

One Touch Switch Operations Forum Terms of Reference

Purpose

The Forum will collaboratively observe and assess the operation of all aspects of the One Touch Switch (OTS) process, including the OTS Industry Process, the TOTSCo Hub, CP internal processes, and CP to CP interactions. The group will also make recommendations to improve the practical operation of One Touch Switch.

Tasks

- To assess whether the OTS process is working as expected for all stakeholders, using individual CP experience and statistics from the TOTSCo hub.
- To identify areas where performance of the OTS process could be improved.
- Work with members to agree improvement solutions.
- Where applicable to develop policies and processes, or recommend changes to the OTS Industry Process.
- Examples of possible agenda items are:
 - Matching success rates
 - SLA adherence (aggregate and distribution)
 - Non-compliance
 - Change management for CPs and TOTSCo
 - Incident management for CPs and TOTSCo
 - Outage notification and management for CPs and TOTSCo
 - Disaster recovery
- Assess the operation and customer-service levels of the TOTSCo hub.
- To contribute specialist knowledge.
- To explore opportunities for innovation.

Membership

- The group will be joint chaired by TOTSCo and the OTA2. Changes to the Chair(s) will be presented to the TOTSCo board for confirmation and agreement.
- Suggested maximum of 15 members.
- Member will be named individuals from a CP or MAP that is a current user of the hub for OTS. Members must have the time to participate at the majority of meetings and to contribute reasonable time as required to achieve the goals of the Forum. Occasional substitutes will be allowed at the discretion of the Chair.
- Members should have appropriate operational knowledge of relevant areas within their own organisation.
- Nominees need appropriate authorisation from their employer to join the Forum.
- TOTSCo representatives will attend meetings.
- Applications will be invited for membership of the Forum. Weight will be given to achieving a membership that is representative of all relevant sectors of the industry, as well as to the skills and experience required of members.
- Membership changes to the Forum will normally be by consensus. The TOTSCo Board may decide on changes where consensus cannot be found. The joint chairs would present the concern and options.

Modus Operandi

- Meetings will initially take place fortnightly, and the frequency will be reviewed in due course.
- The Chair(s) will consult with members before deciding the agenda for each meeting.
- The Chair(s) may introduce a Code of Practice for the conduct of meetings, after consultation with members.
- Members will be given training in relevant compliance matters, including competition.
- Members will sign an appropriate non-disclosure agreement.
- Meetings will initially be hybrid (F2F and dial-in), and this will be reviewed in due course.
- The Forum will not have access to any confidential data or any other data not available to industry.
- The Forum will not discuss individual cases where there is disclosure of confidential information.
- The Forum will establish a mechanism for the views of non-members to be considered.
- Participants are expected to contribute to the development of solutions to operational issues.
- The Forum may commission working parties for specific issues which may take input from appropriate experts from outside the Forum.

Transparency and communications

- The agenda and minutes of each meeting will be made available on the TOTSCo website.

Financing

- No party will receive payment for participation in the Group.
- There is no obligation on group members to contribute to any funding requirements (e.g. meeting room hire).

TOTSCo/OTA2

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