

To communications providers in scope of One  
Touch Switch rules

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**By email only**

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## Full implementation of One Touch Switch

I am writing to update you on Ofcom's position regarding the use of the enhanced Notification of Transfer (NoT+) functionality in light of One Touch Switch (OTS) going live on 12 September 2024.

In my [letter of 4 September 2024](#) I explained that we considered it would be appropriate to retain the existing NoT+ functionality for a limited period of six-weeks beyond 12 September 2024. I have now written to Openreach, KCOM and wholesalers who operate NoT+ to confirm that NoT+ should be decommissioned on 24 October as planned.

During this exceptional six week transition period, OTS is the switching process to use for all switches and providers are only allowed to consider using the back-up NoT+ process when it is not technically possible to proceed with the switch through OTS. While there remain some issues with matching of customer details across providers, the OTS system overall is working well for the vast majority of customers looking to switch their broadband and landline services. Removing NoT+ also enables faster, easier switching for customers and treats customers switching across networks equally.

Since 3 April 2023, OTS is the only switching process for residential customers switching fixed services which is compliant with Ofcom's General Conditions. NoT+ was in place on an exceptional basis as an interim measure until OTS was fully implemented. We expect all communications providers in scope of OTS to ensure full compliance with our switching rules going forwards. As previously announced, our ongoing enforcement programme will review the conduct of all industry participants since our [statement](#) in 2021. It will now also closely monitor compliance with our General Conditions in order to determine whether it is appropriate to open investigations into individual providers.

As you may be aware I have asked the Office of the Telecommunications Adjudicator to work closely with industry to improve the OTS matching success rate and we expect that work to continue, as well as your full cooperation with the OTA2.<sup>1</sup>

Yours sincerely,

Cristina Luna-Esteban – Director, Telecoms Policy

Ian Strawhorne – Director, Enforcement

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<sup>1</sup> [Request for OTA2 to review and coordinate One Touch Switch matching improvement activities \(ofcom.org.uk\)](#)