is pleased to announce the publishing of a full suite of issued 'Switching for Business' documents, which include:

GPLB SG Switching for Business Principles v7.0 – the overarching principles, underpinning the Switching for Business process

GPLB SG Switching for Business Process v3.0 - (clean and tracked change versions) – the full end to end process including appendices

GPLB SG Switching for Business Process Rationale v3.0 – context as to why steps exist or have been removed from earlier versions of the process

GPLB SG Switching for Business Message Specification Document v3.0 – providing messaging formats etc.

GPLB SG Switching for Business Matching Response Codes v3.0 – detail of response codes, including use and guidance

GPLB SG Switching for Business Matching Validation Process Flow v3.0 – a Best Practice Guidance for developing matching algorithms (based on a matching points system)

GPLB SG Switching for Business Customer Matching Guidance v1.0 – further advice on Matching

GPLB SG Switching for Business Asset List Guidance v1.0 – relating to 'Asset Lists' as part of the Switching for Business process

GPLB SG Switching for Business Open Orders Best Practice Guide V1.0 – guidance on best practice when encountering open orders

FAQs (a suite of Frequently Asked Questions answering key areas of interest)

All of the above can be found on our GPLB Switching for Business webpage, hosted on the FCS website: [Gaining Provider Led Business Switching public - FCS](#) (*please note*: You do not need to register to view these documents).

The published documents form a fixed baseline for CPs and their IT suppliers to develop their Switching for Business solution against. A formal 'Change Control' process will be established to manage any new requirements post-launch.

What's happening next with Switching for Business?

To remind readers: The regulatory changes applicable to Switching, officially came into force on 3rd April 2023. Ofcom is aware that the 'Switching for Business' solution was not ready for this date but that we are working hard to make it available for implementation, and we are keeping them informed of progress. Ofcom previously sent out the following communications to industry [Statement: Quick, easy and reliable switching - Ofcom](#).

The One Touch Switching Company Ltd (TOTSCo) has announced that it will be developing a switching hub to support the new 'Switching for Business' process, which will be available to CPs and Managed Access Providers (MAPs). TOTSCo has enabled integration testing for the 'Switching for Business' process for CPs choosing to take part, and more information can be found on <https://totsco.org.uk/>. We maintain a good working relationship with TOTSCo and will be supporting them in matters related to the 'Switching for Business' process.

We assume many CPs will choose to work with a MAP, and a full list of recognised MAPs is available on <https://totsco.org.uk/managed-access-user-guide/>. Each MAP has its own commercial and technical offering, allowing CPs to choose the MAP that best suits their business switching requirements.

Unlike residential based One Touch Switching (OTS) there is no mandate from Ofcom that the 'Switching for Business' process uses a single 'Hub' solution, and we are aware of efforts by several MAPs to develop an alternative technical solution that would both support interactions with TOTSCo's Hub and run independently when possible. We welcome innovative solutions that will help more CPs operate the 'Switching for Business' process and remain committed to a single process that will work for any CP switching customers with any other CP, regardless of the technical solution they choose to utilise.

The go-live of Switching for Business will not be a 'big bang' launch. We anticipate that testing will be completed by lead CPs, in conjunction with the solutions they are planning to deliver, after which it will be up to each CP when they choose to adopt the process and work with their chosen MAP to be technically and commercially onboarded. As plans firm up we will provide updates on the roll-out timelines of these lead CPs.

We anticipate that Ofcom will also be monitoring progress and, in some cases, may choose to investigate how CPs are achieving compliance with the General Conditions (regulations) for Business Switching.

What's happening with switching right now?

One Touch Switch (OTS) – switching of residential customers' voice and/or broadband services between providers is now operational on an industrial scale, with over 1.5 million switches completed via the OTS process at the time of writing (October 2025).

Further Information

A 'Best Practice Guide' to the Avoidance of Erroneous Transfers and Recovery Options on the Openreach Network (V0.5) has been established. You can view this guide on the following link: [Gaining Provider Led Business Switching public - FCS](#).

The Office of Telecommunications Adjudicator (OTA2) have also created a Best Practice guide for Switching and Working Line Takeover which can be found below. [Best practice guidance | OTA](#) (under consumer switching).

There is a new industry developed Tactical Erroneous Transfer Process (TETP), facilitated by (OTA2), that enables Communication Providers (CPs) to engage with other CPs, on a reciprocal basis, to resolve suspected erroneous transfer instances. CPs can reference the TETP documents on the following links: <https://www.offta.org.uk/siteassets/ota/erroneoustransfer.pdf?v=393219> explanatory slides <https://www.offta.org.uk/siteassets/ota/tactical-erroneous-transfer-process.pdf?v=393221> process document <https://www.offta.org.uk/siteassets/ota/directoryinformation.xlsx?v=393222> directory application file (which needs to be downloaded, completed and returned to OTA2)

Once you have registered and OTA2 have authorised your application, you can use the TETP process. We recommend that CPs register now to avoid any delay when needing to use the process in real time. CPs may also wish to speak with their wholesaler, many of whom have processes in place to help resolve erroneous transfer issues.

Details of the Ofcom regulatory statement, issued on 3rd February 2022, that triggered the requirement for this new industry process can be viewed at [Statement: Quick, easy and reliable switching - Ofcom](#). In summary the Ofcom requirement was for industry to put in place a Gaining Provider Led (GPL) switching process for business end customers' voice and broadband services, across all networks. This required a new process to be designed, which was created and published under the control of the Gaining Provider Led Business Steering Group (GPLB-SG) and is known as the 'Switching for Business' process. This process is designed to help providers meet their regulatory obligations in the most efficient and effective way possible, optimising the switching experience for all types of business customers. Please note that the regulation is aimed at the Retailers providing services to customers (i.e. the brand on the customers bill).

Following Ofcom guidance, the existing Notification of Transfer (NoT+) process, including 'Cancel Other' and associated mandatory Minimum Lead Times (MLT), was removed on 24th October 2024, by Openreach, and other providers emulating the process. However, 'Cancel Other' remains active within the stand-alone Number Porting process and on Working Line Take Overs (WLTO).

And finally

We will be following this Business switching bulletin with further details and updates on our webpage over the course of the coming months to keep you informed on progress.

Thank you.