

CONNECTED SERVICES FRAMEWORK · FOR COMMUNICATIONS PROVIDERS

Plain-Language Charter

Your Rights as a Communications Provider

Ten rights, your MAP's obligations, and what to do if something goes wrong

A plain-language statement of what the Connected Services Framework guarantees you as a Communications Provider — without needing to read the full technical specification.

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About this Charter

This charter sets out your rights as a **Communications Provider (CP)** participating in the Connected Services Framework (CSF). It is written in plain language so you can understand what the framework guarantees you — without needing to read the full CSF technical specification.

The CSF is the open, free-to-use transport framework that enables your messages — such as Switching for Business requests — to be exchanged securely between you and other CPs through **Managed Access Providers (MAPs)**. If you use a MAP to send and receive switching messages, the rights in this charter apply to you.

These rights are derived from the formal requirements in Part 1 of the CSF specification. Where this charter and the CSF specification diverge, the specification prevails. The charter exists to make those rights legible — not to replace them.

Companion to the Governance Section

This charter is the plain-language companion to the CSF **Governance Section (Chapter 10)**. The publication of this charter satisfies the commitment made in §10.6.8 (CP Representation) that CPs should have access to a plain-language statement of their rights, written so they can be understood without reading the full specification.

Version History

The charter is maintained under version control alongside the rest of the CSF documentation set. Each material change results in a new version entry.

Version	Date	Author	Summary of Changes	Status
1.0	Earlier	TAG — Editorial	Initial charter, derived from CSF Principles & Requirements.	Superseded
2.0	27 Apr 2026	TAG — Editorial	Published as a standalone companion to Part 1 (CSF v2.0). Aligned with the CP Representation commitment in §10.6.8 of the Governance Section v1.1.	Published

How to Use this Charter

The charter is structured to be skimmed. The main body presents your ten rights in turn, each with a coloured chip identifying the right number and a clear title. After the rights, you will find a summary of what your MAP must do for you, what it must not do, what to do if something goes wrong, and a glossary of terms in plain language.

Index

The charter is organised in four parts: your rights, your MAP's obligations, what to do if something goes wrong, and the glossary.

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1. Your Rights

Ten rights. Each right is set out below with a clear, plain-language explanation. The rights are not ranked — every CP using a MAP is entitled to all of them.

RIGHT · 1.1

The right to choose your MAP

You are free to choose which MAP you use. No MAP may impose technical or commercial barriers that prevent you from selecting the provider that best meets your needs. You are also free to become your own MAP — a "**MAP of 1**" — and exchange messages directly with the industry.

RIGHT · 1.2

The right to change your MAP

You can move to a different MAP at any time, subject only to your normal commercial contract terms with your current MAP. No MAP may actively prevent you from moving to a new provider or deliberately obstruct the transition.

RIGHT · 1.3

No disruption during a MAP change

When you move to a new MAP, your **RCPID** — your unique identity in the switching network — stays with you. It does not change. Your in-flight switching orders are transferred to your new MAP through a standardised export process, so your end customers are not affected by the move.

RIGHT · 1.4

You control your identity

Your association with your MAP is recorded in your own DNS records — records that you control, not your MAP. By updating two DNS entries, you determine which MAP is authorised to send messages on your behalf. No MAP can override this; the CSF verifies your DNS records before processing any message.

RIGHT · 1.5

Your RCPID is yours for life

Your RCPID is allocated to your brand permanently. It follows you if you change MAP, and it remains consistent across all historical records, reporting, and in-flight orders. No MAP can reassign, revoke, or alter your RCPID.

RIGHT · 1.6

No charges for message exchange

No MAP may charge you — or any other CP — for the routing and connectivity of messages between MAPs. **The CSF is free to operate.** Your commercial relationship with your MAP for their services (portal, integration, support) is separate and between you and your MAP, but the act of exchanging messages across the CSF network carries no transaction fees or levies.

RIGHT · 1.7**You control your visibility**

You can choose your service status in the MAP's registry at any time, regardless of your account status with the MAP:

Status	What it means
ACTIVE	You are live and available for switching.
TEST	You are onboarding or testing and will not appear in other CPs' switching lists.
SUSPENDED	You are temporarily unavailable for new switching activity.

RIGHT · 1.8**Your messages are delivered securely**

Every message sent on your behalf is digitally signed using your own cryptographic key pair (DKIM/PKI). The receiving MAP verifies this signature before processing the message. **This means:**

- No one can alter your message in transit without detection.
- No one can send a fraudulent message pretending to be you.
- Only the MAP you have authorised — via your DNS records — can sign messages on your behalf.

RIGHT · 1.9**Your contact details are protected**

Your operational contact information — phone, email, support URLs — is stored in the CP Registry and is only accessible to other MAPs and CPs via secure, authenticated connections. It is never publicly available and must not be shared with end consumers.

RIGHT · 1.10**You have a voice**

You have the right to raise concerns, provide feedback, or propose improvements to the CSF — either directly to the TAG or through your MAP. The TAG steering group meets **weekly** and is committed to representing the interests of all participants.

2. What Your MAP Must Do for You

Your MAP has obligations under the CSF framework. The table below summarises what each obligation means for you in practice.

Obligation	What it means for you
Guaranteed delivery	Your MAP must deliver your messages reliably, with retry mechanisms and failure reporting if delivery fails.
Accurate registry	Your MAP must keep your information in the CP Registry accurate and up-to-date in near-real time.
Security	Your MAP must sign your messages with your private key, verify inbound messages, and maintain TLS 1.3 encryption on all connections.
Connectivity	Your MAP must maintain connections with all other MAPs so your messages can reach any CP in the network.
In-flight order export	If you leave your MAP, they must provide a standardised export of all your in-flight switching orders so your new MAP can continue processing them without disruption.
No lock-in	Your MAP must not prevent you from moving to another MAP or obstruct the transition process.
SLA compliance	Your MAP must meet the service-level agreements defined by the TAG for MAP-to-MAP activity.

3. What Your MAP Must Not Do

Equally, the CSF places clear limits on what your MAP can do. The actions below are prohibited under the framework.

Prohibited action	Why it matters
Block your move to another MAP	You are free to change provider at any time.
Charge other MAPs for routing your messages	Message exchange across the CSF is free.
Withhold your in-flight orders when you leave	Your switching orders must be exported to your new MAP.
Misuse your data from the CP Registry for marketing or customer solicitation	Registry data is for operational purposes only.

Prohibited action	Why it matters
Refuse to process losses if you are suspended or in administration	In-flight orders transferring customers away from you must still be processed.
Alter your messages after you have submitted them	Your messages are digitally signed and any tampering is detected.

4. If Something Goes Wrong

Three scenarios cover most concerns. In each case, the CSF has built-in protections — and you always have a route to escalate.

4.1 Your MAP is not meeting its obligations

1. **Raise it with your MAP directly.** Use the support contacts published in the CP Registry.
2. **Escalate to the TAG.** If your MAP does not resolve the issue, you can raise it with the TAG steering group — via your MAP or directly.
3. **Move to another MAP.** You always have the right to change MAP; your RCPID and in-flight orders move with you.

4.2 Your MAP goes into administration or fails

The CSF has built-in protections for this scenario:

- You can migrate to a new MAP, typically within hours.
- Your RCPID stays the same — no re-registration is needed.
- Your in-flight orders are exported (if the old MAP is still online) or can be reconstructed from your records and the other MAPs involved.
- Other MAPs will detect the change automatically and route messages to your new MAP.

Where a MAP is suspended or removed by the TAG, **the TAG actively coordinates** with affected CPs and receiving MAPs to ensure the migration process is initiated promptly, in-flight order exports are completed before the MAP is taken offline, and CPs are re-established on new MAPs with minimal disruption to end consumers.

4.3 You believe a MAP is acting anti-competitively

The TAG has governance controls — including dispute resolution, anti-competitive safeguards, and the ability to warn, suspend, or remove MAPs that breach their obligations. **Report concerns to the TAG steering group.**

5. Key Terms — Plain Language

The CSF uses a number of technical terms. The most important are explained below in plain language.

Term	What it means
CP	Communications Provider — that's you. Any organisation that sends or receives switching messages.

Term	What it means
MAP	Managed Access Provider — the organisation that handles the technical side of sending and receiving messages on your behalf.
RCPID	Your unique identity in the switching network. It's a code (UUIV4) that other CPs use to address messages to you. It stays with you for life.
CP Registry	The list your MAP publishes containing your details — brand name, RCPID, contact information, supported processes. Other MAPs collect this to know you exist and how to reach you.
DNS records	Internet records that you control. Two DNS entries link your RCPID to your MAP — this is how you control who represents you in the network.
DKIM/PKI signing	A security mechanism that digitally signs every message sent on your behalf, so the recipient can verify it genuinely came from you and hasn't been tampered with.
In-flight order	A switching order that has been submitted but not yet completed. If you change MAP, these are transferred to your new MAP so your customers aren't affected.
TAG	The Telecom Technical Architecture Group — the industry group that maintains the CSF. They meet weekly and are responsible for the rules that protect your rights.

6. Further Information

This charter summarises your rights under the Connected Services Framework. For the underlying detail, the following documents are available in the full CSF documentation set.

Document	What it covers
CSF Overview and Documentation Index	The starting point for the full CSF specification.
Principles & Requirements	The formal requirements this charter is derived from.
CP Transitions	How the MAP change process works technically.
Commercial Scenarios	What happens if a MAP fails or a CP enters administration.
Definitions & Terminology	The full glossary of all CSF terms.
Governance Section (Chapter 10)	The companion document to this charter, including the §10.6.8 commitment that mandates this publication.

Copyright & Disclaimer

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The Connected Services Framework ("CSF") is an open technical standard maintained by the **Telecom Technical Architecture Group (TAG)**. This CP Rights Charter is published as a companion to Part 1 of the CSF specification, fulfilling the commitment made in §10.6.8 (CP Representation) of the Governance Section.

Copyright and Permitted Use

The charter is published as an open document. Subject to the terms below, any Communications Provider, Managed Access Provider, or interested third party may:

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- Quote short extracts with attribution to the Connected Services Framework and a reference to the document — title, version and date.
- Provide the charter to CPs alongside their MAP onboarding materials, contracts, or service documentation.

Any other reproduction, adaptation, or commercial use requires the prior written consent of the TAG.

Relationship to the CSF Specification

This charter is a plain-language summary. It is not a substitute for the formal CSF specification. Where the charter and the specification appear to differ, the specification is authoritative. The charter exists to make the rights legible — and the specification exists to ensure they are enforceable.

Disclaimer

This charter is provided on an "as-is" basis. It does not constitute legal, regulatory, commercial or technical advice. References to obligations, rights, and processes are made in good faith and reflect the CSF specification as at the date of issue, but readers are responsible for consulting the authoritative sources directly. The TAG accepts no liability for any loss or damage arising from reliance on this charter.

Contact and Feedback

This charter is maintained by the TAG and will be updated as the CSF evolves. If you have questions or feedback, contact the TAG through your MAP or directly via the **TAG steering group's weekly call**.