



OTS Operations Forum:

Meeting #16 – 19 December 2024

OTA2

TOTSCo

AGENDA

Introduction and Welcome

Action Update - All

CP Current Measures - All

TOTSCo Hub and Service Performance – Joan

- Update and Data
- Additional OTS Performance Reporting - Tom

OTS Operational Processes

- CP to CP Comms – proposal circulated
- SLA Working Group – dates to be circulated
- Change pipeline - Joan
- Small Change Sprint update - Michelle

Review of OTS Ops Forum - update

AOB

Introduction

○ Membership

Name	Company	Type	Role
Michael Dorrington	Zen Internet Limited	RCP	OTS Test Manager
Matthew Lewis	Vodafone	RCP	IT Ops Readiness
Melanie Buckley	Virgin Media O2	RCP	Services Strategy Manager
James Copland	Three UK	RCP	Regulatory Assurance Specialist
Richard Moore	Three UK	RCP	Head of Technology Risk & Regulatory Support
John Leach	TalkTalk	RCP	Business Change Manager
Victoria O'Day	TalkTalk	RCP	IT Service Manager
Jennifer Phillips	TalkTalk	RCP	Project Manager
Thomas Fisher	TalkTalk	RCP	Senior Business Analyst
Samantha McDaid	Sky	RCP	Provisioning Operations Leader
Caitríona O'Dwyer	Sonalake	MAP	pivOTS Product Manager
Cristian Nita	LXS Consulting	MAP	System Integration
Vincent Owolawi	Lit Fibre Ltd	RCP	Business Analyst
Satya Chadalawada	Iconectiv	MAP	Operations Manager
Sangeeta Roy	iconectiv	MAP	Global Head of Technology and Service Operations
Austin Lane	F&W Networks	RCP	Project Manager
Georgina Cena	Common Wholesale Platform Limited	MAP	Office Manager
Rob Patterson	BT, EE & Plusnet	RCP	Broadband Product Manager
Anthony McMahon	BT, EE & Plusnet	RCP	Supplier Relationship Manager
Alex Bloor	Andrews & Arnold	RCP	General Manager
Richard Warner	OTA2 (Chair)		Ops Forum Co-Chair
Joan Whitehead	TOTSCo (Chair)		TOTSCo Head of Service and Ops Forum Co-Chair
Michelle Shaw	TOTSCo		TOTSCo Service and Trials
Tom Merrit	TOTSCo		Process Group Co-Chair
John (Jack) Abbotts	OTA2		Process Group Co-Chair
Sumna Usmani	TOTSCo		Business Analyst

Action Update

3/9: JW - TOTSCo to publish full Change Pipeline. **ONGOING** – will be published imminently (date TBC – aiming for first week in Jan)

3/10: RW & JW to speak with Forum Members individually. **ONGOING** – 3 people to speak to by end of 2024

4/10: SM to forward information on the Mobile industry delegate model. **ONGOING**

6/11: MH to create a detailed document on his proposal for an API for the CP to CP Tool. **ONGOING**

3/13: RW/TM/JA to discuss more meaningful measures to be presented at the Ops Forum and beyond. **ONGOING**

4/13: TM/JW to write policy on monitoring operational behaviour **ONGOING** – forum agreed to consider it a “statement” rather than policy

4/14: JW/MS to provide update on current small changes **ONGOING** – will be covered in meetings

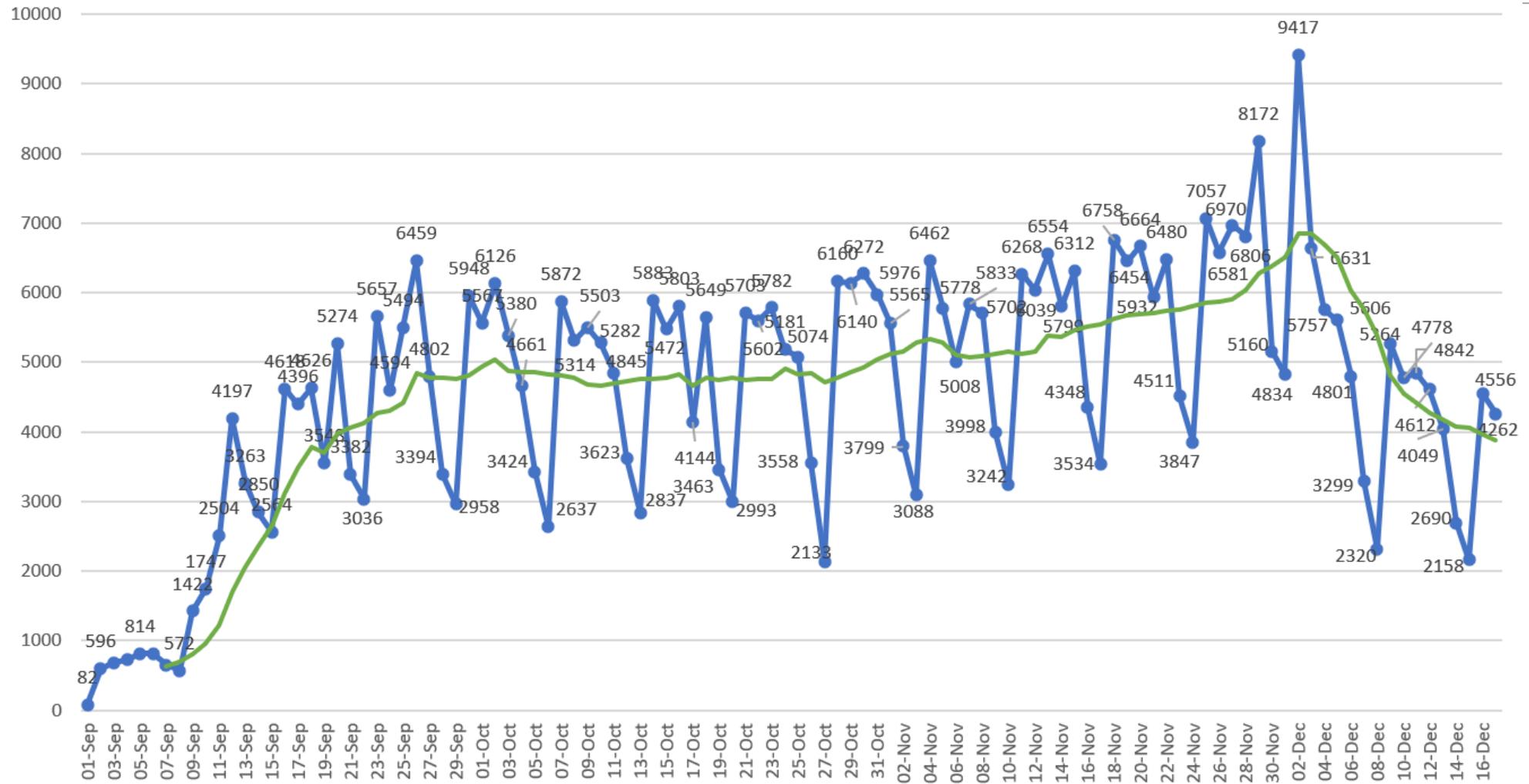
2/14: ALL to provide feedback the change pipeline **ONGOING**

3/14: ALL to respond to MDs email on test environment dated 5/11/24, 10:55 **ONGOING**

NEW ACTION 1/15 – Forum suggested a working group to review SLAs

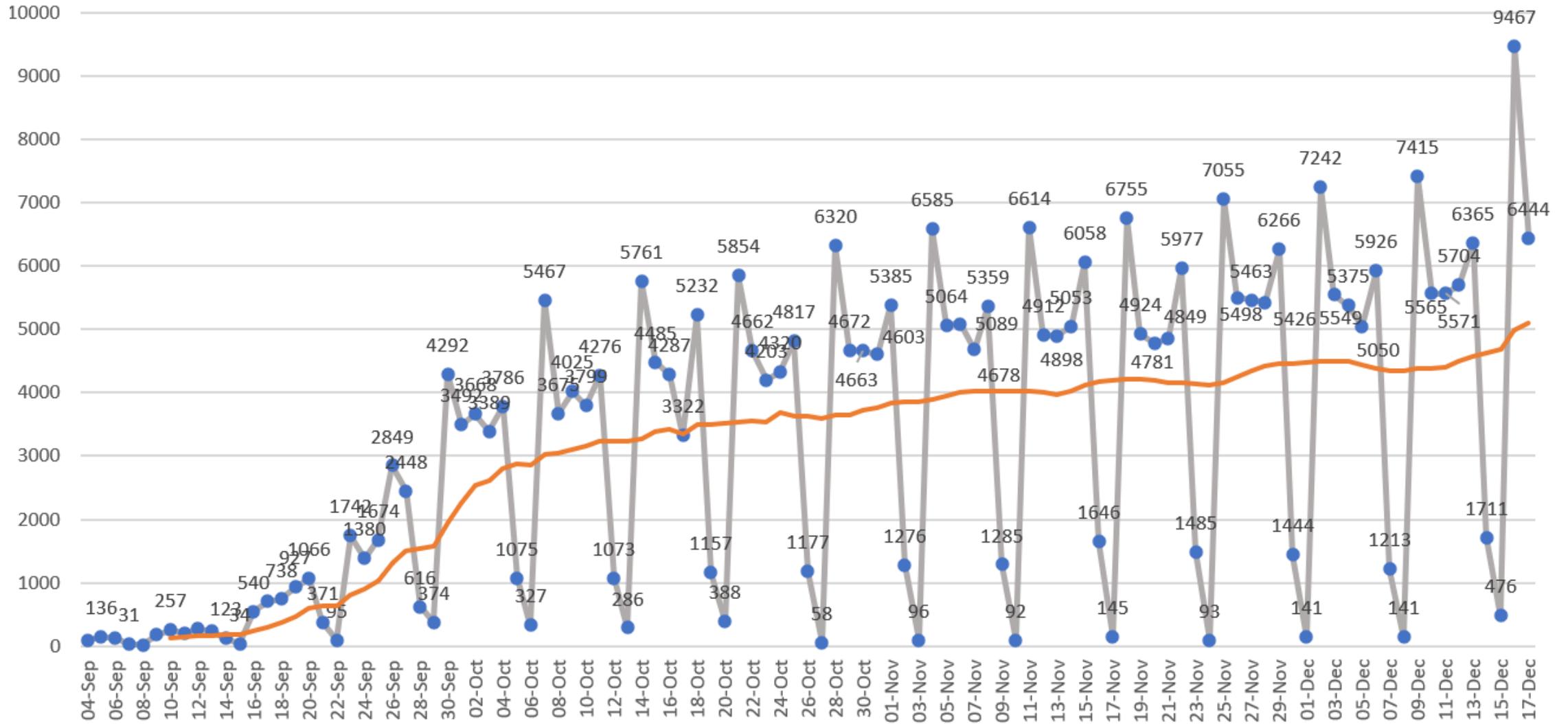
CP Current Measures

Switch Orders



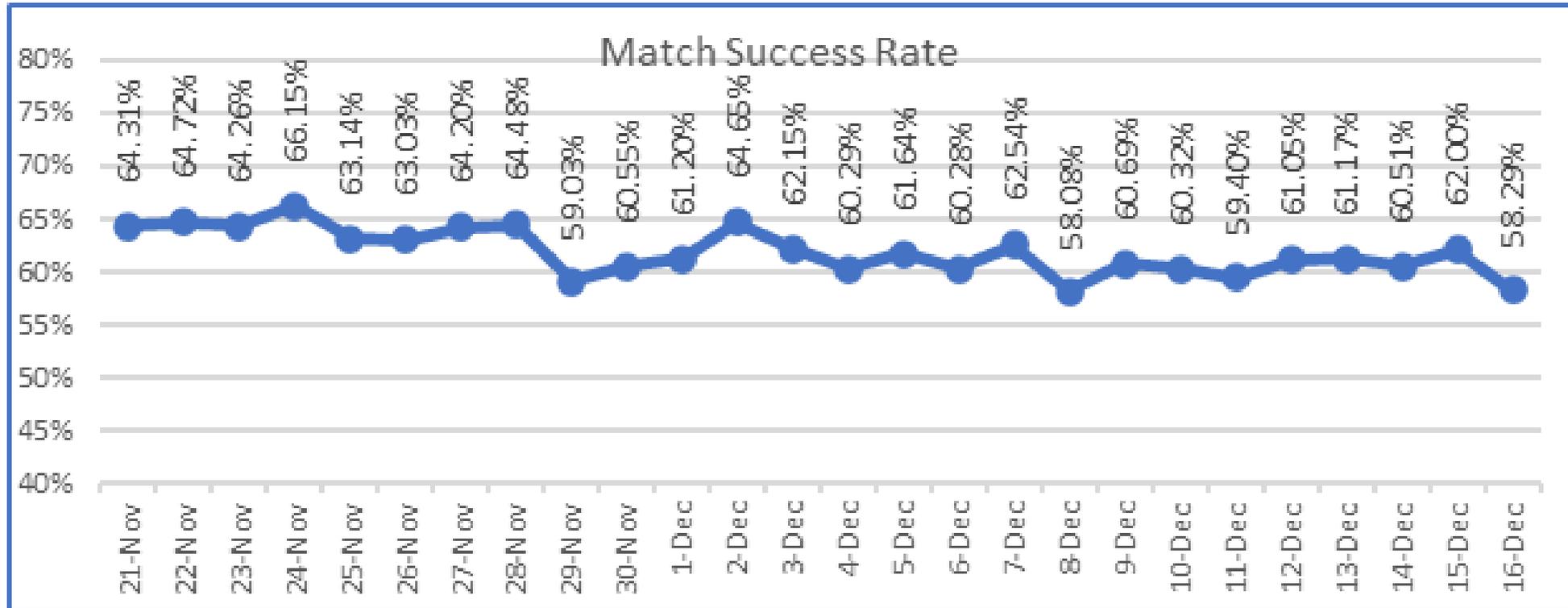
Switch Order Requests by day and 7 day moving average

Completed Switches



Switch Order Trigger Confirmations by day and 7 day moving average

Switch Match Confirmation Rate



Message count (Nov 2024)

Message Type	Delivered	Failed	Rejected	Total	%age	WRT prev month	Response %age
residentialSwitchMatchRequest	538,859	1,842	3,908	544,609	30.37%	↓ -0.09%	
residentialSwitchMatchConfirmation	326,846	9,484	4	336,334	18.76%	↑ 0.29%	61.76%
residentialSwitchMatchFailure	189,946	2,535	18	192,499	10.73%	↓ -0.23%	35.35%
residentialSwitchOrderRequest	168,688	22	4	168,714	9.41%	↑ 0.35%	
residentialSwitchOrderConfirmation	166,094	160		166,254	9.27%	↑ 0.34%	98.54%
residentialSwitchOrderFailure	2,284	37		2,321	0.13%	↑ 0.01%	1.38%
residentialSwitchOrderTriggerRequest	126,265	72		126,337	7.05%	↓ -0.15%	
residentialSwitchOrderTriggerConfirmation	124,213	33		124,246	6.93%	↑ 0.48%	98.34%
residentialSwitchOrderTriggerFailure	1,414	8		1,422	0.08%	↓ -0.57%	1.13%
residentialSwitchOrderUpdateRequest	45,683	10	3	45,696	2.55%	↓ -0.28%	
residentialSwitchOrderUpdateConfirmation	39,874	14		39,888	2.22%	↓ -0.14%	87.29%
residentialSwitchOrderUpdateFailure	5,352	13		5,365	0.30%	↓ -0.12%	11.74%
residentialSwitchOrderCancellationRequest	19,769	4		19,773	1.10%	↑ 0.06%	
residentialSwitchOrderCancellationConfirmation	19,146	2		19,148	1.07%	↑ 0.06%	96.84%
residentialSwitchOrderCancellationFailure	596			596	0.03%	↓ 0.00%	3.01%
Total	1,775,029	14,236	3,938	1,793,203			

Delivered	The Hub successfully delivered the message from the source to the destination
Failed	The Hub accepted the message from the source, but was unable to deliver to the message to the destination. This could be because the message delivery policy timed out or because the destination returned a response such as 400. If the Hub fails to deliver a message, it will return a message delivery failure to the source of that message.
Rejected	The message failed the Hub's initial validation and the Hub rejected the message – e.g. the routingID was invalid or the destination RCPID was not recognised.

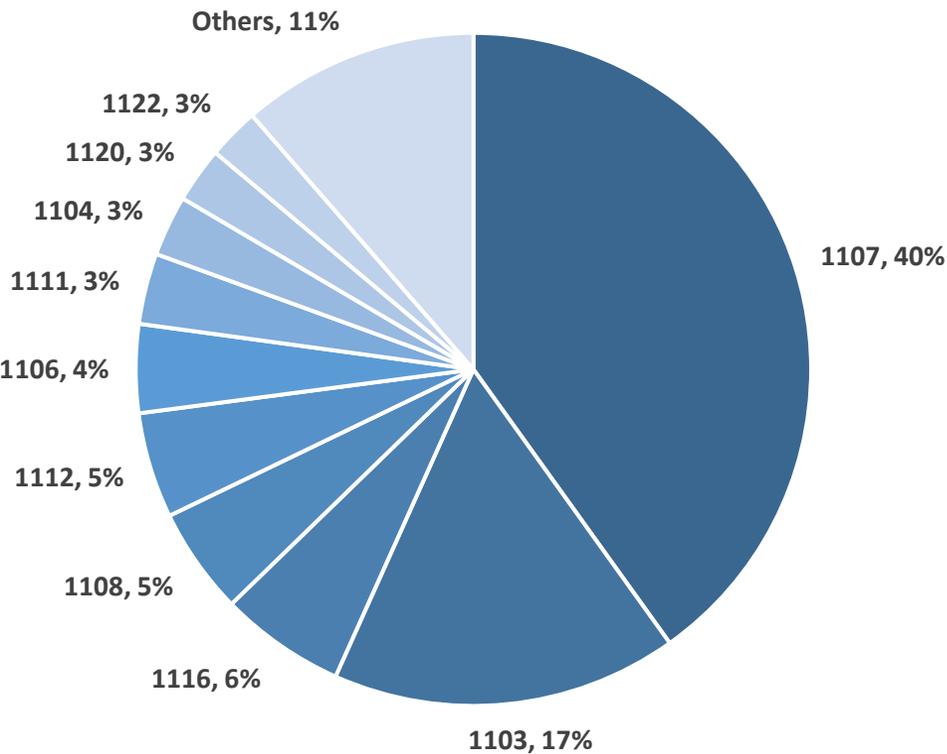
Message count (1 Dec to 16 Dec 2024)

Message Type	Delivered	Failed	Rejected	Total	%age	Response %age
residentialSwitchMatchRequest	233,676	544	1,019	235,239	27.48%	
residentialSwitchMatchConfirmation	142,925	2,786	2	145,713	17.02%	61.94%
residentialSwitchMatchFailure	84,000	393		84,393	9.86%	35.88%
residentialSwitchOrderRequest	75,599	14	1	75,614	8.83%	
residentialSwitchOrderConfirmation	74,142	11		74,153	8.66%	98.07%
residentialSwitchOrderFailure	1,163	14		1,177	0.14%	1.56%
residentialSwitchOrderTriggerRequest	74,996	84		75,080	8.77%	
residentialSwitchOrderTriggerConfirmation	72,894	17		72,911	8.52%	97.11%
residentialSwitchOrderTriggerFailure	1,822	38	12	1,872	0.22%	2.49%
residentialSwitchOrderUpdateRequest	34,393	3	2	34,398	4.02%	
residentialSwitchOrderUpdateConfirmation	23,641	5		23,646	2.76%	68.74%
residentialSwitchOrderUpdateFailure	10,503	26		10,529	1.23%	30.61%
residentialSwitchOrderCancellationRequest	10,682	5		10,687	1.25%	
residentialSwitchOrderCancellationConfirmation	10,113			10,113	1.18%	94.63%
residentialSwitchOrderCancellationFailure	561			561	0.07%	5.25%
Grand Total	851,110	3,940	1,036	856,086		

Delivered	The Hub successfully delivered the message from the source to the destination
Failed	The Hub accepted the message from the source, but was unable to deliver to the message to the destination. This could be because the message delivery policy timed out or because the destination returned a response such as 400. If the Hub fails to deliver a message, it will return a message delivery failure to the source of that message.
Rejected	The message failed the Hub's initial validation and the Hub rejected the message – e.g. the routingID was invalid or the destination RCPID was not recognised.

Response codes by Failure Type (Nov 2024)

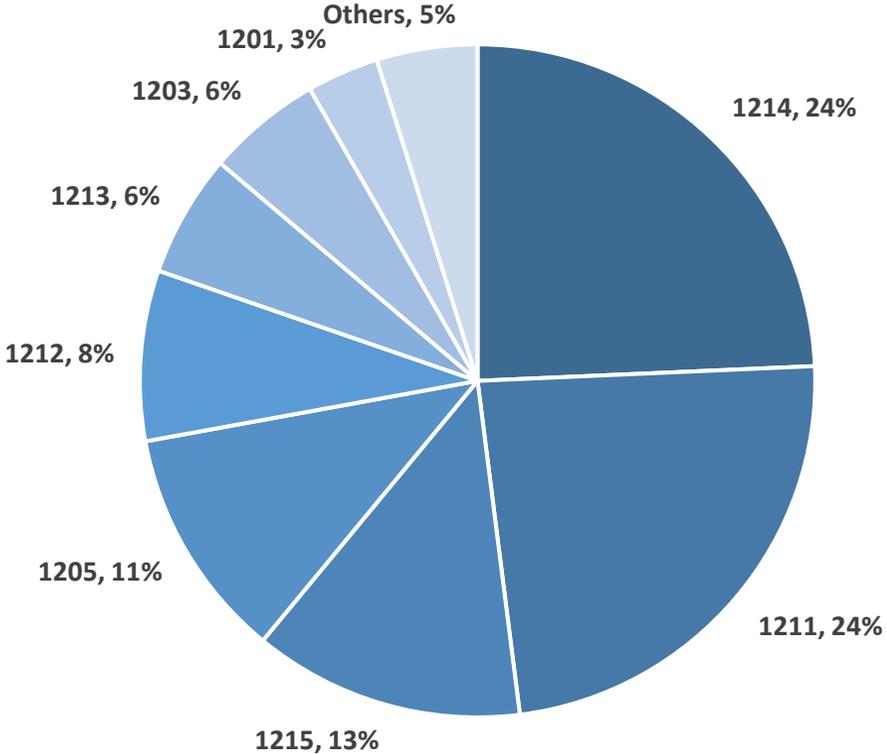
ResidentialSwitchMatchFailure



FaultCode	FaultText	Count	%age
1107	No customers found with service at that location	77,237	40.12%
1103	Account not found	31,900	16.57%
1116	Service Identifier not found.	11,589	6.02%
1108	One or more customers found, but no match on surname	9,854	5.12%
1112	Data Integrity issue detected by LRCP.	9,776	5.08%
1106	Address not found	8,195	4.26%
1111	A switch is currently in progress	6,547	3.40%
1104	Account found but is closed or historic	5,614	2.92%
1120	The requested service was not found against the matched customer / account / subscription	5,122	2.66%
1122	Name does not match, address and service identifier match, but account number is not included	4,758	2.47%
1105	Account found but at least one serviceIdentifier not found on the account.	4,607	2.39%
1114	Address does not match despite two other strong points of contact, one of which is account number	4,538	2.36%
1113	Account number format not valid for <residentialMatchRequest businessMatchRequest>	3,000	1.56%
1115	Address does not match and no account number is included despite two other strong points of contact	2,994	1.56%
1118	No DN included as service identifier for an NBICS 'port' or 'identify'	2,228	1.16%
1119	Account found, but no IAS or NBICS services were found under it	1,200	0.62%
1101	Missing or incomplete address	1,013	0.53%
1117	Services not included or invalid	873	0.45%
1109	Multiple customers found matching on surname	673	0.35%
1110	Customer found, but they have multiple services at the same address.	330	0.17%
1121	Name does not match and address is only a close match	287	0.15%
500		112	0.06%
1102	Name not provided	35	0.02%
1214		13	0.01%
1212	All services requested to be ceased are no longer active	4	0.00%
		192,499	100.00%

Response codes by Failure Type (Nov 2024)

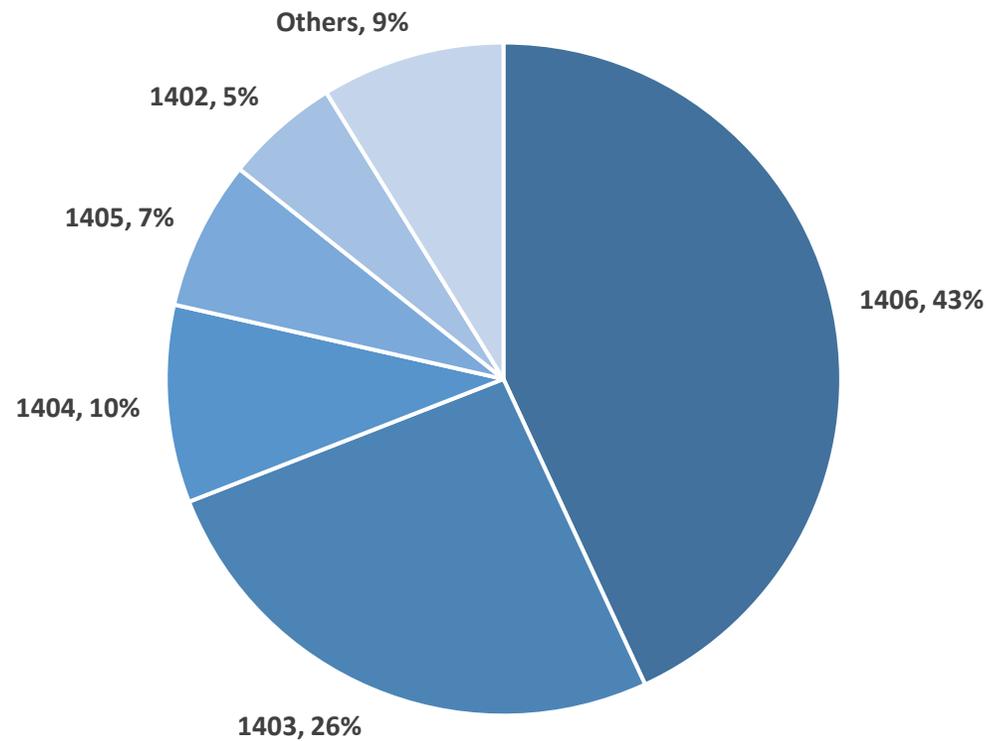
ResidentialSwitchOrderFailure



FaultCode	FaultText	Count	%age
1214	There is an open cease order which is past point of no return and cannot be cancelled.	564	24.30%
1211	A switch is currently in progress	550	23.70%
1215	There is an open modify order which is past point of no return and cannot be cancelled.	301	12.97%
1205	Switch order has already been cancelled	259	11.16%
1212	All services requested to be ceased are no longer active	190	8.19%
1213	Switch Order Reference is already in use	137	5.90%
1203	Invalid or missing planned switch date	128	5.51%
1201	Invalid or missing switch order reference	80	3.45%
1		56	2.41%
1202	Switch order reference has expired	45	1.94%
1204	Switch order has already been completed	7	0.30%
576		4	0.17%
		2,321	100.00%

Response codes by Failure Type (Nov 2024)

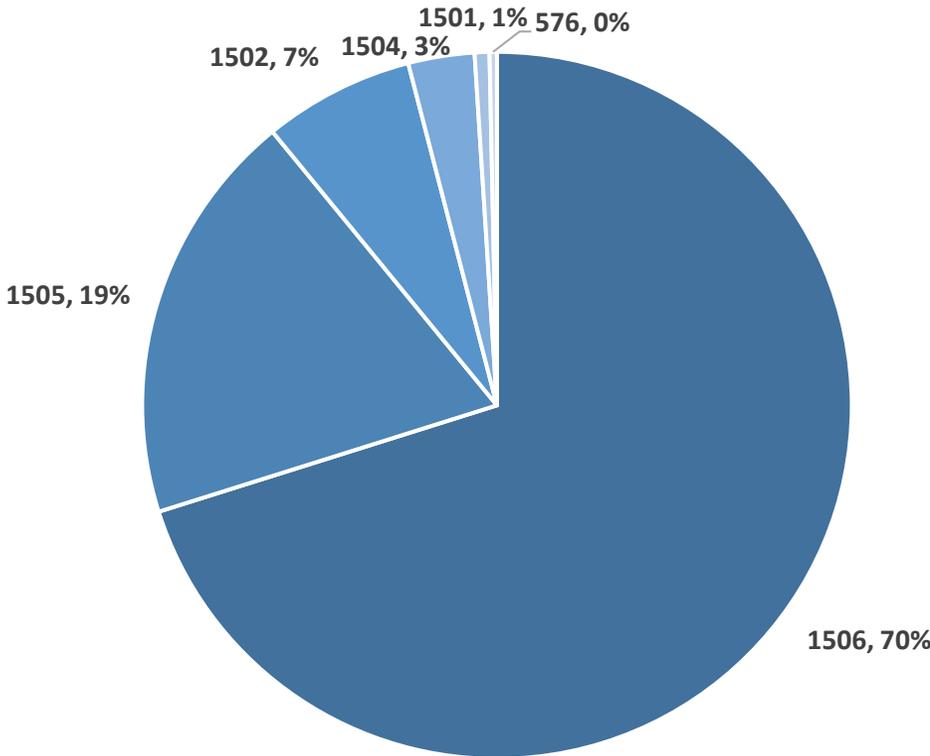
ResidentialSwitchOrderTriggerFailure



FaultCode	FaultText	Count	%age
1406	Switch order was never raised	613	43.11%
1403	Invalid or missing activation date	369	25.95%
1404	Switch order has already been completed	135	9.49%
1405	Switch order has already been cancelled	102	7.17%
1402	Switch order reference is no longer available	78	5.49%
1412		63	4.43%
1410		34	2.39%
1401	Invalid or missing switch order reference	16	1.13%
576		11	0.77%
1414		1	0.07%
		1,422	100.00%

Response codes by Failure Type (Nov 2024)

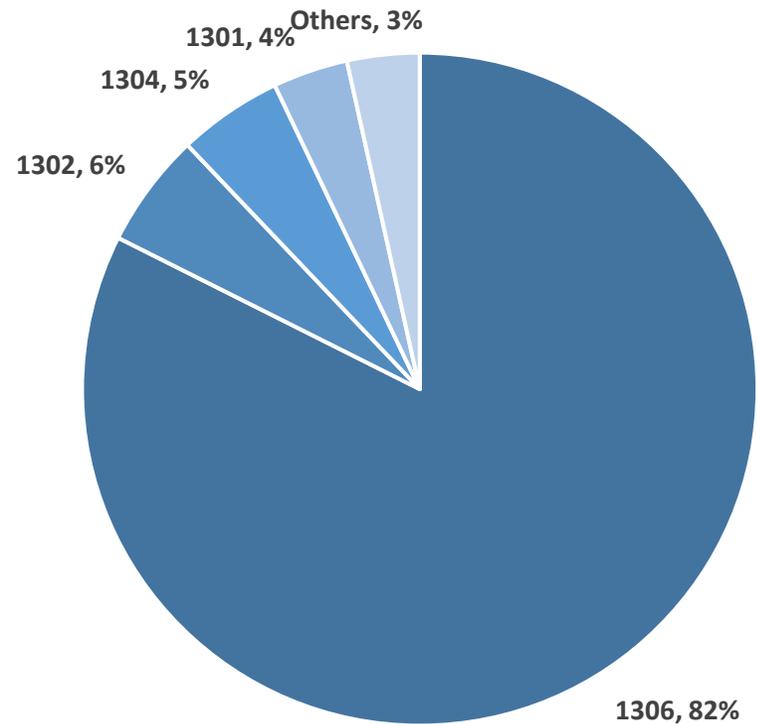
ResidentialSwitchOrderCancellationFailure



FaultCode	FaultText	Count	%age
1506	Switch order was never raised	418	70.13%
1505	Switch order has already been cancelled	113	18.96%
1502	Switch order reference is no longer available	41	6.88%
1504	Switch order has already been completed	18	3.02%
1501	Invalid or missing switch order reference	4	0.67%
576		2	0.34%
		596	100.00%

Response codes by Failure Type (Nov 2024)

ResidentialSwitchOrderUpdateFailure

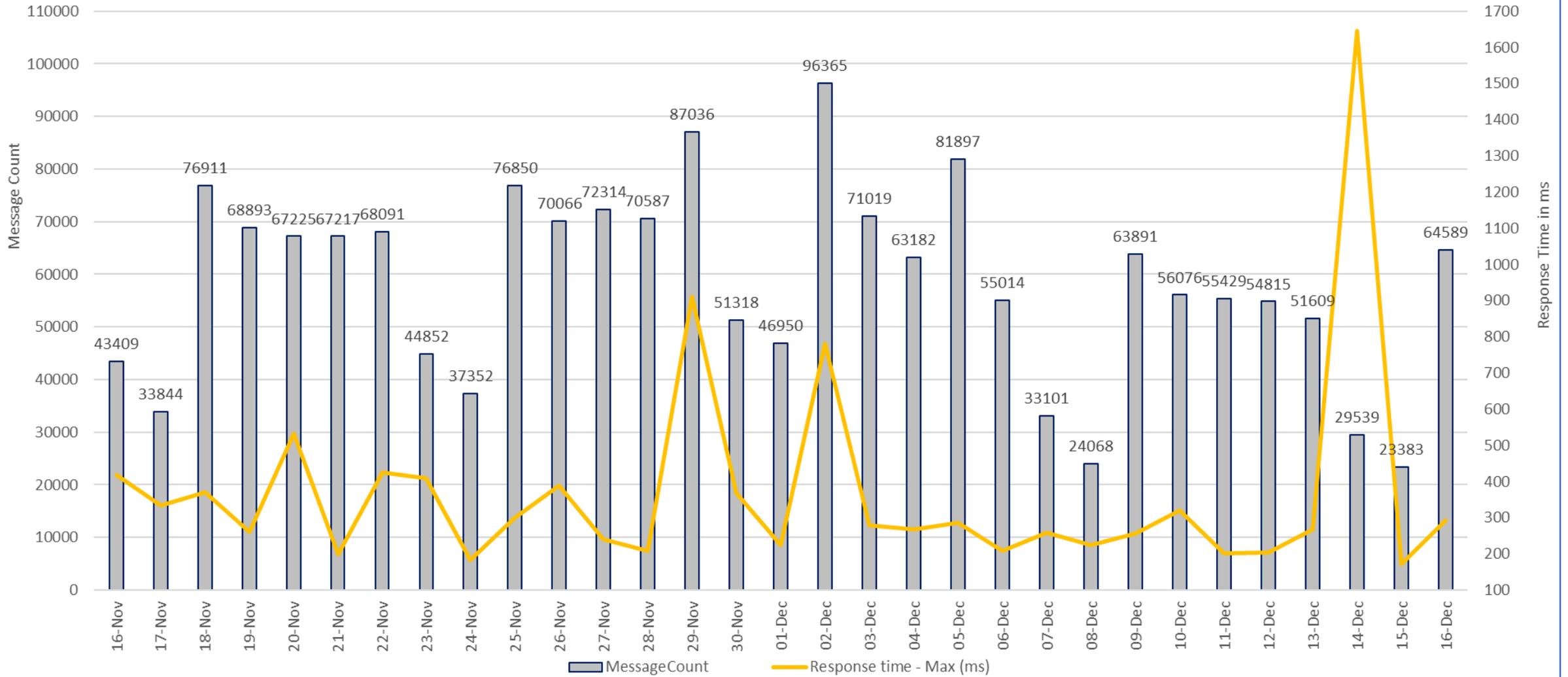


FaultCode	FaultText	Count	%age
1306	Switch order was never raised	4,422	82.42%
1302	Switch order reference is no longer available	295	5.50%
1304	Switch order has already been completed	269	5.01%
1301	Invalid or missing switch order reference	193	3.60%
1303	Invalid or missing planned switch date	88	1.64%
1305	Switch order has already been cancelled	83	1.55%
576		6	0.11%
1211	A switch is currently in progress	5	0.09%
1502	Switch order reference is no longer available	2	0.04%
1		2	0.04%
		5,365	100.00%

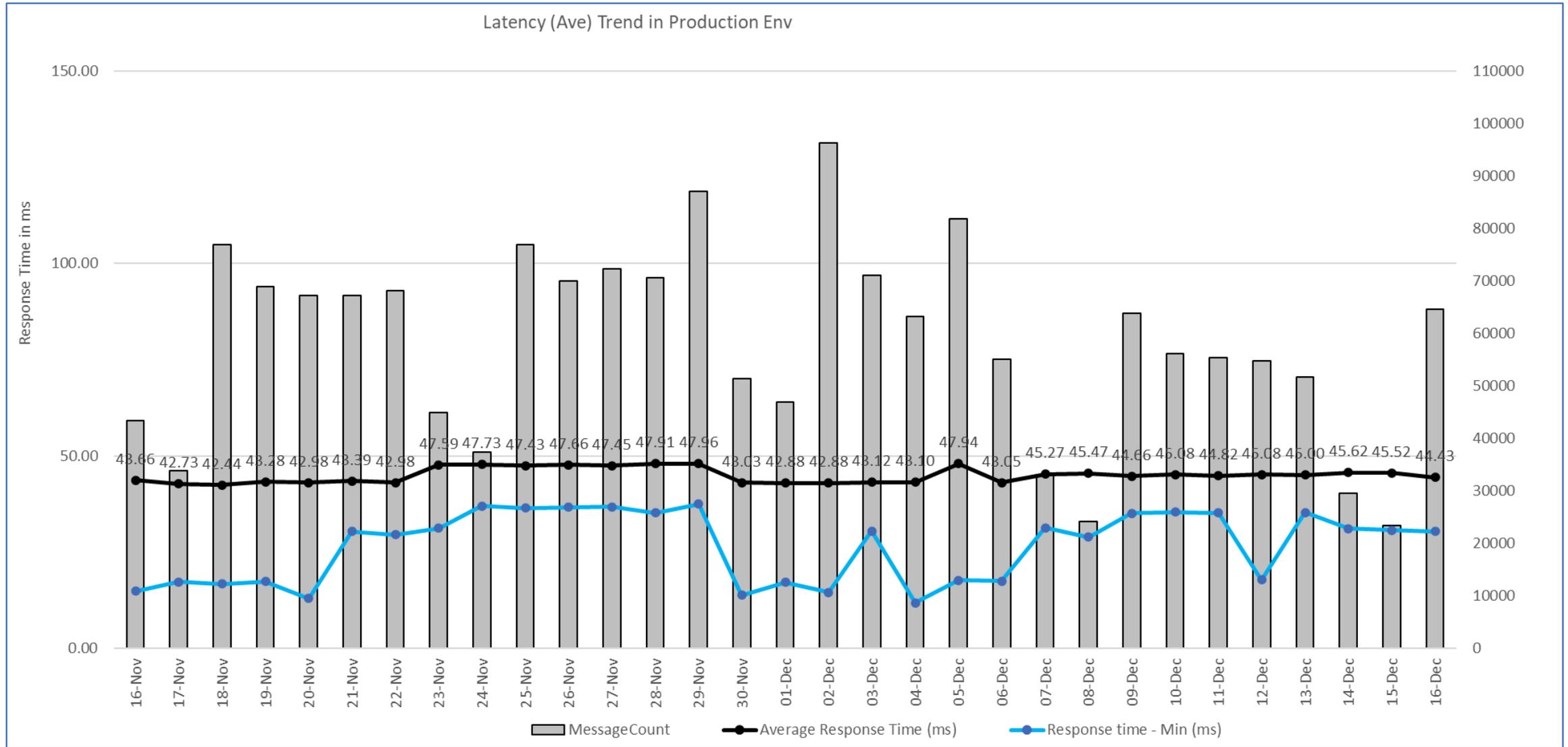
TOTSCo Hub Performance

Production Latency

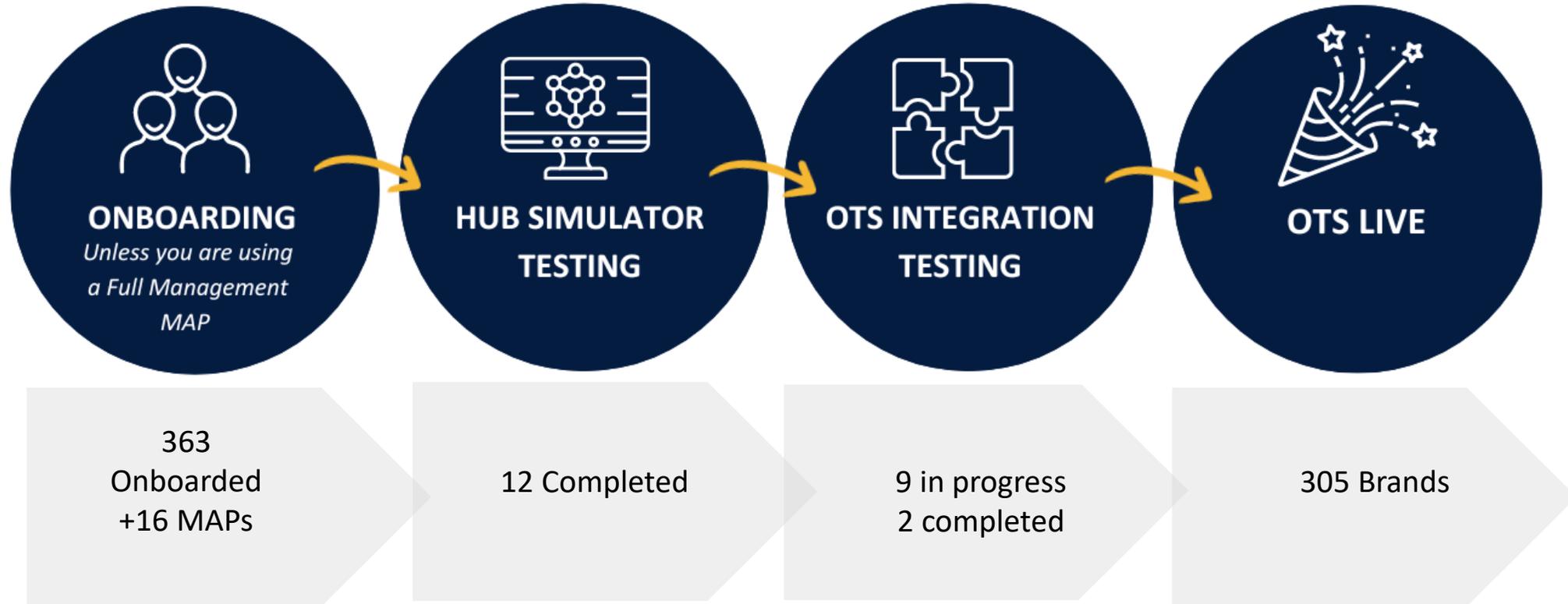
Message and Latency (Max) Trend in Production Env



Production Latency (adjusted scales for average and minimum plots)



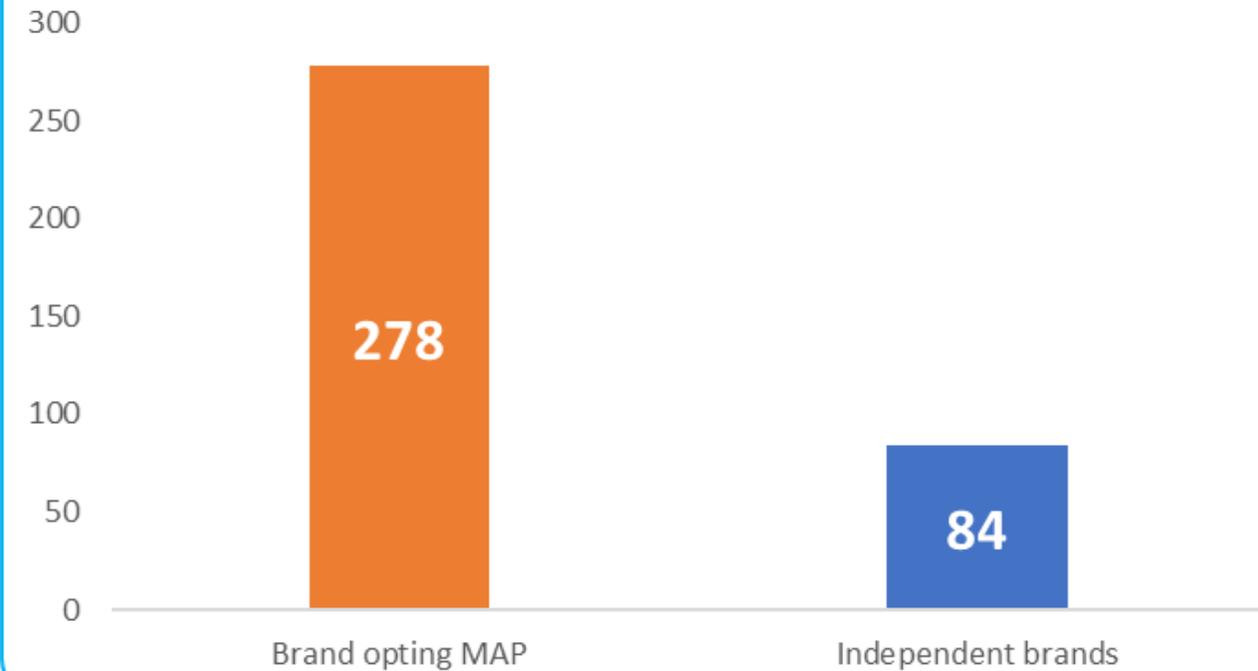
Path to One Touch Switch Go-Live



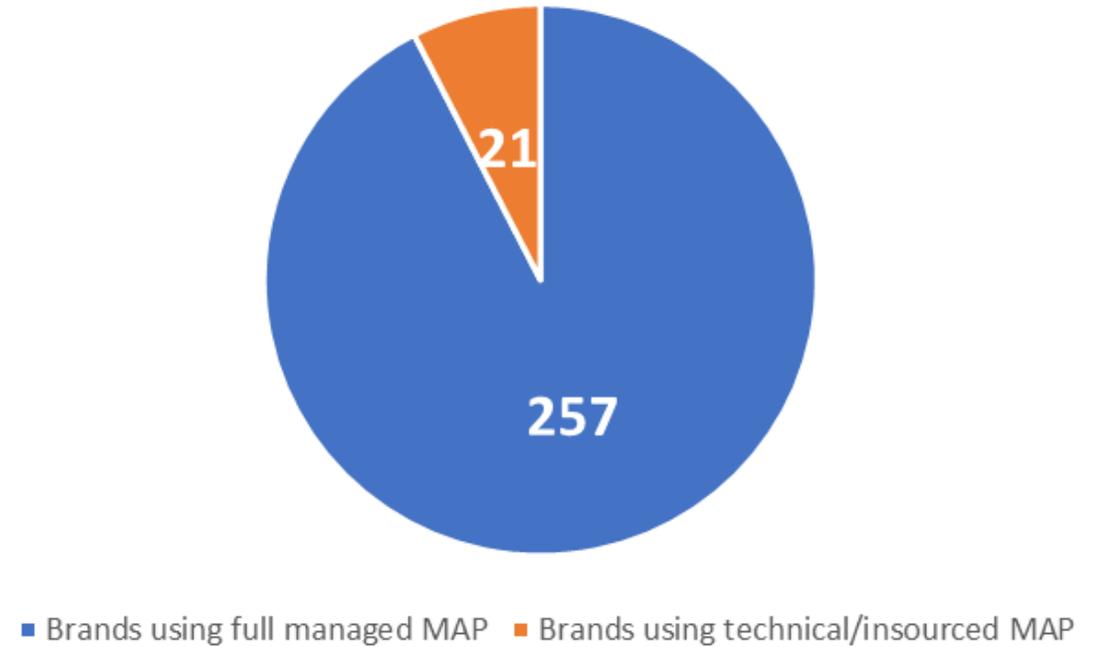
As of 12th December 2024

Brands that decided to opt MAP (as of 12/12)

Brand categorization



MAP's client CP and brand



As of 12th December 2024

Customer Onboarding and Contacts

Tickets Raised with TOTSCo

Month	P1	P2	P3	P4	Incidents Total	Service Requests
Mar		1	10		11	25
Apr			5		5	25
May	2	1	12	2	17	46
Jun		1	31	2	34	92
Jul	1		48	8	57	157
Aug		6	41	2	49	147
Sep		1	72	2	75	224
Oct		1	44	6	51	221
Nov		2	17	4	23	135
Dec			1	3	4	32
Grand Total	3	12	281	30	326	1112

Top 5 Reasons for Contact:

- Testing Related Issues / Queries
- Reporting Issues
- CP-to-CP tool registration / access
- Billing Queries
- Portal related queries

OTS Operational Processes Best Practice

CP to CP Comms Update

The change request has been shared with the forum, please feed back by the next meeting.

SLA Working Group

Members established and invitations to be circulated.

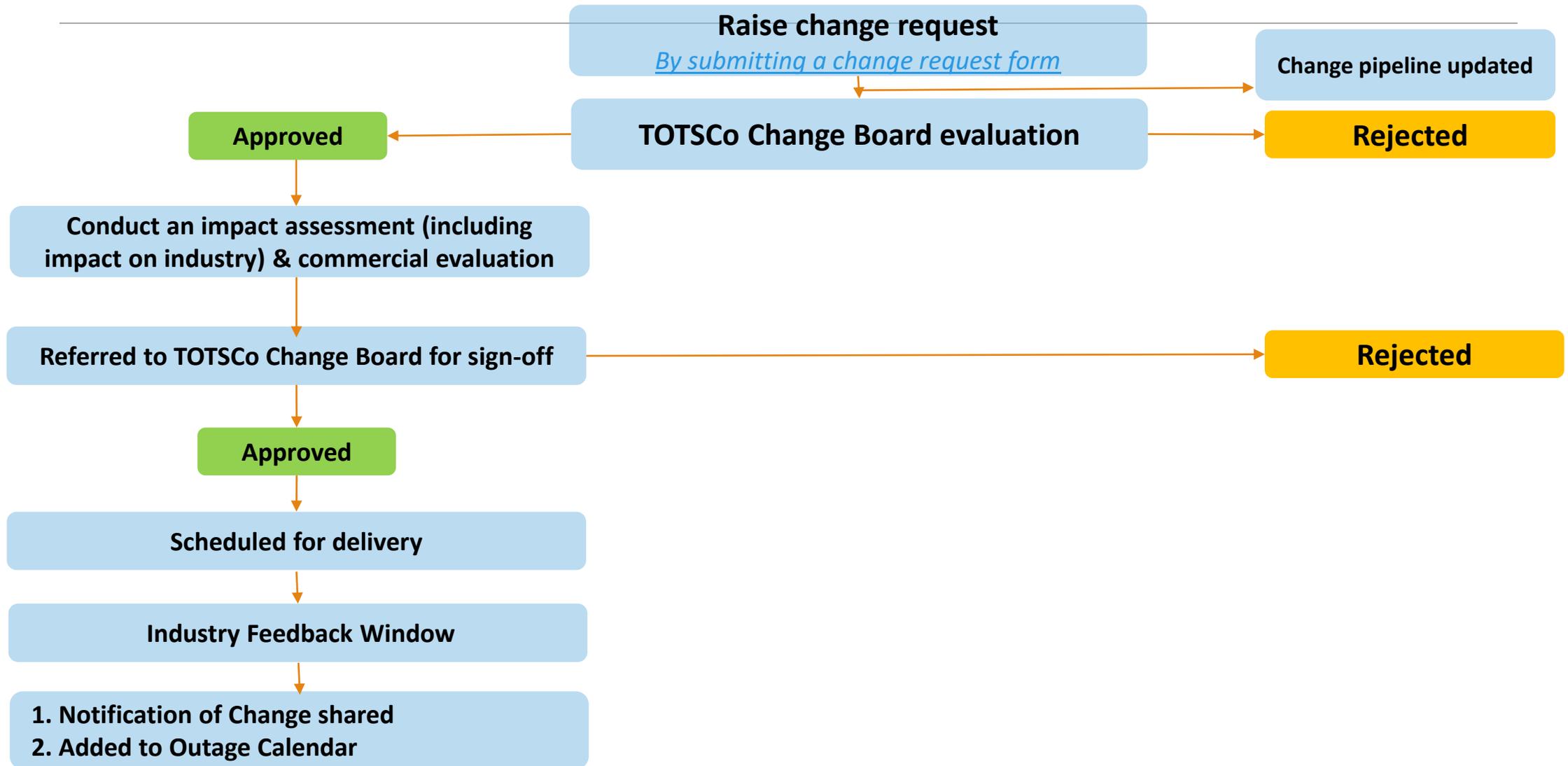
Managing Change

- 🕒 From January we will be introducing scheduled change windows.
- 🕒 Each proposed change will undergo a thorough impact assessment to evaluate its effects on users, consumers, the live service delivery, and any associated risks.
- 🕒 Change will be categorised into the following:

	High Impact	Medium Impact	Low Impact
Description	A change to the core Hub functionality, security or message set, anything consumer impacting including processes and documentation.	A change to the account management portal, reporting or billing presentation	changes in wording or terminology in the account management portal
Notice period	90+ days	60 days	30 days
Feedback window	15 days	10 days	5 days

***Please note all maintenance changes that do not impact users will continue as usual.*

Embedding Daily Operations - Managing Change



Change Pipeline

Change Reference	Change Title	Description of the change	Date submitted	*Industry impact (small, medium, large)	Current status	Environment impacted	Date impacted	Date of implementation due

The pipeline will be available in the password protected document centre within the portal

Information we will share in 2025

On our website we will share: [Hub Operations Info - TOTSCo](#)

Information	Frequency
Brands in the OTS live directory	Weekly
OTS Switch Orders Placed and Completed	Weekly
Switch Match Confirmation Rate	Weekly
Latency and Availability	Monthly
Message volumes	Monthly
Response codes by failure type	Monthly

On your Account Management Portal in the document centre

Change Pipeline – showing you all changes that will impact you.

Small Change Sprint Update

Sprint 1 progress

- Conditional dropdown for CPs who state they are using a MAP to ask what kind of MAP provision they will be using (full management, technical, insourced). If they choose full management advise them that their MAP will onboard them and they shouldn't onboard themselves
- Companies house number for full management MAP CPs, this should be provided when the CPs are onboarded. We don't currently ask for it and it provides a level of authentication
- Add note to ticketing that outages need to be on the outage calendar

Account Management

Brand Details

Brand Name * ⓘ

Owning Company Name * ⓘ

Owning Company Registration Number (as shown at Companies House)

Is your Access Network Provider listed? ⓘ

No Yes [List of Access Network Provider](#)

Number Of Customers *

What was your total number of residential customers on 30th June 2024? *

Customer Assist URL ⓘ

Sales Assist URL ⓘ

Save & Continue Later

Previous

Submit

Compose Ticket

Ticket Type*

Report a fault - outage related

No of end cons

S

Ticket Descr

If you are reporting an outage to us, this should be added to the [outage calendar](#) and if you do not have editing access for the outage calendar, please contact your account admin or technical contacts who can add the outage.

Ok

(Minimum 3 chars & Maximum 1000 chars)

Attachment



Drag & Drop File here or [click here to browse](#)

(Accepted Type: (.png, .pdf, .jpeg, .jpg, .doc, .docx, .xls, .xlsx, .msg, .txt) , Multiple attachments are allowed with combined file size upto 5 MB)

AOB



*Happy Holidays from all
at TOTSCo and OTA2*

Supporting Material

Behavioural Code of Conduct

- Respect all contributions
- Present your views in a clear and concise way
- Please don't talk over people and listen to their input then add yours
- Avoid disruptive behaviour and side conversations
- Respect the meeting agenda and avoid deviating into unrelated topics
- Never denigrate other businesses or people
- Keep your audio muted when not speaking

Thank you

Draft Standing Agenda for Forum

OTS process performance

- Progress on development of OTS measures, targets and assessment methods.
- Trials Group update (until launch) (David N then use published updates?)
- Review of performance – patterns/trends
- Performance Improvements

TOTSCo Hub performance

- Review of performance (using current dashboard, messaging and service performance)
- Performance Improvements

Common Operational Processes

- Agree common processes needing definition in priority order