

## ONE TOUCH SWITCH OPERATIONS FORUM

### MEETING #10 SUMMARY

<b>DATE</b>	26 September 2024
<b>TIME</b>	1400 - 1600
<b>LOCATION</b>	Teams Online meeting
<b>CHAIRPERSONS</b>	Richard Warner (OTA2) / Joan Whitehead (TOTSCo)
<b>MEMBERS PRESENT</b>	<p>TOTSCo representatives: Joan Whitehead (JW), Badar Sheikh (BS), Sumna Usmani (SU), Tom Merritt (TM) also the co-Chair of the OTS Industry Process Group.</p> <p>Industry Representatives:</p> <ul style="list-style-type: none"> <li>• Richard Warner (RW) – OTA2, Co-Chair</li> <li>• Anthony McMahon (AM) – BT</li> <li>• Vincent Owolawi (VO) – Lit Fibre</li> <li>• Samantha McDaid (SM) – Sky</li> <li>• Jennifer Phillips (JP) - TalkTalk</li> <li>• Thomas Fisher (TF) – TalkTalk</li> </ul>
<b>MEMBERS ABSENT</b>	<ul style="list-style-type: none"> <li>• Alex Bloor – Andrews &amp; Arnold</li> <li>• Robert Patterson – BT</li> <li>• Austin Lane – F&amp;W networks</li> <li>• Satya Chadawalada - iconectiv</li> <li>• Sangeeta Roy - iconectiv</li> <li>• Cristian Nita - LXS consulting</li> <li>• John (jack) Abbotts – ota2 and co-chair of industry process group for ots</li> <li>• Caitríona O'Dwyer – Sonalake</li> <li>• James Wood - Three</li> <li>• John Leach - TalkTalk</li> <li>• Victoria O'Day - TalkTalk</li> <li>• Nandini Vittal Rao – VW02</li> <li>• Melanie Buckley - VW02</li> <li>• Matthew Lewis - Vodafone</li> <li>• Michael Dorrington - Zen</li> </ul>

### AGENDA ITEMS

1. OTS EARLY LIFE UPDATE
  - a. Including TOTSCo Hub and Service Performance
2. ACTION UPDATE
3. OTS OPERATIONAL PROCESSES
  - a. CP to CP Comms progress update
  - b. CP Incident/CP Outage Management progress update
  - c. Other processes - CP Change etc
4. Review of OTS Ops Forum
5. AOB
6. CLOSE

## MINUTES

AGENDA ITEM	1. OTS EARLY LIFE UPDATE
DISCUSSION POINT	<p><u>OTS Go-Live:</u>                      JW provided a status update on the current position, reporting that 257 CPs are in the Directory. JW walked through graphs available on the TOTSCo website. These metrics showed positive trends in Switch Order numbers and completion rates.</p> <p>The match success rate was reported at around 60%. JW mentioned that this has not increased as expected, prompting discussions between Ofcom and OTA2 who have been asked to review matching performance. Review meetings are being scheduled and selected CPs will be requested to provide feedback through an emailed questionnaire. An interim report for Ofcom is expected in early October.</p> <p><u>TOTSCo Hub and Service Performance:</u>                      JW talked through the remaining numbers and graphs published on the TOTSCo website showing traffic through the Hub up to 26th September. Latency—the speed at which the hub is operating—remains on target. Availability, which refers to whether the hub is online or offline, is also on target on 100%.</p>
CONCLUSION/ RECOMMENDATION	Positive progress noted.
ACTION	<b>NEW ACTION: 1/10:</b> JW to add SLA information into the Customer & Onboarding slide.

AGENDA ITEM	2. ACTION UPDATE
DISCUSSION POINT	<p><b>7/6: CLOSED</b> – MAP breakdown provided</p> <p><b>1/7: CLOSED</b> - Any change to availability measure will need to go through Change Process</p> <p><b>3/7: CLOSED</b> – No feedback received</p> <p><b>1/9: CLOSED</b> – clarified that figures provided were only for TOTSCo tickets</p> <p><b>2/9: Forum Members</b> – If there are any concerns about TOTSCo ticket triage processes, please raise with Joan for investigation. <b>ONGOING</b> – No feedback received, keep open for one more Forum.</p> <p><b>3/9: ONGOING</b> – TOTSCo to publish Change Pipeline in 3 weeks. Any planned change will be implemented with a notice of 90+ day, so no surprises. Will also publish changes that are under consideration.</p> <p><b>4/9: MS</b> -To remind FM Maps at the next MAP review call to only raise one ticket for an issue affecting all their Brands. <b>ONGOING</b> – JW to confirm with MS</p> <p><b>6/9: Forum Members</b> to email their concerns about TOTSCo test environment capability to JW and RW. <b>ONGOING</b> – no feedback received, keep open for one more forum. Being discussed internally by TOTSCo.</p> <p><b>7/9: CLOSED</b> – Early life support approach has been agreed by TOTSCo.</p> <p><b>8/9: CLOSED</b> – Will be discussed in agenda item.</p>

<b>CONCLUSION/ RECOMMENDATION</b>	
<b>ACTION</b>	

<b>AGENDA ITEM</b>	<b>3. OTS OPERATIONAL PROCESSES</b>
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<b>DISCUSSION POINT</b>	<p><u>CP to CP Communications Tool:</u></p> <p>JW talked about the interim process being put in place to help with CP to CP communication. A guide will be published by COP tomorrow. Change request to allow multiple messages has been approved and is in development.</p> <p>SM spoke very highly of the tool and the process. It has very helpful especially working with smaller CPs.</p> <p>AM shared the same experience and was very positive about the tool</p> <p>VO also had no issues and very pleased.</p> <p>TF mentioned that they were not using the tool but internal discussion around resourcing were being held internally. RW suggested TF to reach out to SM and other members using the tool to share their learnings and support implementation.</p> <p>JW talked about the top 3 challenges, namely:</p> <ul style="list-style-type: none"> <li>• CP isn't responding to an OTS message.</li> <li>• I have received a message that I do not believe is correct.</li> <li>• A CP is not on the CP-to-CP tool, how do I contact the CP.</li> </ul> <p>Solution given was to try contacting the CP through the CP-to-CP tool, if they are not registered to use, try and contact the CP through other channels. Also, explained TOTSCo are working on an interim solution to help with this.</p> <p>SM asked if we can see who has signed up to the tool. JW responded that 32 Brands were signed up but cannot share who they are.</p> <p><u>Outage Calendar/CP Incidents/CP Outages:</u></p> <p>JW informed the Forum there is an internal Show &amp; Tell of the Outage Calendar tomorrow. She will then arrange a demo for Forum members. It is possible that it will take longer to implement than the target date of 11<sup>th</sup> October. The User Guide will be updated once the Calendar is ready. Access will be via Manage my Account on the portal.</p> <p>SM: Notification process and templates are working fine.</p>
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<b>CONCLUSION/ RECOMMENDATION</b>	
<b>ACTION</b>	<b>New Action 2/10:</b> JW to arrange demo of the Outage Calendar once ready

<b>AGENDA ITEM</b>	<b>4. REVIEW OF OTS OPS FORUM</b>
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<b>DISCUSSION POINT</b>	<p>RW opened the discussion and talked about the plan for review of the forum.</p> <p>The interim support arrangements that TOTSCo has put in place to support CPs and MAPs during early life are not sustainable long-term. Operational processes</p>
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	<p>such as CP to CP Comms, CP incident notification, CP Outage notification and Change notification need to bed down. OTS performance will need to be monitored and operational matters arising will need a forum for discussion and improvement actions.</p> <p>The chairs will interview forum members separately to gain their views over the coming weeks. That discussion should also consider representation, how will all CPs and MAPs be able to engage with the forum?</p> <p>SM suggested the mobile industry’s use of delegates as a potential model.</p>
<b>CONCLUSION/ RECOMMENDATION</b>	
<b>ACTION</b>	<p><b>New Action 3/10:</b> RW and JW to speak with Forum Members individually.</p> <p><b>New Action 4/10:</b> SM to forward information on the Mobile industry delegate model.</p>

<b>AGENDA ITEM</b>	5. AOB
<b>DISCUSSION POINT</b>	None
<b>CONCLUSION/ RECOMMENDATION</b>	
<b>ACTION</b>	

## Glossary

OTS = One Touch Switch  
 CP = Communications Provider  
 OTA2 = Office of the Telecommunications Adjudicator  
 TOTSCo = The One Touch Switching Company Ltd