



handout

Simplify the Broadband Switching Process with iconectiv UK Limited as Your Managed Access Provider (MAP)



Focus on Customer Experience to Onboard New Customers

As the United Kingdom ensures that residents can easily switch broadband providers, you have a unique opportunity to secure new customers with your innovative services and offerings. As you focus on customer acquisition, let iconectiv UK Limited help you gain new customers. With iconectiv UK Limited as your Managed Access Provider (MAP), you can simply, seamlessly and securely connect to The One Touch Switching Company (TOTSCo) Hub, while adhering to the Ofcom regulatory switching requirements, and TOTSCo's strict performance requirements, while adhering to security protocols.

Leave the One-Touch Switching Process to Us

To help broadband communications providers of all sizes comply with the new switching regulations, TOTSCo is certifying MAPs to facilitate this on their behalf. As a registered MAP with TOTSCo, iconectiv UK Limited is authorised to provide Full Management and Technical MAP services.

Making the Right Managed Access Provider Choice for Your One-Touch Switching Needs

With extensive expertise in developing, deploying, implementing and managing gateways on five continents, and supporting over 5,000 enterprise customers, iconectiv UK Limited is the ideal local MAP for your business.

iconectiv UK Limited's high-touch, white-glove service along with its expert project management and engineering staff will help you choose and implement the right MAP solution. Whether selecting the Full Management or Technical option, you will be able to seamlessly and securely exchange switching messages with the TOTSCo Hub. With MAP solutions that meet TOTSCo's performance requirements, the iconectiv team will work with you from the time the agreement is in place through commercial launch and provide ongoing 24x7 lifecycle support. Throughout the entire process, you can continue to rely on iconectiv UK Limited to be a valued and trusted partner.

iconectiv UK Limited Has Got You Covered

Below is a high-level summary of the services for each option:

iconectiv UK Limited	Full Management MAP	Technical MAP
UK cloud-based, high-availability, multi-tenant Platform	✓	✓
24x7 Customer Support	✓	✓
Single Point of Contact for all Billing, Technical and Customer Support	✓	✗
Consolidates MAP and TOTSCo User Agreement into one agreement and obtains the RCPID from TOTSCo	✓	✗
Leads Testing	✓	✓
Manages all testing (TOTSCo, messaging, support)	✓	✓
Manages all testing for billing	✓	✗
Onboards Broadband Communications Provider with TOTSCo	✓	✗
Simplifies billing, pays all charges to TOTSCo	✓	✗
Accessible via API and secure web-based GUI / Portal	✓	✓
100% compliant with Ofcom regulation	✓	✓
100% compliant with the Ofcom 60-second message response requirements and the TOTSCo performance requirements and security protocols	✓	✓
Data Protection Policy	✓	✓
Business Continuity Plan	✓	✓
Disaster Recovery	✓	✓
Future industry updates	✓	✓



Benefits of iconectiv UK Limited as Your Managed Access Provider

Flexibility

- Low-cost, cloud-based multi-tenant platform
- Allows for switches via a web-based GUI portal or API
- Message validation via either API or a flat file import

Efficiency

- Reduces capital and operating expenses
- Automated switching process for less errors and higher volume switching, especially during promotions and holidays
- Eliminates in-house solutions
- Drives faster time-to-revenue via quick and error-free switching
- SMS or email notifications when a switching message needs attention
- Coordinates with back-office systems
- Includes full range of reports
- Tracks and manages all industry updates

Confidence

- Best practices solutions that meet all national requirements
- Tested and certified by TOTSCo
- 100% compliant with the Ofcom regulation
- Proactive monitoring, management and maintenance of all updates
- Continuously and seamlessly manage the switching process while providing a smooth switching experience for customers
- World leader in developing, deploying, implementing and managing communications service-switching gateways
- Operating in UK for 40+ years



Simplifying the Switching Process

To help ensure broadband providers are complying with the Ofcom regulation – while giving consumers confidence that switching between providers will be error-free, seamless, secure and simple – the industry established TOTSCo. Serving as a vehicle to take responsibility for the development and operation of a centralised messaging hub, TOTSCo will carry customer details and other required data and messages between gaining and losing broadband providers. Broadband providers are required to connect to the TOTSCo Hub, which simplifies the one-touch switching process. Broadband providers that do not implement and comply with the regulation, face Ofcom enforcement, which includes fines.



What Type of MAP is Right for You?

To help broadband providers – both large and small – connect to the TOTSCo Hub, TOTSCo is certifying MAPs to facilitate this on their behalf. iconectiv UK Limited offers two MAP options to providers: Full Management and Technical. These options allow broadband providers the ability to select the one that is best for them to efficiently and confidently complete the switches needed, secure new customers and bring the right broadband offers to all UK citizens.

about iconectiv

Your business and your customers need to confidently access and exchange information simply, seamlessly and securely. iconectiv's extensive experience in information services, digital identity and numbering intelligence helps you do just that. In fact, more than 5K customers rely on our data exchange platforms each day to keep their networks, devices and applications connected and 2B consumers and businesses protected. Our cloud-based information as a service network and operations management and numbering solutions span trusted communications, digital identity management and fraud prevention. iconectiv UK Limited is a direct subsidiary of iconectiv. For more information, visit www.iconectiv.com Follow us on X and LinkedIn.

make the connection

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