

OTS Operations Forum:

Meeting #18 –
06 February
2025

OTA2

TOTSCo

AGENDA

Introduction and Welcome

Action Update

CP Current Measures

TOTSCo Hub and Service Performance

- Update and Data
- Additional OTS Performance Reporting
- TOTSCo Change pipeline

OTS Operational Processes

- CP to CP Comms
- SLA Working Group
- Small Change Sprint update

Review of OTS Ops Forum

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

3/10: RW & JW to speak with Forum Members individually. ONGOING

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

4/13: TM/JW to write proposal on monitoring operational behaviour. ONGOING

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

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.
CARRY FORWARD

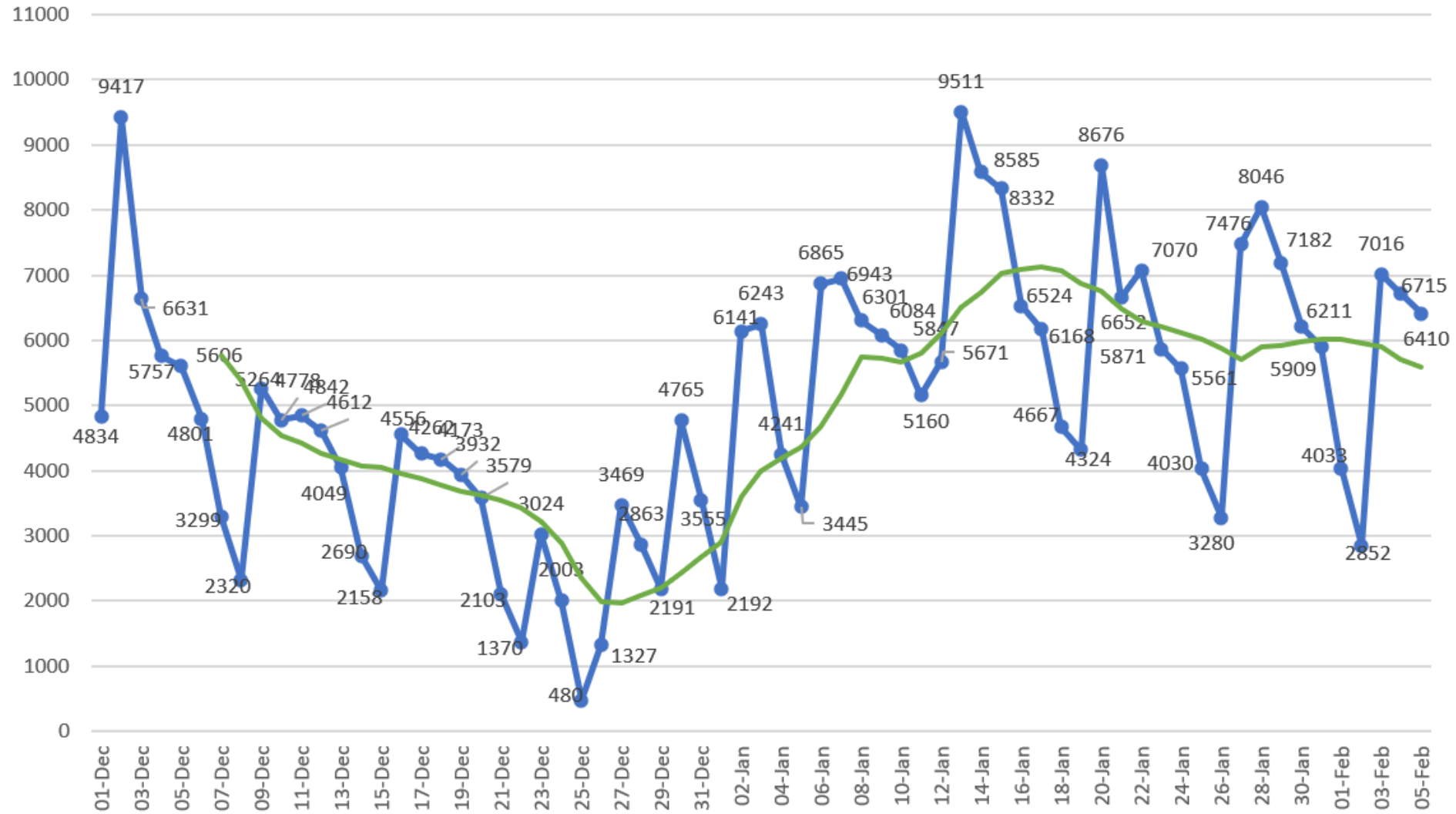
2/16: ALL to feedback on CP-CP Change Request. ONGOING

1/17 - JW to set up working group calls. CLOSED

2/17 – MS to check access for DA at Vodafone to be able to add outages, not just view. CLOSED

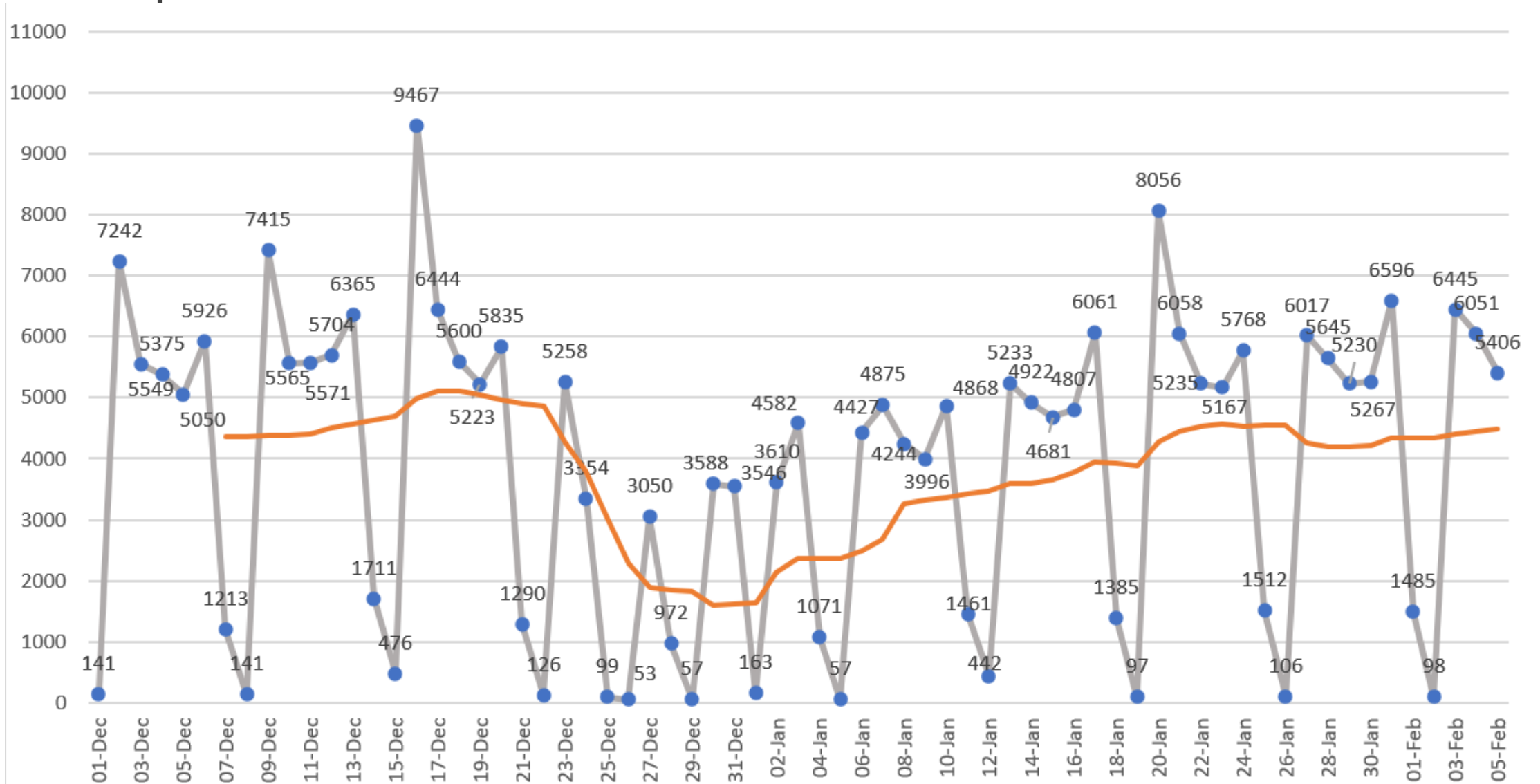
CP Current Measures

Switch Orders



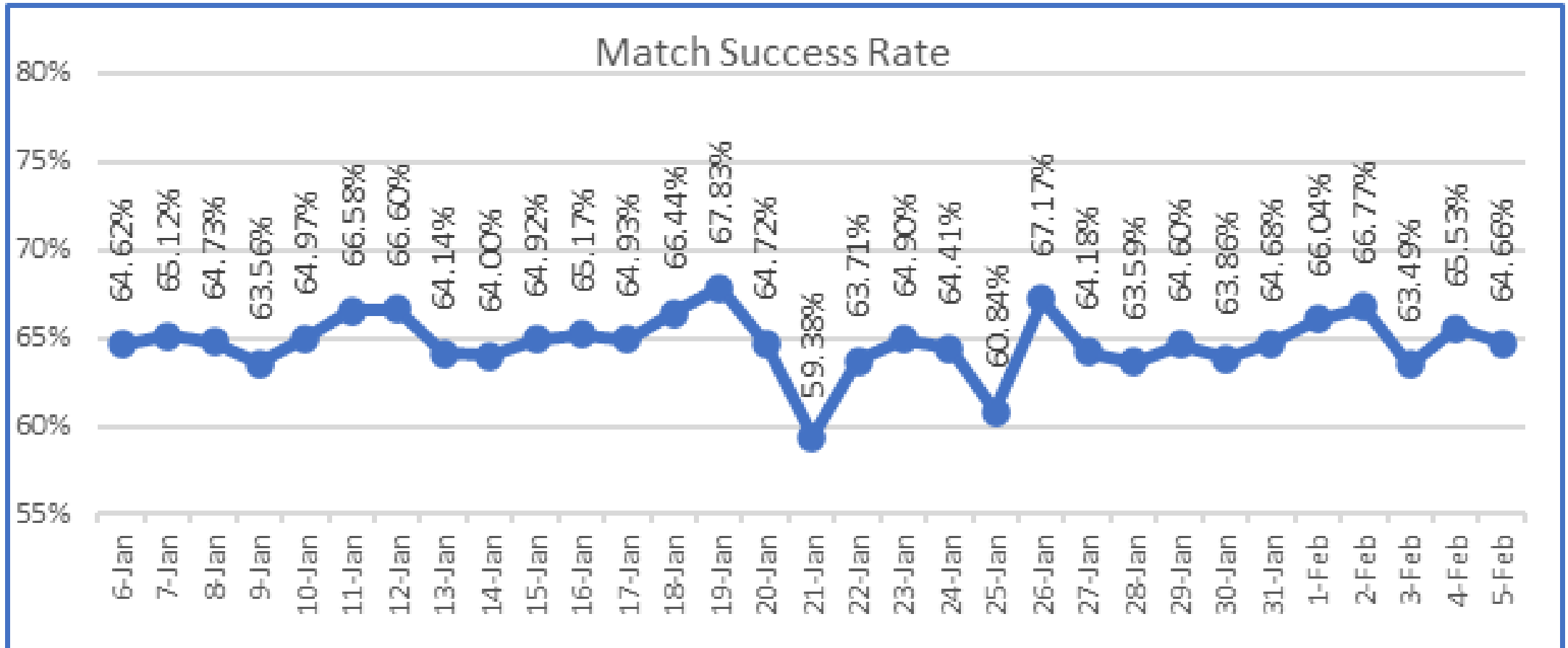
Switch Order Requests by day and 7 day moving average

Completed Switches



Switch Order Trigger Confirmations by day and 7 day moving average

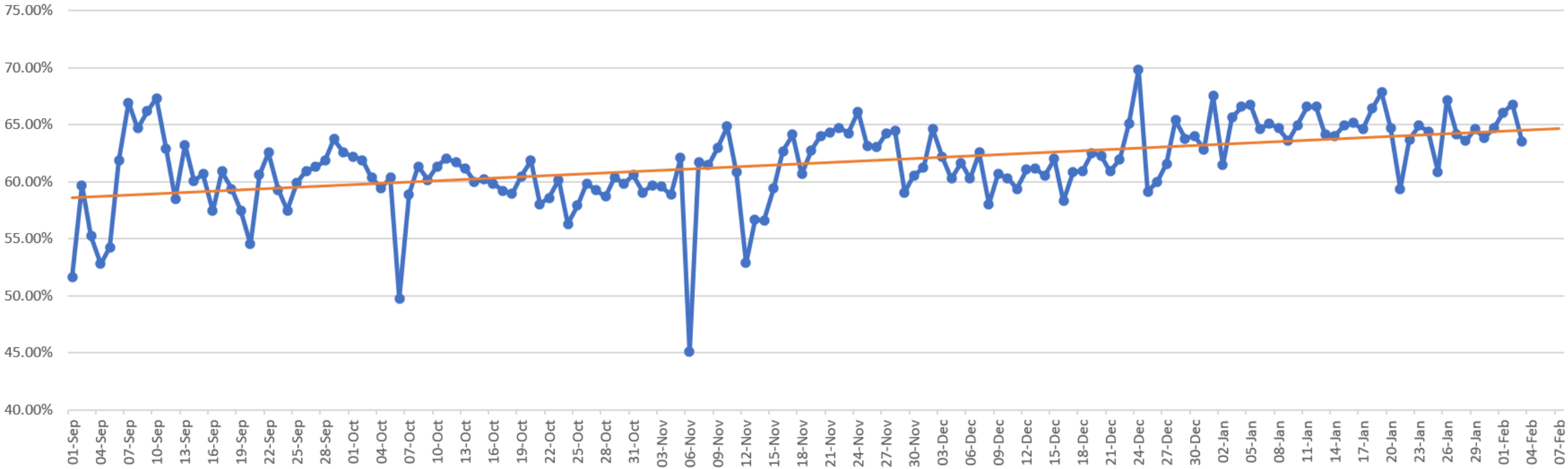
Switch Match Confirmation Rate



This information is updated daily here - [Hub Operations Info - TOTSCo](#)

Switch Match Confirmation Rate – Trend since 01 Sep

Match Success Rate



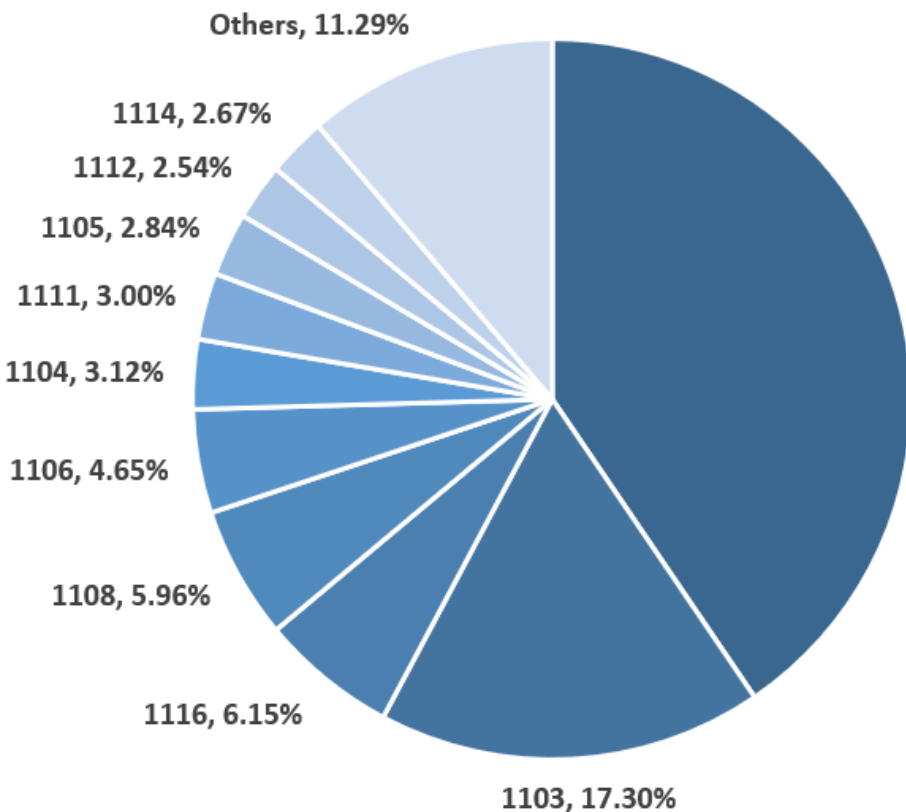
Message Count (Jan 2025)

| Message Type | Delivered | Failed | Rejected | Total | %age | WRT prev month | Response %age |
|--|------------------|---------------|--------------|------------------|--------|----------------|---------------|
| residentialSwitchMatchRequest | 518,723 | 529 | 8,570 | 527,822 | 27.89% | ↑ 1.05% | |
| residentialSwitchMatchConfirmation | 334,786 | 12,113 | 63 | 346,962 | 18.33% | ↑ 1.55% | 65.73% |
| residentialSwitchMatchFailure | 176,392 | 699 | | 177,091 | 9.36% | ↓ -0.37% | 33.55% |
| residentialSwitchOrderRequest | 189,117 | 88 | 1 | 189,206 | 10.00% | ↑ 1.44% | |
| residentialSwitchOrderConfirmation | 171,443 | 19 | 4 | 171,466 | 9.06% | ↑ 0.67% | 90.62% |
| residentialSwitchOrderFailure | 16,855 | 51 | | 16,906 | 0.89% | ↑ 0.76% | 8.94% |
| residentialSwitchOrderTriggerRequest | 125,352 | 76 | 6 | 125,434 | 6.63% | ↓ -2.10% | |
| residentialSwitchOrderTriggerConfirmation | 121,620 | 19 | | 121,639 | 6.43% | ↓ -2.04% | 96.97% |
| residentialSwitchOrderTriggerFailure | 2,694 | 21 | | 2,715 | 0.14% | ↓ -0.06% | 2.16% |
| residentialSwitchOrderUpdateRequest | 85,345 | 12 | 2 | 85,359 | 4.51% | ↓ -0.32% | |
| residentialSwitchOrderUpdateConfirmation | 56,187 | 13 | | 56,200 | 2.97% | ↓ -0.24% | 65.84% |
| residentialSwitchOrderUpdateFailure | 28,593 | 82 | | 28,675 | 1.52% | ↓ -0.08% | 33.59% |
| residentialSwitchOrderCancellationRequest | 21,502 | 2 | 1 | 21,505 | 1.14% | ↓ -0.13% | |
| residentialSwitchOrderCancellationConfirmation | 20,560 | 2 | | 20,562 | 1.09% | ↓ -0.11% | 95.61% |
| residentialSwitchOrderCancellationFailure | 865 | 1 | | 866 | 0.05% | ↓ -0.02% | 4.03% |
| Grand Total | 1,870,034 | 13,727 | 8,647 | 1,892,408 | | | |

| | |
|------------------|--|
| Delivered | The hub successfully delivered the message from the source 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 times out or because the destination returned a response 400, HTTP error code, meaning the CP/MAP server could not process the message. If the hub fails to deliver a message it will return a message delivery 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 (Jan 2025)

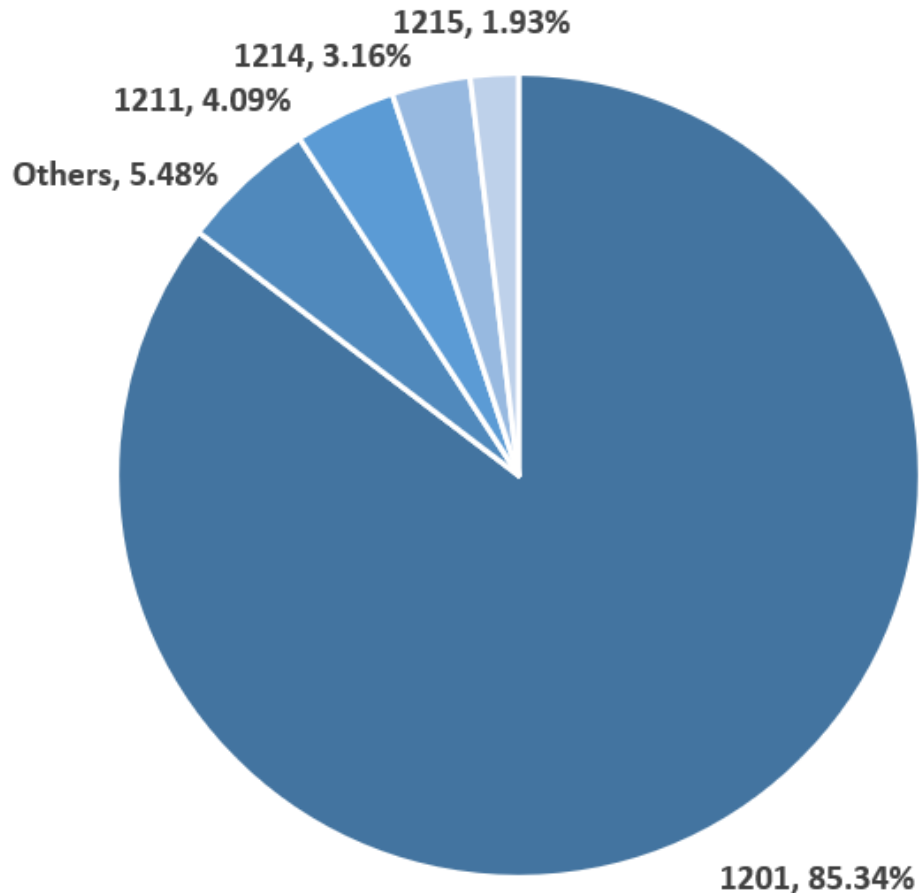
ResidentialSwitchMatchFailure



| Value | Fault Text | Count | %age |
|--------------|---|----------------|----------------|
| 1107 | No customers found with service at that location | 71,710 | 40.49% |
| 1103 | Account not found | 30,637 | 17.30% |
| 1116 | Service Identifier not found. 2 | 10,885 | 6.15% |
| 1108 | One or more customers found, but no match on surname | 10,549 | 5.96% |
| 1106 | Address not found | 8,240 | 4.65% |
| 1104 | Account found but is closed or historic | 5,534 | 3.12% |
| 1111 | A switch is currently in progress | 5,305 | 3.00% |
| 1105 | Account found but at least one servicelidentifier not found on the account. 2 | 5,026 | 2.84% |
| 1114 | Address does not match despite two other strong points of contact, one of which is account number | 4,723 | 2.67% |
| 1112 | Data Integrity issue detected by LRCP. <optional detail on the DI issue> | 4,496 | 2.54% |
| 1107 | Name does not match, address and service identifier match, but account number is not included | 4,262 | 2.41% |
| 1122 | Address does not match and no account number is included despite two other strong points of contact | 2,980 | 1.68% |
| 1115 | Account number format not valid for <residentialMatchRequest businessMatchRequest> | 2,862 | 1.62% |
| 1118 | No DN included as service identifier for an NBICS 'port' or 'identify' | 2,561 | 1.45% |
| 1120 | The requested service was not found against the matched customer / account / subscription | 2,524 | 1.43% |
| 1119 | Account found, but no IAS or NBICS services were found under it | 1,343 | 0.76% |
| 1117 | Services not included or invalid | 1,083 | 0.61% |
| 1101 | Missing or incomplete address | 899 | 0.51% |
| 1109 | Multiple customers found matching on surname | 773 | 0.44% |
| 1121 | Name does not match and address is only a close match | 387 | 0.22% |
| 1110 | Customer found, but they have multiple services at the same address. | 254 | 0.14% |
| 1102 | Name not provided | 58 | 0.03% |
| Total | | 177,091 | 100.00% |

Response codes by Failure Type (Jan 2025)

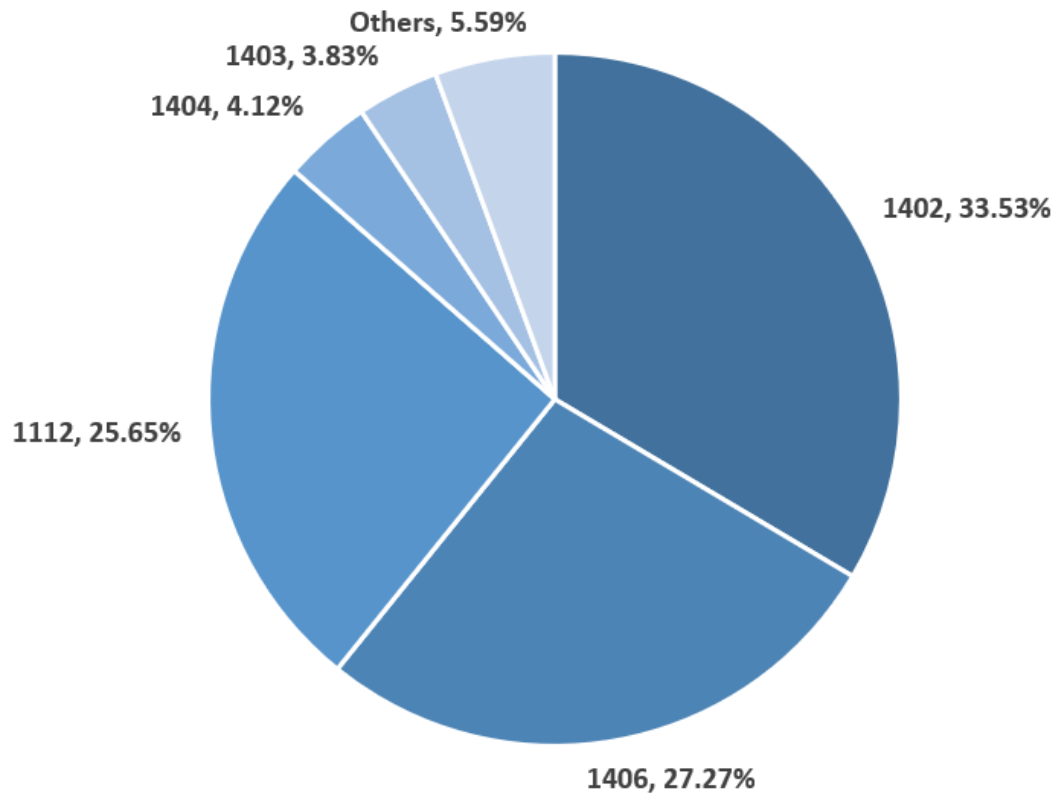
ResidentialSwitchOrderFailure



| Value | Fault Text | Count | %age |
|--------------|--|---------------|----------------|
| 1201 | Invalid or missing switch order reference | 14,429 | 85.34% |
| 1211 | A switch is currently in progress | 689 | 4.09% |
| 1214 | This is an undocumented response code sent by a user | 535 | 3.16% |
| 1215 | This is an undocumented response code sent by a user | 326 | 1.93% |
| 1202 | Switch order reference has expired | 305 | 1.80% |
| 1203 | Invalid or missing planned switch date | 186 | 1.10% |
| 1205 | Switch order has already been cancelled | 136 | 0.80% |
| 1213 | Switch Order Reference is already in use | 135 | 0.80% |
| 1212 | All services requested to be ceased are no longer active | 113 | 0.67% |
| 1 | This is an undocumented response code sent by a user | 39 | 0.23% |
| undefined | This is an undocumented response code sent by a user | 6 | 0.04% |
| 576 | This is an undocumented response code sent by a user | 3 | 0.02% |
| 1306 | Switch order was never raised | 2 | 0.01% |
| 1204 | Switch order has already been completed | 2 | 0.01% |
| Total | | 16,906 | 100.00% |

Response codes by Failure Type (Jan 2025)

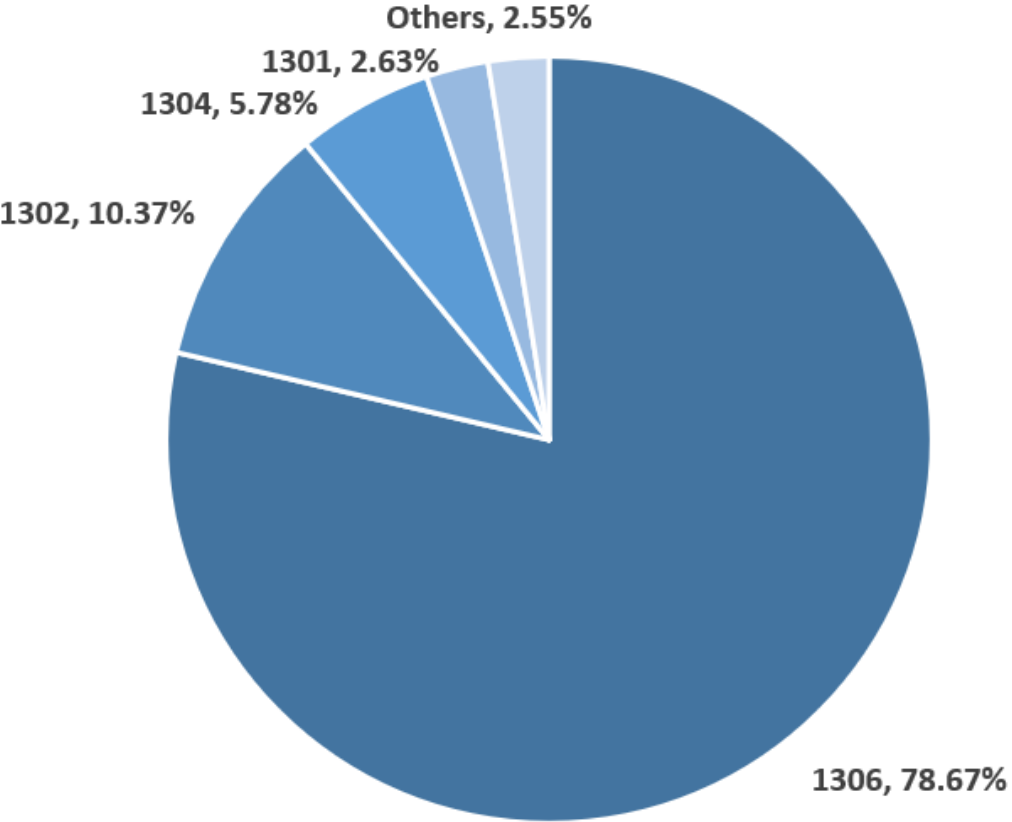
ResidentialSwitchOrderTriggerFailure



| Value | Fault Text | Count | %age |
|--------------|--|--------------|----------------|
| 1402 | Switch order reference is no longer available | 910 | 33.53% |
| 1406 | Switch order was never raised | 741 | 27.27% |
| 1112 | Data Integrity issue detected by LRCP. | 696 | 25.65% |
| 1404 | Switch order has already been completed | 112 | 4.12% |
| 1403 | Invalid or missing activation date | 104 | 3.83% |
| 1405 | Switch order has already been cancelled | 80 | 2.94% |
| 1410 | This is an undocumented response code sent by a user | 32 | 1.18% |
| 1401 | Invalid or missing switch order reference | 32 | 1.18% |
| 576 | This is an undocumented response code sent by a user | 5 | 0.18% |
| 1414 | This is an undocumented response code sent by a user | 1 | 0.04% |
| (blank) | This is an undocumented response code sent by a user | 1 | 0.04% |
| 1412 | This is an undocumented response code sent by a user | 1 | 0.04% |
| Total | | 2,715 | 100.00% |

Response codes by Failure Type (Jan 2025)

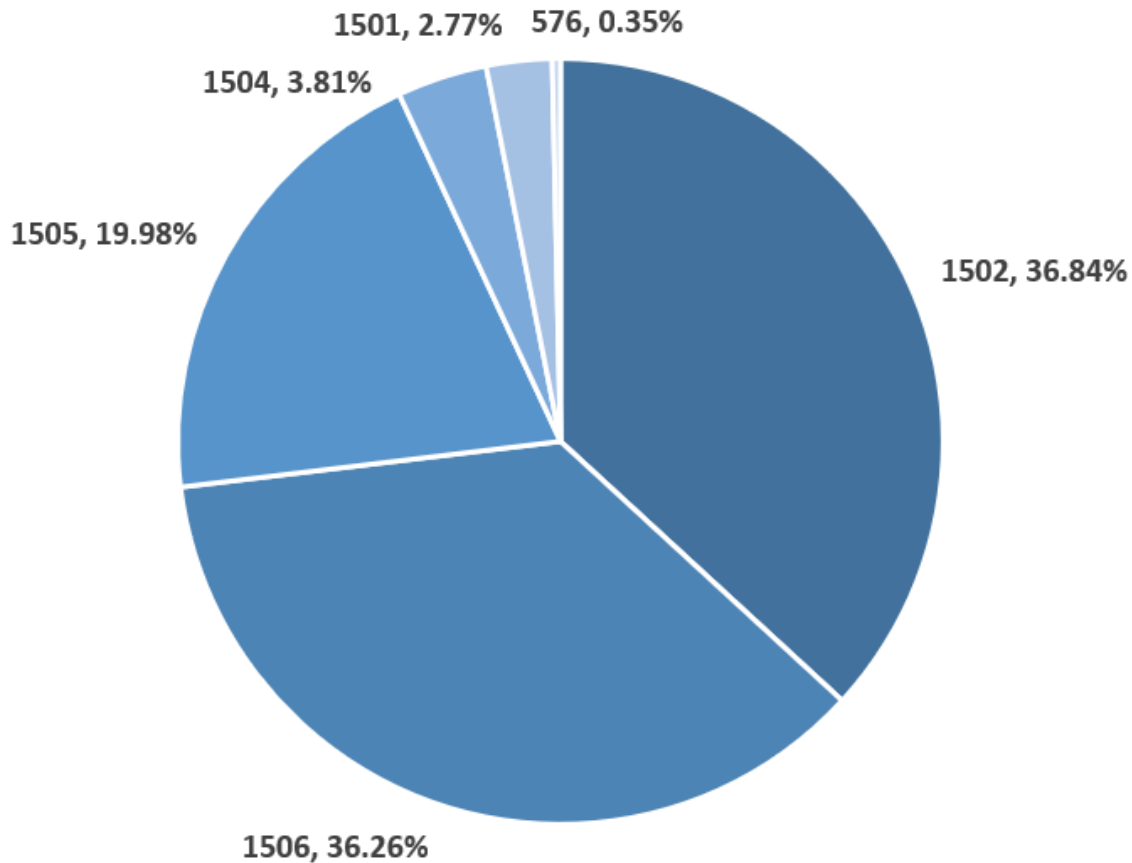
ResidentialSwitchOrderUpdateFailure



| Value | Fault Text | Count | %age |
|--------------|--|---------------|----------------|
| 1306 | Switch order was never raised | 22,558 | 78.67% |
| 1302 | Switch order reference is no longer available | 2,974 | 10.37% |
| 1304 | Switch order has already been completed | 1,658 | 5.78% |
| 1301 | Invalid or missing switch order reference | 753 | 2.63% |
| 1303 | Invalid or missing planned switch date | 453 | 1.58% |
| 1305 | Switch order has already been cancelled | 268 | 0.93% |
| 1502 | Switch order reference is no longer available | 4 | 0.01% |
| 1505 | Switch order has already been cancelled | 2 | 0.01% |
| 1214 | There is an open cease order which is past point of no return and cannot be cancelled. | 2 | 0.01% |
| 1312 | This is an undocumented response code sent by a user | 2 | 0.01% |
| 1 | This is an undocumented response code sent by a user | 1 | 0.00% |
| Total | | 28,675 | 100.00% |

Response codes by Failure Type (Jan 2025)

ResidentialSwitchOrderCancellationFailure

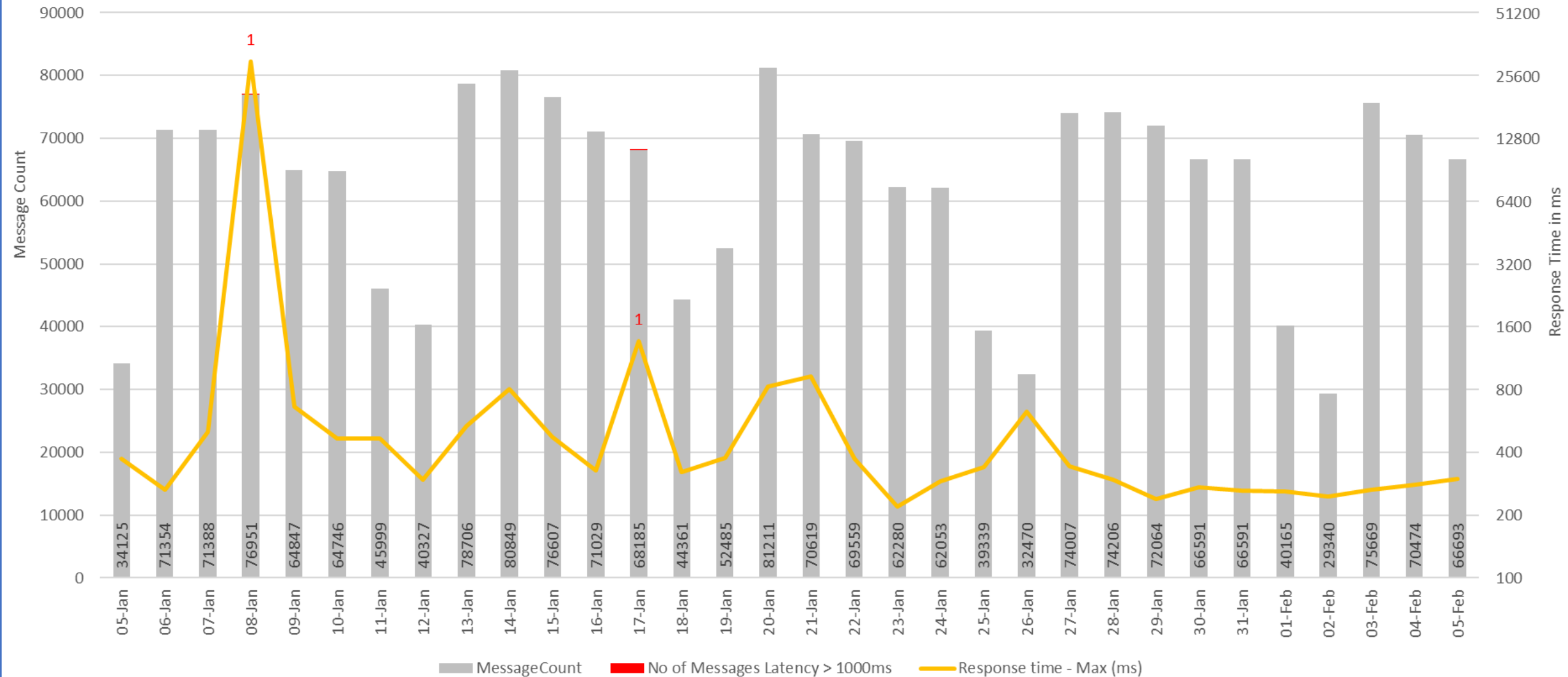


| Value | Fault Text | Count | %age |
|--------------|--|------------|----------------|
| 1502 | Switch order reference is no longer available | 319 | 36.84% |
| 1506 | Switch order was never raised | 314 | 36.26% |
| 1505 | Switch order has already been cancelled | 173 | 19.98% |
| 1504 | Switch order has already been completed | 33 | 3.81% |
| 1501 | Invalid or missing switch order reference | 24 | 2.77% |
| 576 | This is an undocumented response code sent by a user | 3 | 0.35% |
| Total | | 866 | 100.00% |

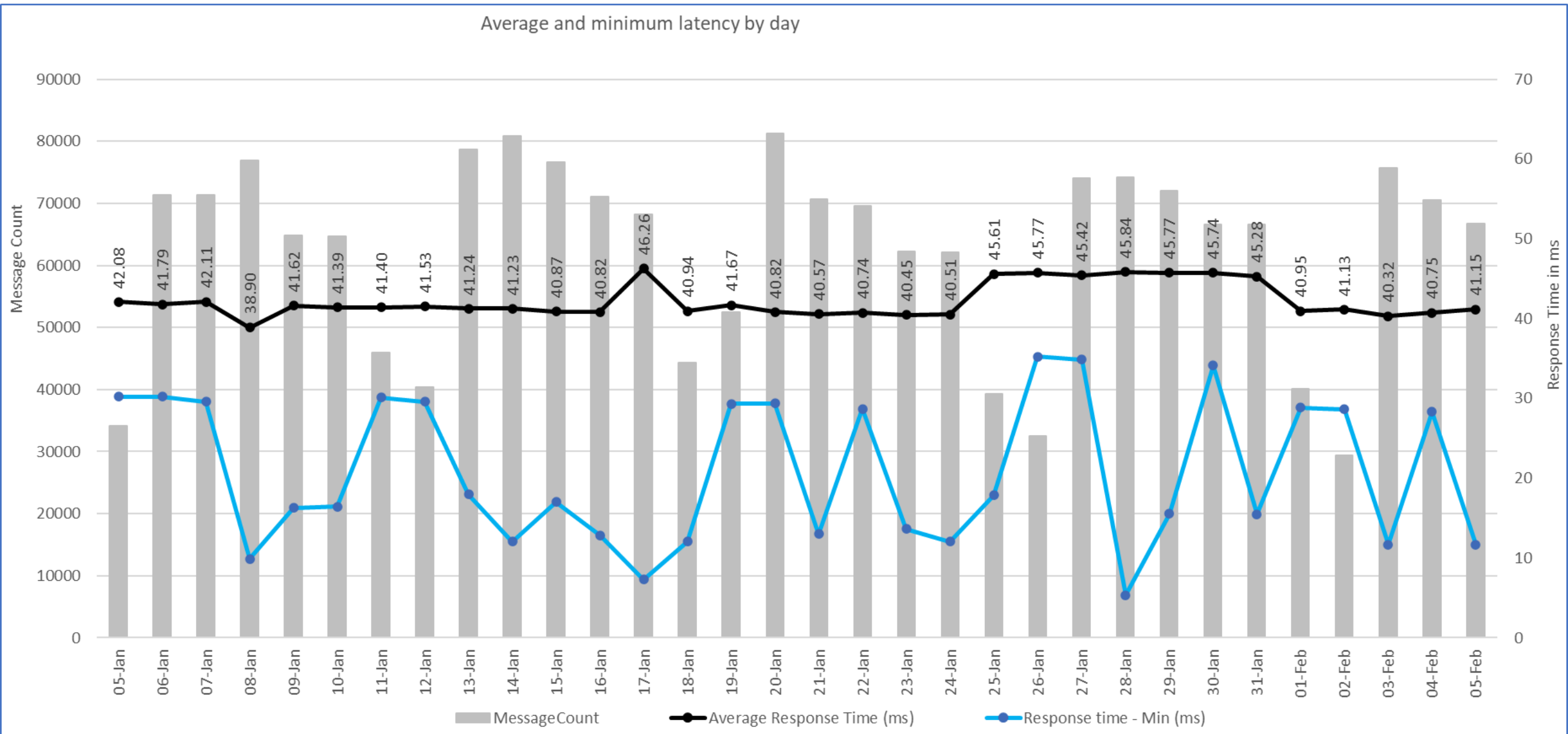
TOTSCo Hub Performance

Production Latency

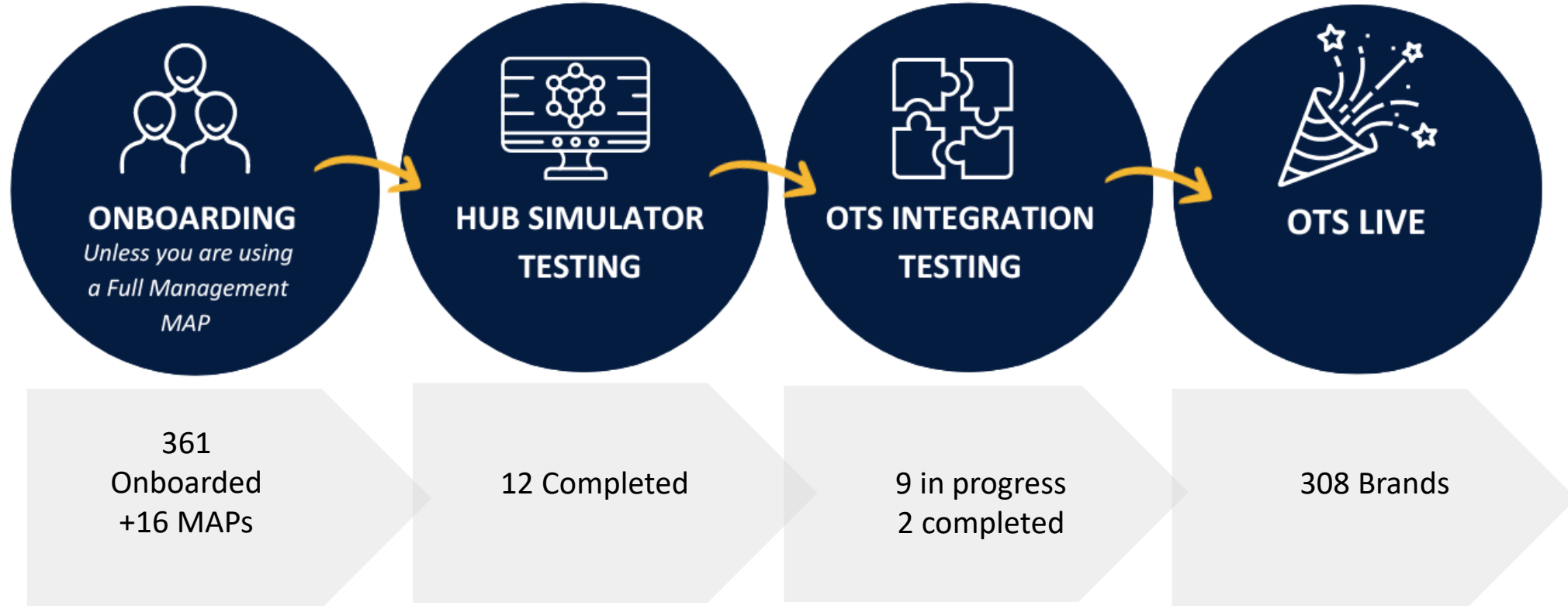
Message and Latency (Max) Trend in Production Env



Production Latency (adjusted scales for average and minimum plots)

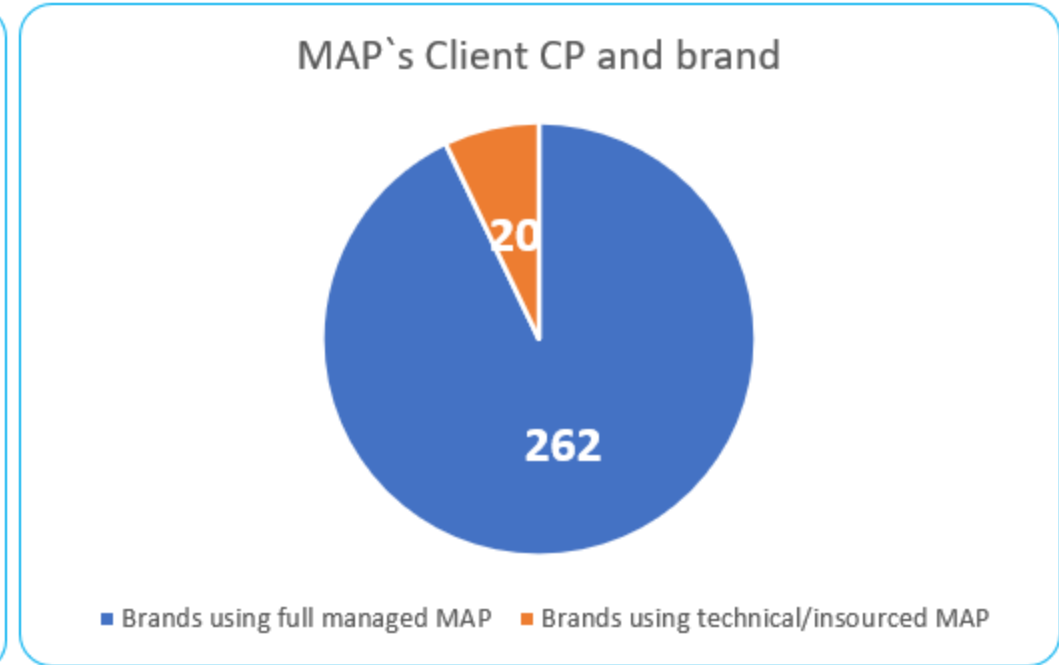
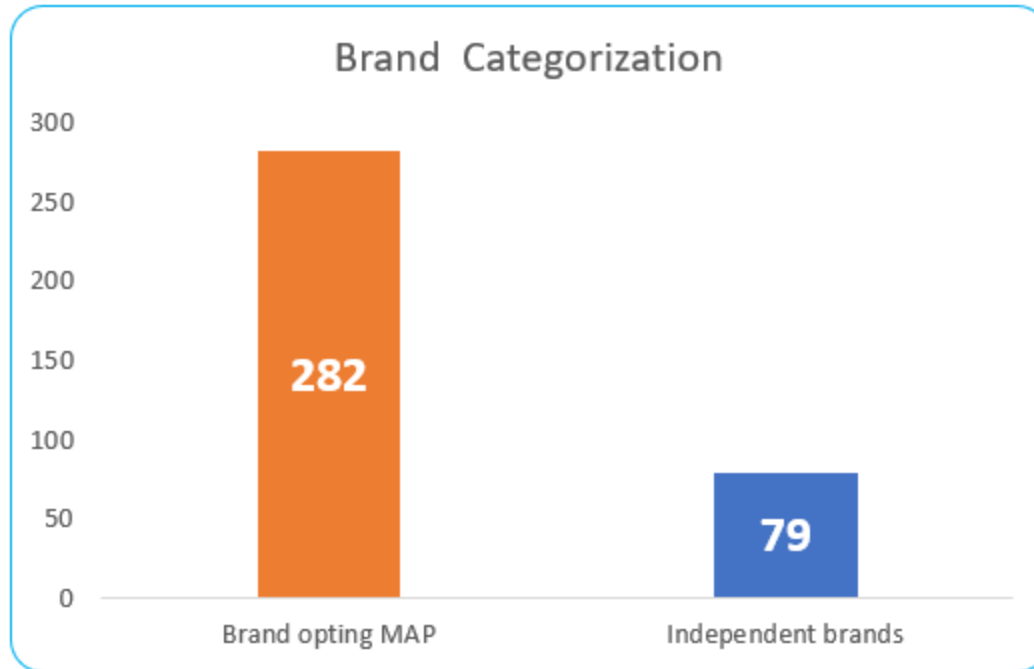


Path to One Touch Switch Go-Live



As of 31st January 2025

Brands that decided to opt MAP (as of 31/01)



As of 31st January 2025

Customer Onboarding and Contacts

Tickets Raised with TOTSCo

| Month | P1 | P2 | P3 | P4 | Incidents Total | Service Requests |
|--------------------|----------|----------|------------|-----------|-----------------|------------------|
| Sep | | 1 | 72 | 3 | 76 | 355 |
| Oct | | 1 | 50 | 6 | 57 | 257 |
| Nov | | 2 | 20 | 1 | 23 | 176 |
| Dec | | | 7 | 5 | 12 | 142 |
| Jan | | | 10 | 2 | 12 | 178 |
| Grand Total | 0 | 4 | 159 | 17 | 180 | 1108 |

Top Reasons

| Incidents | Queries |
|------------------------------|-----------------------------------|
| Pre-production testing | CP to CP queries |
| Outage related | Pre-production testing query |
| Report related | Billing & Payment related enquiry |
| Pre-production configuration | Onboarding Queries |
| | Production directory access |

As of 31st January 2025

OTS Operational Processes Best Practice

CP to CP Comms Update

- Submitted to change board and currently with Tech M for impact assessment
- Likelihood is it will be delivered in phases
- Once IA is returned, Joan will call working group meeting

SLA Working Group

- Proposed date for next meeting is 26th Feb
- TOTSCo to present detailed calculation around latency, monitoring of systems and definition of availability
- Richard Steele with discuss proposed future enhancements

Small Change Sprint Update

Current progress

- UAT is complete for the following changes:
- Ability for MAPs to add Companies House number when onboarding CPs
- Notification reminder to add outages to outage calendar when creating an incident ticket
- CPs to add what type of MAP they are using when they onboard
- Due to be deployed 15 February
- Next sprint:
- All portal users to access document centre
- Users who receive outage notifications to receive details of outage within the email

AOB

SDK notification

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