

ONE TOUCH SWITCH OPERATIONS FORUM MEETING #15 SUMMARY

DATE	05 December 2024
TIME	1400 - 1600
LOCATION	TEAMS online meeting
CHAIRPERSONS	Richard Warner (OTA2) / Joan Whitehead (TOTSCO)
MEMBERS PRESENT	Michelle Shaw (TOTSCO), Thomas Fisher (TalkTalk), Matthew Lewis (Vodafone), Melanie Buckley (VMO2), Michael Dorrington (ZEN), Sumna Usmani (TOTSCO), Tom Merritt (TOTSCO and Co-Chair of Industry Process Group for OTS), Richard Moore (Three), James Copland (Three), Samantha McDaid (SKY), , Karthigeyan Balra (Vodafone), Vincent Owolawi (Lit Fibre), Ben Greeves (TOTSCO), Deepak Awasthi (Vodafone), Ravikumar Balakrishnan (Vodafone)
MEMBERS ABSENT	Georgina Cena (CWP), Jennifer Phillips (TalkTalk), Nandini Vittal Rao (VMO2), Victoria O'Day (TalkTalk), Caitriona O'Dwyer (Sonalake), Satya Chadalawada (iconectiv), Austin Lane (F&W Networks), Robert Patterson (BT), Alex Bloor (Andrews & Arnold), Cristian Nita (LXS Consulting), Anthony McMahon (BT), James Wood (Three) , Marcel Horst (CWP), Sangeeta Roy (iconectiv), John Leach (TalkTalk), Anthony McMahon (BT), Jonathon Davies (TalkTalk) John (Jack) Abbotts (OTA2 and Co-Chair of Industry Process Group for OTS), Deepak Awasthi (Vodafone)

AGENDA ITEMS

Introduction and Welcome

Action Update - All

CP Current Measures - All

TOTSCO Hub and Service Performance – Joan

- Update and Data
- TOTSCO SLA's – review list and agree reporting - Joan
- Additional OTS Performance Reporting - Tom

OTS Operational Processes

- CP to CP Comms - update
- CP Incident/CP Outage Management and Outage Calendar - update
- Other processes - CP Change etc

Review of OTS Ops Forum - update

AOB

MINUTES

AGENDA ITEM	1. ACTION UPDATE
DISCUSSION POINT	<p>3/9: JW - TOTSCo to publish full Change Pipeline. ONGOING – will be published imminently (date TBC – aiming for first week in Jan)</p> <p>3/10: RW & JW to speak with Forum Members individually. ONGOING – 3 people to speak to by end of 2024</p> <p>4/10: SM to forward information on the Mobile industry delegate model. ONGOING</p> <p>6/11: MH to create a detailed document on his proposal for an API for the CP to CP Tool. ONGOING</p> <p>3/13: RW/TM/JA to discuss more meaningful measures to be presented at the Ops Forum and beyond. ONGOING</p> <p>4/13: TM/JW to write policy on monitoring operational behaviour ONGOING – forum agreed to consider it a “statement” rather than policy</p> <p>NEW ACTION 4/14: JW/MS to provide update on current small changes ONGOING – will be covered in meetings</p> <p>NEW ACTION 1/14: MD to circulate example scenarios of SLAs and statements that are open to interpretation for discussion CLOSED – feedback covered today</p> <p>NEW ACTION 2/14: ALL to provide feedback the change pipeline ONGOING</p> <p>NEW ACTION 3/14: ALL to respond to MDs email on test environment dated 5/11/24, 10:55 ONGOING</p>

AGENDA ITEM	2. CP CURRENT MEASURES
DISCUSSION POINT	<p>Black Friday and Cyber Monday reflected in data – noticeable uptick in orders. There was a drop on Wednesday but unclear what the cause was – no recorded defect or outage.</p> <p>TM explained message count data will be shared monthly on the website. Response code data will be shared to website imminently. There are plans to provide some guidance to hopefully reduce some failures</p>
CONCLUSION/ RECOMMENDATION	
ACTION	

AGENDA ITEM **3. TOTSCo Operation Performance**

DISCUSSION POINT	Talked through the suggestions from MD and SR on improving priority definitions. JW explained that the current content had gone out to consultation but conceded this was at a time when the stakeholders were majority technical-based and so the feedback did not consider operational input as much. JW asked for more extensive feedback to justify SLA and priority change to consider for IA. MB mentioned we require the SLAs for business switching as well and RW suggested this being sorted would make a better starting point for business
CONCLUSION/RECOMMENDATION	Approach needs a closer look with more input from a wider group.
ACTION	1/15 – Forum suggested a working group to review SLAs

AGENDA ITEM **4. OTS OPERATIONAL PROCESSES**

DISCUSSION POINT	<p>JW covered CP-CP comms update slides. Concern regarding strategic solution is it would require a lot of work and money but without the tool being mandatory it is ultimately still not fully effective (MB per IPG). JW offered to write one pager on the challenge of CP-CP tool being non-mandatory and outside SLA.</p> <p>RW showed forum how to raise complaints correctly via Ofcom website. MB stated she would be reluctant to complain to Ofcom about another CP. SM agreed that this would be a last resort. MB said by sending the link out it invites CPs to incite Ofcom and this may not be necessary. RM echoed this being a last resort and there are other means of resolving issues.</p> <p>JW mentioned we are receiving contacts from end consumers and asked members to remind teams that is not in TOTSCO’s remit.</p> <p>MS provided update on backlog sprint.</p>
CONCLUSION/RECOMMENDATION	<p>Forum approved stage one of process.</p> <p>Forum felt it was too early to pursue strategic solution and to focus on stage one for now.</p>
ACTION	

AGENDA ITEM **5. REVIEW OF OTS OPS FORUM**

DISCUSSION POINT	No update this week
CONCLUSION/RECOMMENDATION	

ACTION	
AGENDA ITEM	6. AOB
DISCUSSION POINT	Meetings to continue to be held fortnightly (next meeting December 19 th) Meeting closed at 3:58pm.
CONCLUSION/ RECOMMENDATION	
ACTION	

Glossary

OTS = One Touch Switch

CP = Communications Provider

OTA2 = Office of the Telecommunications Adjudicator

TOTSCo = The One Touch Switching Company Ltd