

ONE TOUCH SWITCH OPERATIONS FORUM MEETING #18 SUMMARY

DATE	06 February 2025
TIME	1400 - 1600
LOCATION	TEAMS online meeting
CHAIRPERSONS	Joan Whitehead (TOTSCO), Richard Warner (OTA2)
MEMBERS PRESENT	Michelle Shaw (TOTSCO), Thomas Fisher (TalkTalk), Matthew Lewis (Vodafone), Melanie Buckley (VMO2), Michael Dorrington (ZEN), Sumna Usmani (TOTSCO), Richard Moore (Three), James Copland (Three), Ben Greeves (TOTSCO), Tom Merritt (TOTSCO and Co-Chair of Industry Process Group for OTS), Sangeeta Roy (iconective), Marcel Horst (CWP), Samantha McDaid (SKY), Jimmy Ladd (TalkTalk), Jack Abbotts (OTA2)
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), John Leach (TalkTalk), Anthony McMahon (BT), Jonathon Davies (TalkTalk) Vincent Owolawi (Lit Fibre), Deepak Awasthi (Vodafone), Hanna Kardash (CWP), Karthigeyan Balra (Vodafone), Ravikumar Balakrishnan (Vodafone)

AGENDA ITEMS

- 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

MINUTES

AGENDA ITEM	1. ACTION UPDATE
DISCUSSION POINT	<p>3/10: RW & JW to speak with Forum Members individually. ONGOING</p> <p>4/10: SM to forward information on the Mobile industry delegate model. ONGOING</p> <p>4/13: TM/JW to write proposal on monitoring operational behaviour. ONGOING</p> <p>2/14: ALL to provide feedback the change pipeline. ONGOING</p> <p>1/16: JW to suggest new column addition to David Norbury and consider rewording “environment” as this could be confused with pros/pre-prod/SIT. CLOSED</p> <p>2/16: ALL to feedback on CP-CP Change Request. ONGOING</p> <p>1/17 - JW to set up working group calls. CLOSED</p> <p>2/17 – MS to check access for DA at Vodafone to be able to add outages, not just view. CLOSED</p>

AGENDA ITEM	2. CP CURRENT MEASURES
DISCUSSION POINT	Switch match confirmation is not as high as anticipated. There has been an overall improvement since go-live but this has plateaued. CP sales and service teams are still on a learning curve and gaining an understanding of a variety of scenarios such as moving house, and once these scenarios become routine we hope to see an increase again, although due to human behaviour we can never expect 100%. Forum discussed the presentation of the data and whether it would be more beneficial reverting back to the previous presentation
CONCLUSION/ RECOMMENDATION	
ACTION	2/18 - JW to consider reverting data presentation for clarity

AGENDA ITEM	3. TOTSCo Operational Performance
DISCUSSION POINT	TM provided more context on response code failures. The more we know about CP behaviour the more we can refine guidance and manage non-compliant behaviour.
CONCLUSION/ RECOMMENDATION	
ACTION	

AGENDA ITEM

4. OTS OPERATIONAL PROCESSES

DISCUSSION POINT	JW provided an update on working groups. The intention had been to invite RS to the next SLA working group to discuss latency and availability but it was decided it would be more beneficial to invite him to the next ops forum. MS updated on small change sprint progress.
CONCLUSION/ RECOMMENDATION	
ACTION	2/18 - JW to invite RS to the next ops forum

AGENDA ITEM

5. REVIEW OF OTS OPS FORUM

DISCUSSION POINT	
CONCLUSION/ RECOMMENDATION	
ACTION	

AGENDA ITEM

6. AOB

DISCUSSION POINT	JW provided update on SDK notification
CONCLUSION/ RECOMMENDATION	
ACTION	

Glossary

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