

## CP-to-CP Communications Tool Proposed Principles for Industry

### Objective

To document the main principles associated to direct CP-to-CP communications capability in order to create guides (user and best practice) to support CPs who wish to use it.

Please note, the capability and principles may evolve over time as learnings and feedback are received but will always be agreed via Ops Forum.

### Capability Purpose

There are two intended purposes of CP Comms Tool, firstly to enable CPs and or MAPs to communicate with each other directly (where appropriate) without the need for TOTSCo support or intervention and to provide high level reporting covering volumes by type, and date and time data.

### Participation

It is **not** currently mandatory to participate in direct CP-to-CP communications processes. Participation **is** reciprocal, to be able to send messages you must commit to responding to messages received.

**CPs opting in must provide relevant contact details and set these up within their Portal** to enable CPs to communicate and will include an escalation contact should a message with high priority not be responded to within a timely fashion.

### Responses (SLA)

It is expected a CP should respond to a comms via the tool within 24hrs (excluding weekends and Bank Holidays), even if just to let the sender know it has been picked up and that a full response will follow – **please note the portal does not currently support more than one response – therefore both CP's should include a contact email address in both the request and the response to ensure any follow-up communication can be done off the tool.**



## Direct CP Communication Message Types

Valid reasons for sending a comms are as follows:

- **Trends**
  - To provide supporting information and enquire around a change in performance impacting overall switch success from a given CP.
- **Performance**
  - To provide supporting information for suspected defects or design issues encountered.
- **Message format issues.**
  - To provide supporting information for suspected defects or design issues that is resulting in messages being received incorrectly formatted resulting in switch failure
- **Post switch issues**
  - To resolve potential duplicate billing issues in which the losing provider is not responded to the 'switch completion messages' , potentially resulting in dual billing for multiple customers. (not to be used for single use cases)
- **Other – (Option to be temporary and will be removed in due course)**
  - To be used to initiate contact for reasons that do not meet any of the above criteria. Please **do not** use this option for:
    - To resolve individual matching failures.
    - To support / provide feedback to a CP with any educational requirements on the OTS process.

## Reporting

Reporting will be made available within the CP Portal to provide insight regarding messages sent, received and response times, i.e. CPs are using the tool as expected. Failure to follow CP-CP comms principles may result in escalation and changes in the capability.

## Data Protection

TOTSCO have **no** visibility of any comms content, this is **restricted to** the sender and receiver, the data is created into an email and delivered to the recipient.



No personal customer data will be exchanged in the process and via the tool, to enable CPs to identify and triage queries either the SOR or Correlation ID must be provided.

### Frequently asked questions

#### **How does a CP sign up to using the CP-to-CP tool?**

View our [how-to guide](#) which explains how to sign up and use the tool.

#### **What volume of customers do you consider a multiuser issue?**

10 or more users.

