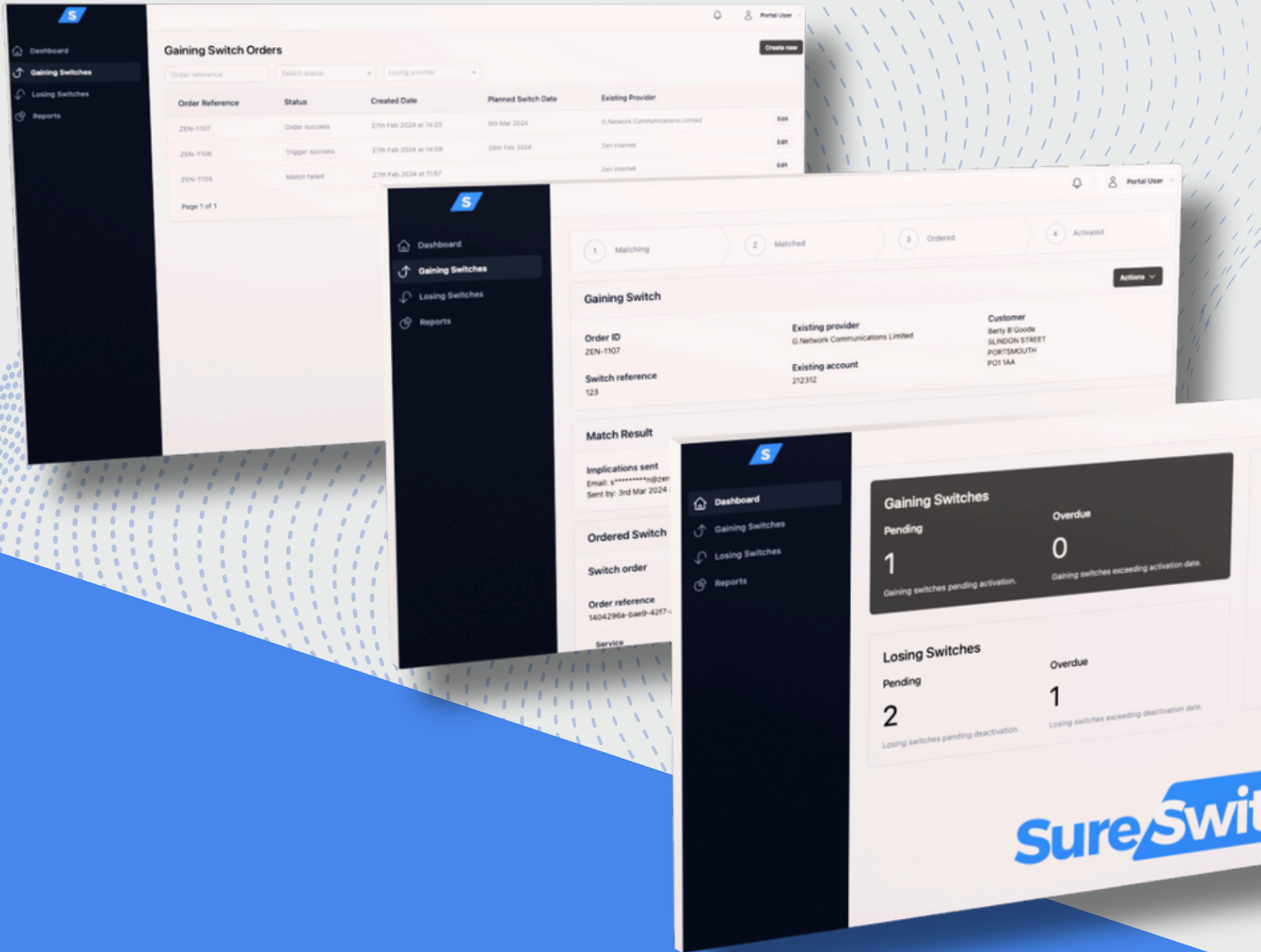# SureSwitch

The smart solution for One Touch Switch

Zentive

Background

In 2021, Ofcom unveiled the One Touch Switch (OTS) regulations, designed to streamline the transition for customers switching their fixed voice and broadband service providers. Under the OTS framework, comms providers (CPs) are required to participate in the OTS industry process by exchanging switching messages via the TOTSCo Industry Hub messaging platform.

This integration involves a sophisticated system of APIs and security protocols, ensuring seamless communication between providers and the Hub. It includes bidirectional data flow, with providers sending requests to the Hub and receiving service requests from it, all backed by stringent performance assurances.

The TOTSCo Hub will be live from 12th September 2024.

The SureSwitch Solution

Zentive has been involved with One Touch Switch from the start, providing technical expertise to the design process and is an official TOTSCo Managed Access Provider (MAP).
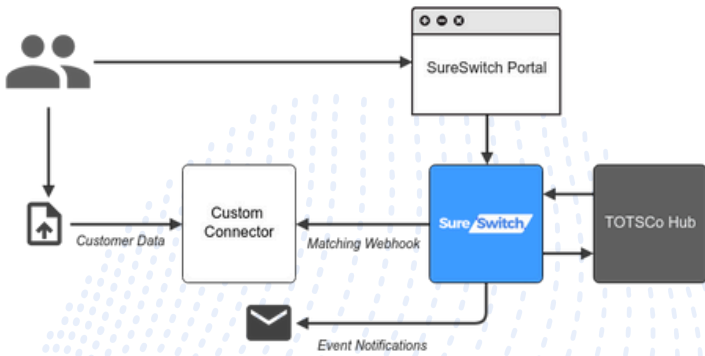
We used our advanced knowledge of the OTS process to develop SureSwitch, the only standalone, modular OTS solution for any CP, regardless of size or existing infrastructure.

Ensuring your business is ready for OTS couldn't be easier, and with a range of additional features, SureSwitch not only assures you're compliant, but it's also a powerful tool for streamlining your sales journey.

Integration Options

From a standalone service to a fully integrated solution that seamlessly adds the OTS process to your sales journey, SureSwitch can be configured to meet your bespoke requirements.
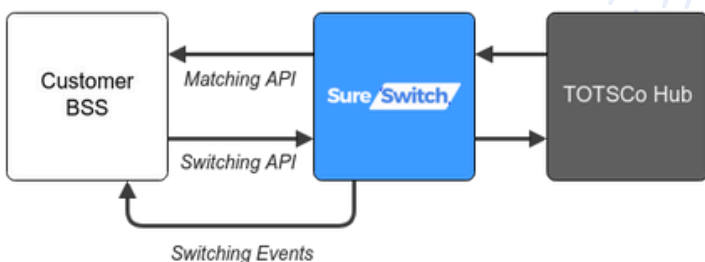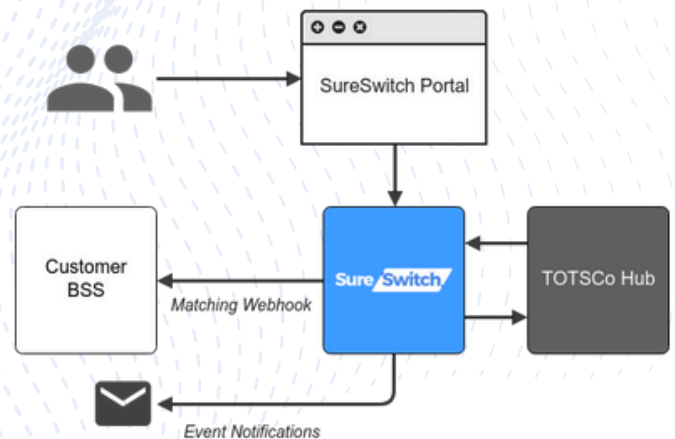

Standalone

For smaller providers we can offer a standalone service with little or no integration required. Customer records can be uploaded to SureSwitch to ensure that inbound requests are handled on your behalf, and you can process outbound match requests using the SureSwitch Portal.

Light Integration

Integration to your existing Business Support Systems (BSS) stack allows SureSwitch to respond to incoming match requests as well as update your BSS for changes to both in and outbound Switch Requests.

Full Integration

With a full integration, SureSwitch can manage messaging to and from the TOTSCo Hub, keeping your teams up to date with all switch requests and providing notifications of changes and delays.

TOTSCo Registration

All CPs need to be TOTSCo registered by 12th September. CPs can either interact with TOTSCo directly, or via a managed access provider.

Full Management MAP

SureSwitch is offered as a 'Fully Managed' solution. This means you'll only need to interact with Zentive, with all TOTSCo processes completed on your behalf.

This includes:

- Registering your company with TOTSCo
- Obtaining your RCPID
- Performing integration testing
- Obtaining TOTSCo Ready status
- Paying TOTSCo fees

The TOTSCo fees are charged at the same rate applied if contracting directly with TOTSCo.

Information on TOTSCo and their charges at totsco.org.uk

Pricing

Onboarding Fee

The SureSwitch onboarding fee is a one-off charge that covers account setup, TOTSCo registration, and required integration to secure TOTSCo Ready status.

SureSwitch Subscription & Subscriber Charges

The SureSwitch software subscription is £100 per month. The Subscriber charge is £0.055 per subscriber per quarter. These charges are invoiced quarterly in advance. We will write to you each quarter to obtain current subscriber numbers.

One-Off Charge

Item	Cost	Volume	Total
SureSwitch Onboarding Fee	£350	1	£350
One-Off Total			£350

SureSwitch Recurring Quarterly Charges (1000 subscriber example)

Item	Cost	Volume	Total
SureSwitch Software Subscription	£100	3	£300
SureSwitch Subscriber Charge	£0.055	1000	£55
Quarterly Total			£355

For example, for 1000 subscribers the quarterly charge is £300 + £55 = £355.

Community Interest Companies

For Community Interest Companies with up to 500 subscribers we offer a 50% subscription charge discount to £50 per month.

For example, for 500 subscribers the quarterly charge is £150 + £27.50 = £177.50.

Custom Integration

As an experienced specialist systems integrator, Zentive offers bespoke integration services where required. Development of bespoke integrations for your existing BSS are charged at £650 per day.

TOTSCo Fees

TOTSCo also bases its fees on a subscription and subscriber basis, however, the fees are invoiced annually up front (Jan - Dec). The subscriber number is the number of customers you had on the 30th of June the previous year.

(*The subscriber fees for 2024 are based on the number of customers you had on 30th June 2023*)

TOTSCo Charges (Payable from 1st June 2024)

Item	Cost	Volume	Total
TOTSCo Subscription	£350	1	£350
TOTSCo Subscriber Charge	£0.028	1000	£28
Annual Total			£378

More Information and Next Steps

Getting your business OTS ready couldn't be easier. There's more information on our website where you can also contact the team or book a free consultation to discuss your plans and requirements.

Web: www.zentive.com
Email: sales@zentive.com

About Zentive

For over 20 years, Zentive has been at the forefront of technical innovation as a trusted partner to the world's most successful organisations. Our passion for technology and its ability to solve complex challenges drives our teams to deliver exceptional solutions.

A strong background in systems integration, platform modernisation, and transaction processing makes us the ideal partner for your next project.
Zentive has worked with enterprise customers across a broad range of industries.

We believe that good design is the foundation of everything that we create. Our designers deliver bespoke designs to fit your exact requirements, using industry standards to create exacting specifications.

Wherever you are in your transformation journey, Zentive has the knowledge and experience to assist along the way.

We're Proud To Work With
Some Amazing Organisations.

For more information and case studies, please visit www.zentive.com

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sales@zentive.com

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