UK Business Switching

Get Ready for Simplified Broadband Business Switching

For too long, businesses seeking better broadband services or prices in the UK have often faced challenges when switching broadband providers. Onerous processes, confusing requirements and the fear of service disruption have discouraged many from making a switch—even when better deals or superior service were available. The complexity and hassle of switching broadband providers have been major barriers, stifling both UK competition and innovation.

Your Trusted Value Partner for Breaking Down Barriers

The UK is ushering in an era of competition, choice and innovation for broadband service thanks to a mandated process that simplifies and expedites the ability for consumers and businesses to change broadband providers. Soon, with a single point of contact, automatic coordination and enhanced protections for shorter switching times, it will be easier, faster and more seamless for broadband providers to acquire new business customers.

Now is the time for broadband providers to evaluate their options to ensure they are prepared and strategically positioned to attract new customers. With proven expertise, innovative solutions and commitment to seamless connectivity, iconectiv UK Ltd. is ready to help you break down barriers, simplify switching and accelerate your growth in the new era of broadband competition.

Simplifying Business Broadband Switches

When it comes to business switching, there will be two key approaches, both for which TruOps® Switching can support:

- Single destination architecture via The One Touch Switching Company (TOTSCo) platform

- Distributed architecture via the Connected Service Framework (CSF), as per the requirements defined by the Gaining Provider Led Business (GPLB) process.

Navigating Business Switching Together

The UK's Business Switching process brings unique complexities, particularly for commercial customers where switching can involve multiple services (e.g., Ethernet, MPLS), accounts, multi-site deployments and custom SLAs and contracts. A one-size-fits-all approach will not work. iconectiv UK will support business needs to ensure compliance, readiness and operational efficiency by seamlessly navigating between the OTS and distributed architecture to send switching messages.

We are fully engaged in the evolving landscape and have the flexibility, scalability and technical expertise to meet these challenges head-on. As a Managed Access Provider (MAP), our high-touch, white-glove service along with our expert project management and engineering staff will help you choose and implement the right solution for your business

A Team you Can Count on: a Seamless Transition Awaits

- Experienced team that has a thorough understanding of UK regulations – providing the insight you need to make informed decisions.

- Flexible Managed Access Gateway options that support TOTSCo Hub and GPLB.

- Proven track record of providing gateway solutions to 1,800+ customers across five continents.

- Robust support includes on-boarding, integration, testing support and operational services that will help you launch your service by your launch date to avoid project overruns.

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Ready For What's Next

We are uniquely positioned to help communications providers navigate this new opportunity to expand their business broadband customer base with confidence. No matter which path taken, we will deliver a seamless, customer-centric switching experience. Let us move forward together.

To learn more, visit https://ukonetouchswitch.com

Feature Set and Services	MAP for	
	Business	**Residential**
Technical		
UK cloud-based, high-availability, multi-tenant platform (production, disaster recovery and test environments included)	●	●
Interfaces to residential and business switching services	●	●
Security, data protection, business continuity and disaster recovery plans	●	●
Reporting data to track and monitor switching trends online or via download	●	●
REST API and GUI used simultaneously for Gaining Retail Communications Provider (GRCP) or Losing Retail Communications Provider (LRCP) messages	●	●
Secure File Transfer Protocol (SFTP) uploads for match data	●	●
Secure REST API for CRM/BSS integration (interface specification documentation included) and/or web-based GUI	●	●
Self-service for user creation and management	●	●
SMS and/or email notification alerts for LRCP messages	●	●
Supports GPLB multi-switch request processing	●	
Compliance		
100% complaint with Ofcom regulations	●	●
Compliance with industry performance requirements and security protocols	●	●
Compliance with LRCP switch matching validations	●	●
Keeps current with the industry process requirements	●	●
Support		
24x7 platform operations and monitoring	●	●
Communications Provider user documentation	●	●
Consolidates MAP and user agreement into one, obtains RCPID	●	●
Experienced customer support staff available for switching queries	●	●
REST API to CRM/BSS integration	●	●
Onboards Communications Provider	●	●
Program management support	●	●
Provides test plan and leads, manages and supports testing	●	●
Simplifies billing by paying all TOTSCo OTS Hub charges		●
Single point of contact for all contractual and billing queries	●	●

For TOTSCo Only

Full Management Only

Find out how TNS can help you with a wide range of telecom solutions:

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