

OTS Operations Forum:

Meeting #19 – 06 March 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

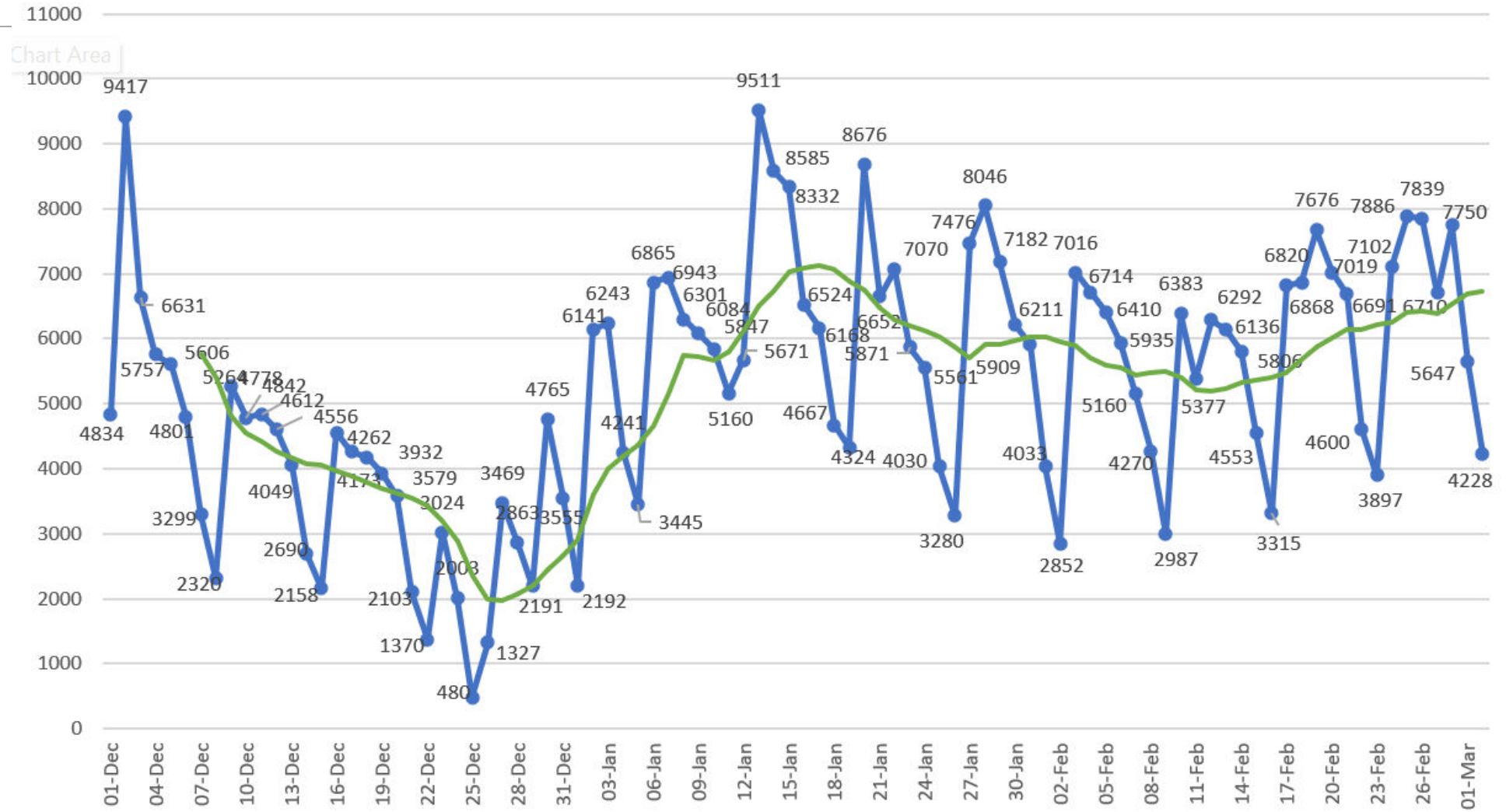
2/16: ALL to feedback on CP-CP Change Request. ONGOING

1/18 - JW to consider reverting data presentation for clarity

2/18 - JW to invite RS to the next ops forum

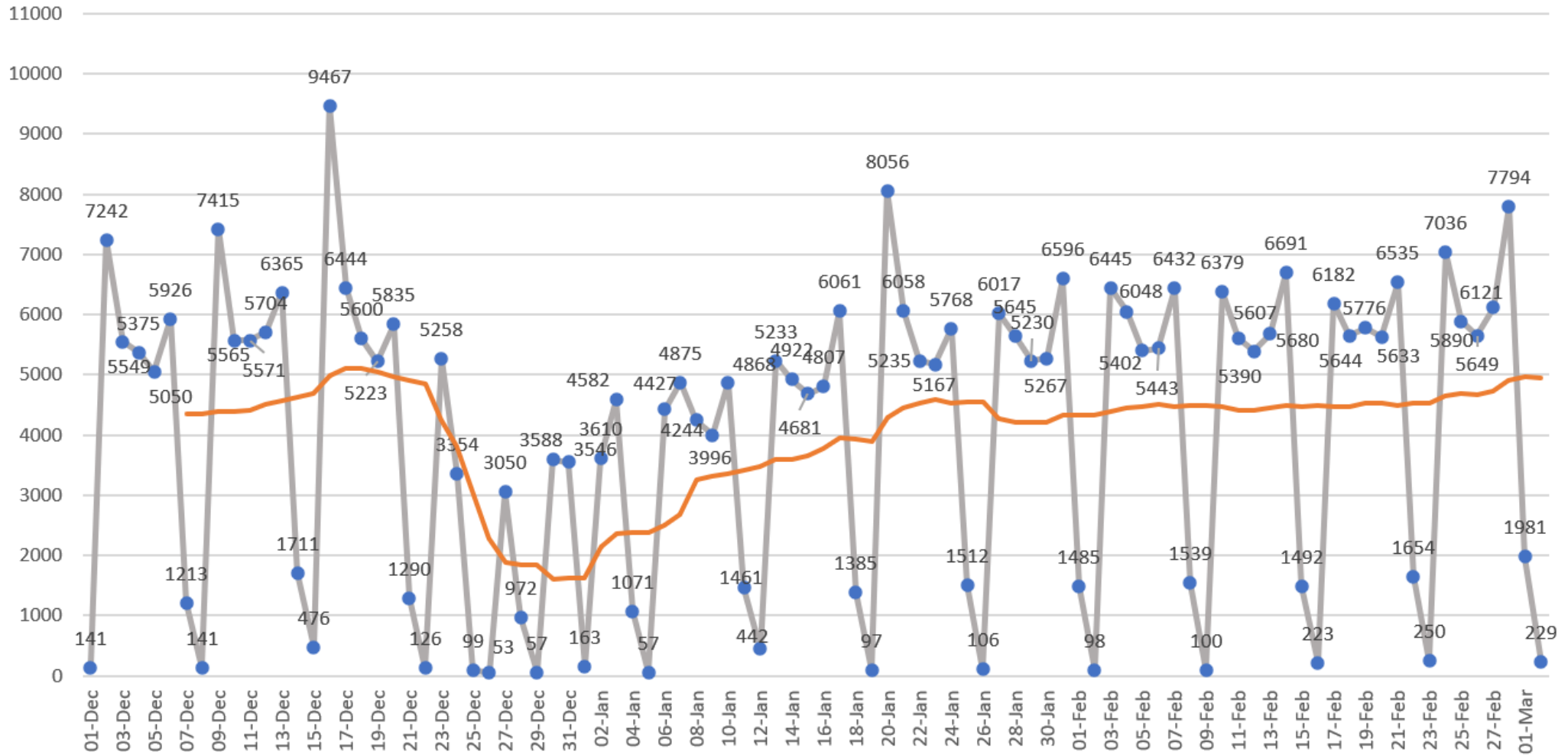
CP Current Measures

Switch Orders



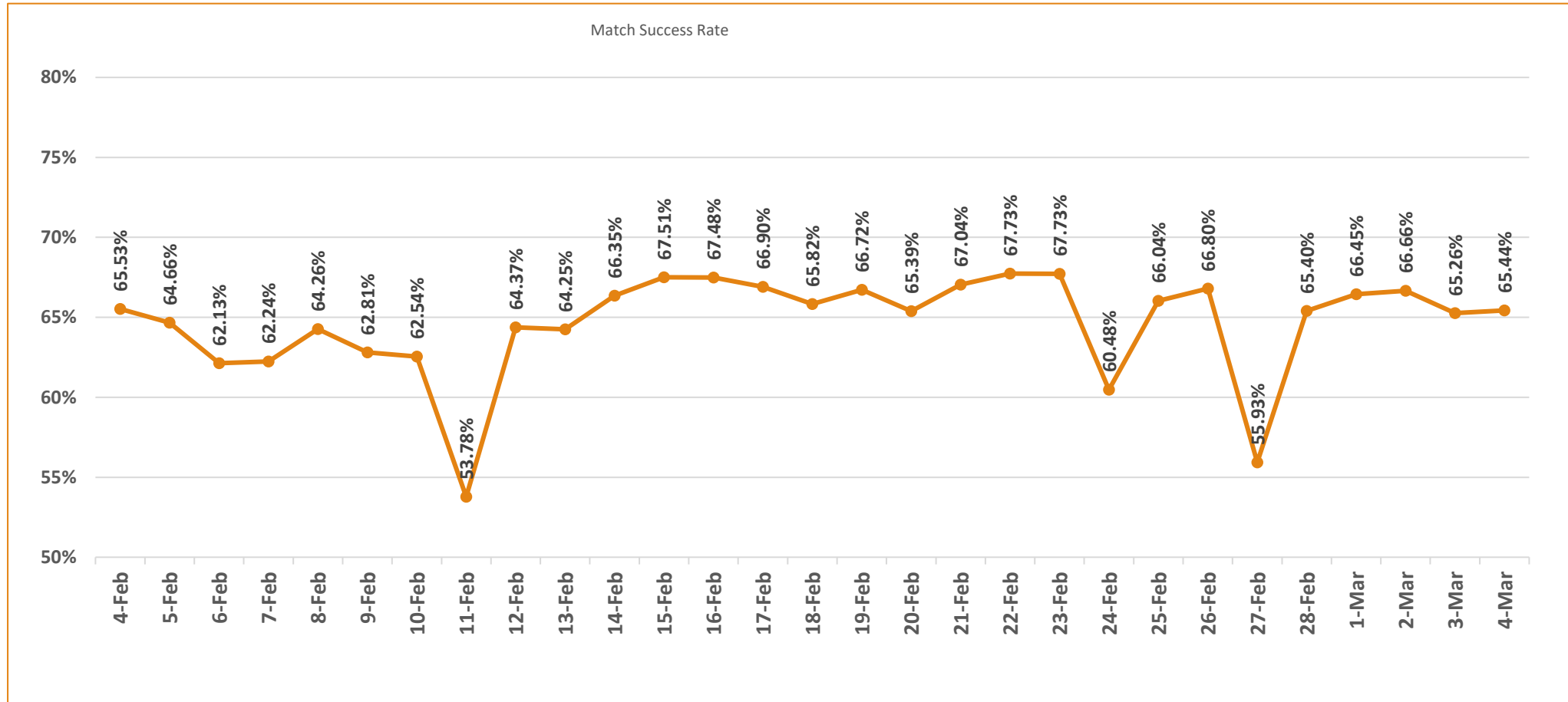
Switch Order Requests by day and 7 day moving average

Completed Switches



Switch Order Trigger Confirmations by day and 7 day moving average

Switch Match Confirmation Rate



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

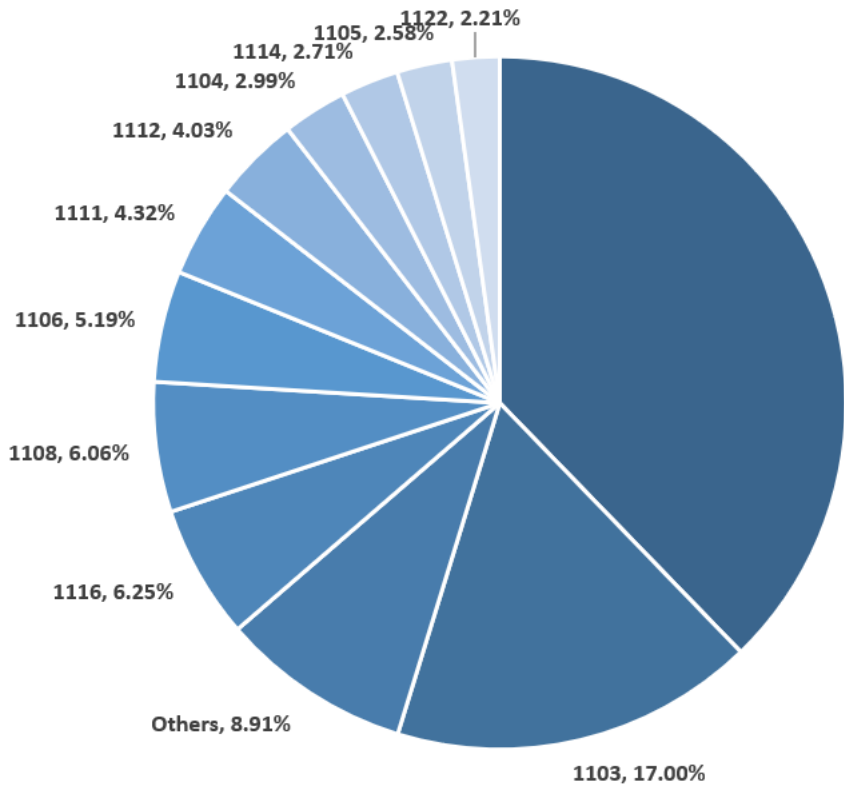
Message Count (Feb 2025)

Message Type	Delivered	Failed	Rejected	Total	%age	WRT prev month	Response %age
residentialSwitchMatchRequest	465,178	3,769	25	468,972	27.68%	↓ -0.21%	
residentialSwitchMatchConfirmation	299,020	2,691	5	301,716	17.81%	↓ -0.53%	64.34%
residentialSwitchMatchFailure	158,781	934	1	159,716	9.43%	↑ 0.07%	34.06%
residentialSwitchOrderRequest	164,015	81	1	164,097	9.69%	↓ -0.31%	
residentialSwitchOrderConfirmation	160,762	56		160,818	9.49%	↑ 0.43%	98.00%
residentialSwitchOrderFailure	2,827	43		2,870	0.17%	↓ -0.72%	1.75%
residentialSwitchOrderTriggerRequest	131,474	83		131,557	7.77%	↑ 1.14%	
residentialSwitchOrderTriggerConfirmation	128,571	18		128,589	7.59%	↑ 1.16%	97.74%
residentialSwitchOrderTriggerFailure	2,378	23		2,401	0.14%	↓ 0.00%	1.83%
residentialSwitchOrderUpdateRequest	64,457	8		64,465	3.81%	↓ -0.71%	
residentialSwitchOrderUpdateConfirmation	58,988	8		58,996	3.48%	↑ 0.51%	91.52%
residentialSwitchOrderUpdateFailure	4,957	37		4,994	0.29%	↓ -1.22%	7.75%
residentialSwitchOrderCancellationRequest	22,528	9		22,537	1.33%	↑ 0.19%	
residentialSwitchOrderCancellationConfirmation	21,634	1		21,635	1.28%	↑ 0.19%	96.00%
residentialSwitchOrderCancellationFailure	846	1		847	0.05%	↑ 0.00%	3.76%
Grand Total	1,686,416	7,762	32	1,694,210			

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 failure notification 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 (Feb 2025)

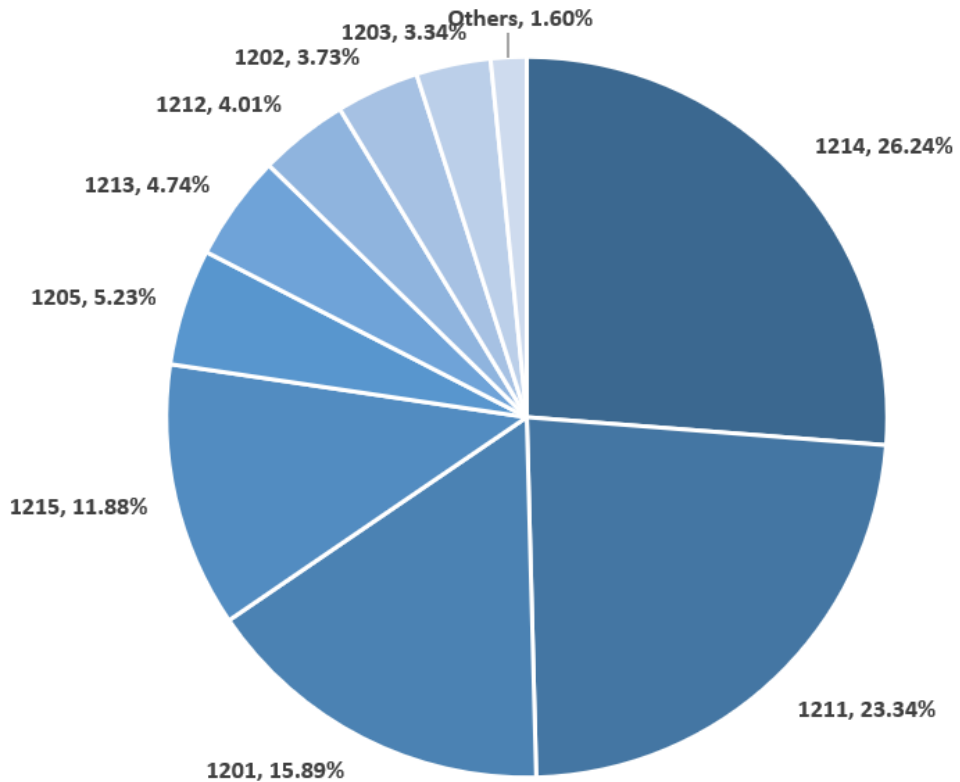
ResidentialSwitchMatchFailure



Value	Text	Count	%age
1107	No customers found with service at that location	60,307	37.76%
1103	Account not found	27,158	17.00%
1116	Service Identifier not found.	9,979	6.25%
1108	One or more customers found, but no match on surname	9,684	6.06%
1106	Address not found	8,288	5.19%
1111	A switch is currently in progress	6,896	4.32%
1112	Data Integrity issue detected by LRCP. <optional detail on the DI issue>	6,431	4.03%
1104	Account found but is closed or historic	4,775	2.99%
1114	Address does not match despite two other strong points of contact, one of which is account number	4,329	2.71%
1105	Account found but at least one serviceIdentifier not found on the account.	4,119	2.58%
1122	Name does not match, address and service identifier match, but account number is not included	3,527	2.21%
1113	Account number format not valid for <residentialMatchRequest businessMatchRequest>	2,967	1.86%
1115	Address does not match and no account number is included despite two other strong points of contact	2,721	1.70%
1118	No DN included as service identifier for an NBICS 'port' or 'identify'	2,036	1.27%
1120	The requested service was not found against the matched customer / account / subscription	1,949	1.22%
1117	Services not included or invalid	1,035	0.65%
1101	Missing or incomplete address	1,033	0.65%
1109	Multiple customers found matching on surname	1,000	0.63%
1119	Account found, but no IAS or NBICS services were found under it	905	0.57%
1121	Name does not match and address is only a close match	298	0.19%
1110	Customer found, but they have multiple services at the same address.	233	0.15%
1102	Name not provided	46	0.03%
500	This is an undocumented response code sent by a user	1	0.00%
Total		159,717	100.00%

Response codes by Failure Type (Feb 2025)

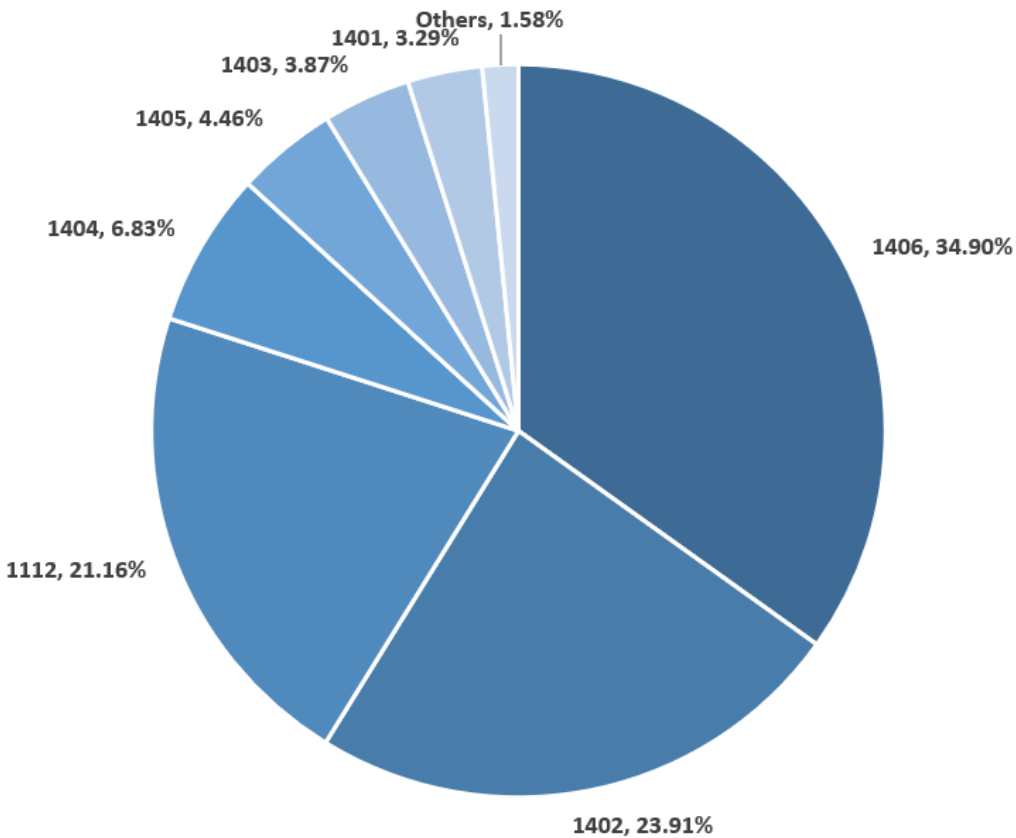
ResidentialSwitchOrderFailure



Value	Text	Count	%age
1214	This is an undocumented response code sent by a user	753	26.24%
1211	A switch is currently in progress	670	23.34%
1201	Invalid or missing switch order reference	456	15.89%
1215	This is an undocumented response code sent by a user	341	11.88%
1205	Switch order has already been cancelled	150	5.23%
1213	Switch Order Reference is already in use	136	4.74%
1212	All services requested to be ceased are no longer active	115	4.01%
1202	Switch order reference has expired	107	3.73%
1203	Invalid or missing planned switch date	96	3.34%
undefined	This is an undocumented response code sent by a user	39	1.36%
1	This is an undocumented response code sent by a user	3	0.10%
576	This is an undocumented response code sent by a user	2	0.07%
1306	Switch order was never raised	1	0.03%
1401	Invalid or missing switch order reference	1	0.03%
Total		2,870	100.00%

Response codes by Failure Type (Feb 2025)

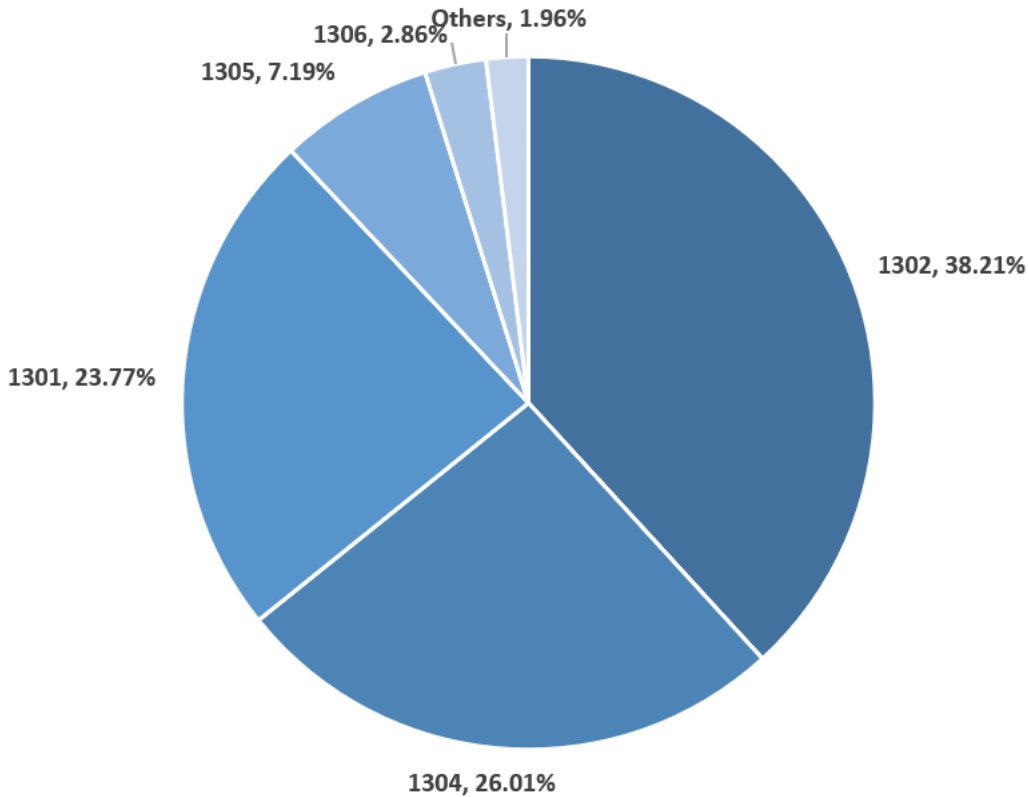
ResidentialSwitchOrderTriggerFailure



Value	Text	Count	%age
1406	Switch order was never raised	838	34.90%
1402	Switch order reference is no longer available	574	23.91%
1112	Data Integrity issue detected by LRCP.	508	21.16%
1404	Switch order has already been completed	164	6.83%
1405	Switch order has already been cancelled	107	4.46%
1403	Invalid or missing activation date	93	3.87%
1401	Invalid or missing switch order reference	79	3.29%
1410	This is an undocumented response code sent by a user	27	1.12%
1414	This is an undocumented response code sent by a user	3	0.12%
1203	Invalid or missing planned switch date	3	0.12%
1412	This is an undocumented response code sent by a user	2	0.08%
1202	Switch order reference has expired	1	0.04%
576	This is an undocumented response code sent by a user	1	0.04%
1302	Switch order reference is no longer available	1	0.04%
Total		2,401	100.00%

Response codes by Failure Type (Feb 2025)

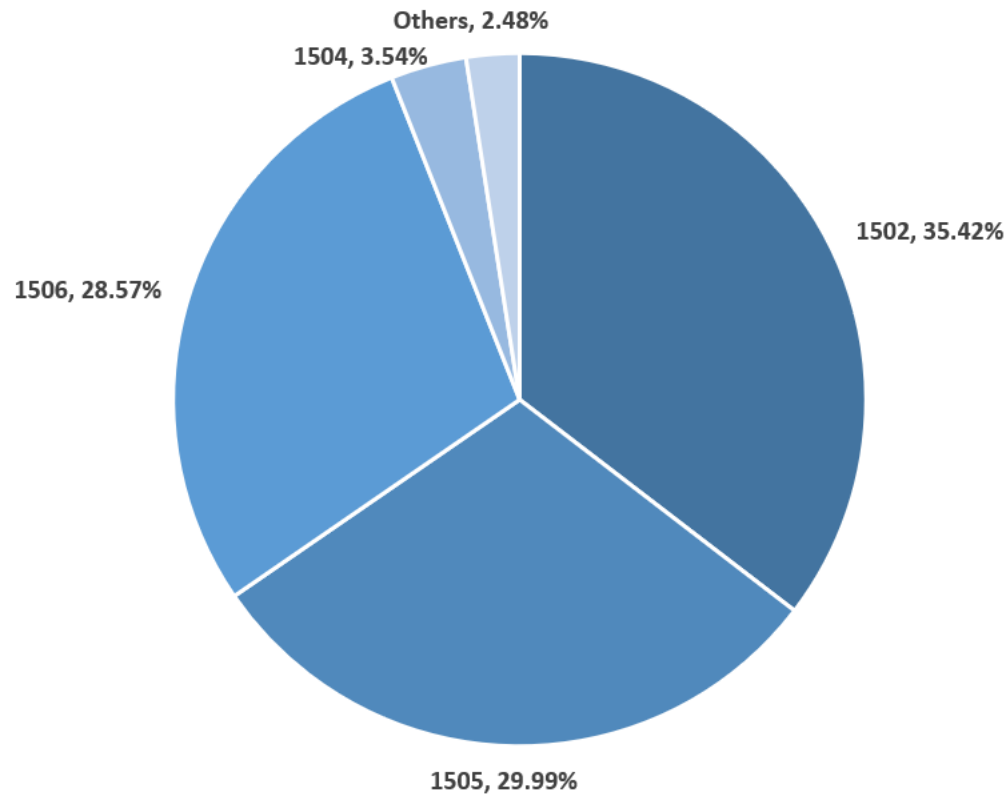
ResidentialSwitchOrderUpdateFailure



Value	Text	Count	%age
1302	Switch order reference is no longer available	1,908	38.21%
1304	Switch order has already been completed	1,299	26.01%
1301	Invalid or missing switch order reference	1,187	23.77%
1305	Switch order has already been cancelled	359	7.19%
1306	Switch order was never raised	143	2.86%
1303	Invalid or missing planned switch date	78	1.56%
1211	A switch is currently in progress	8	0.16%
1203	Invalid or missing planned switch date	4	0.08%
1314	This is an undocumented response code sent by a user	3	0.06%
1502	Switch order reference is no longer available	3	0.06%
1312	This is an undocumented response code sent by a user	2	0.04%
Total		4,994	100.00%

Response codes by Failure Type (Feb 2025)

ResidentialSwitchOrderCancellationFailure

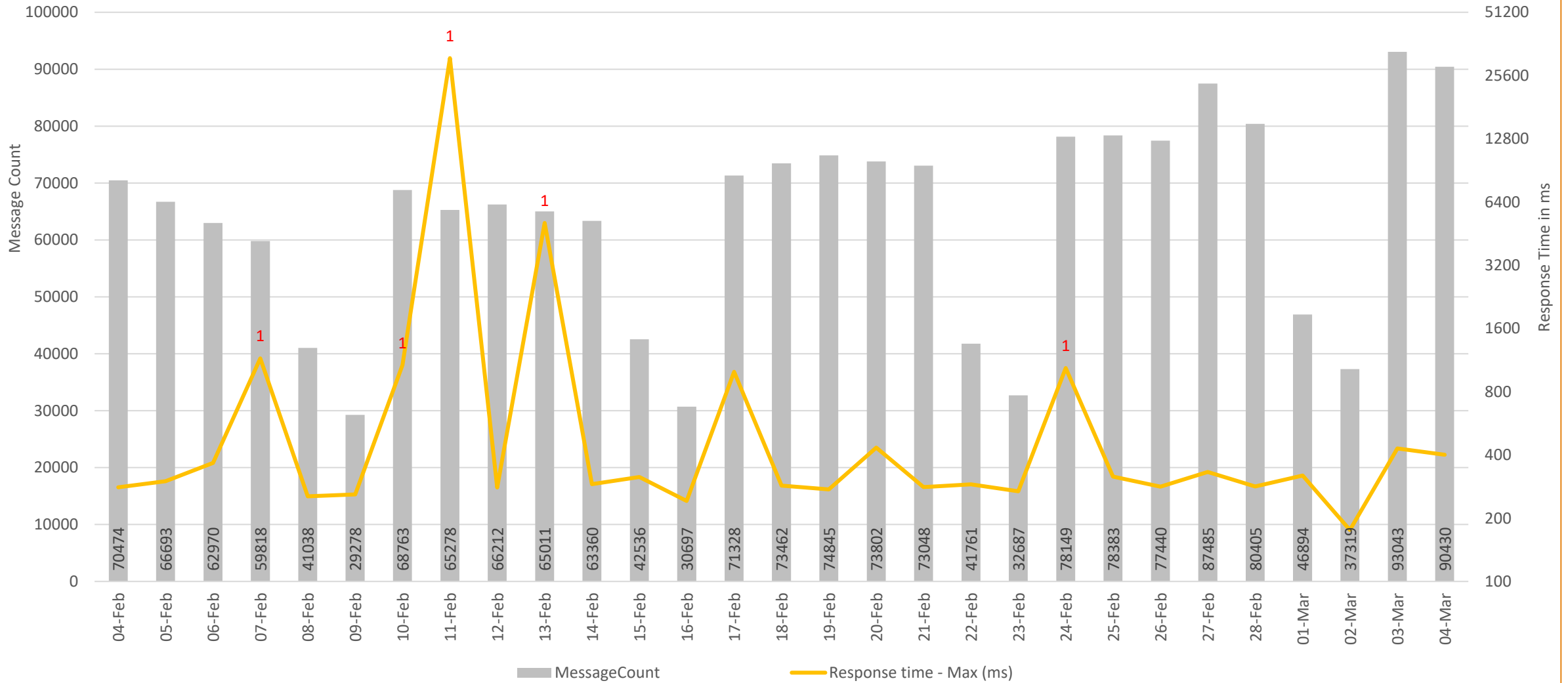


Value	Text	Count	%age
1502	Switch order reference is no longer available	300	35.42%
1505	Switch order has already been cancelled	254	29.99%
1506	Switch order was never raised	242	28.57%
1504	Switch order has already been completed	30	3.54%
1501	Invalid or missing switch order reference	18	2.13%
1213	Switch Order Reference is already in use	1	0.12%
1203	Invalid or missing planned switch date	1	0.12%
576	This is an undocumented response code sent by a user	1	0.12%
Total		847	100.00%

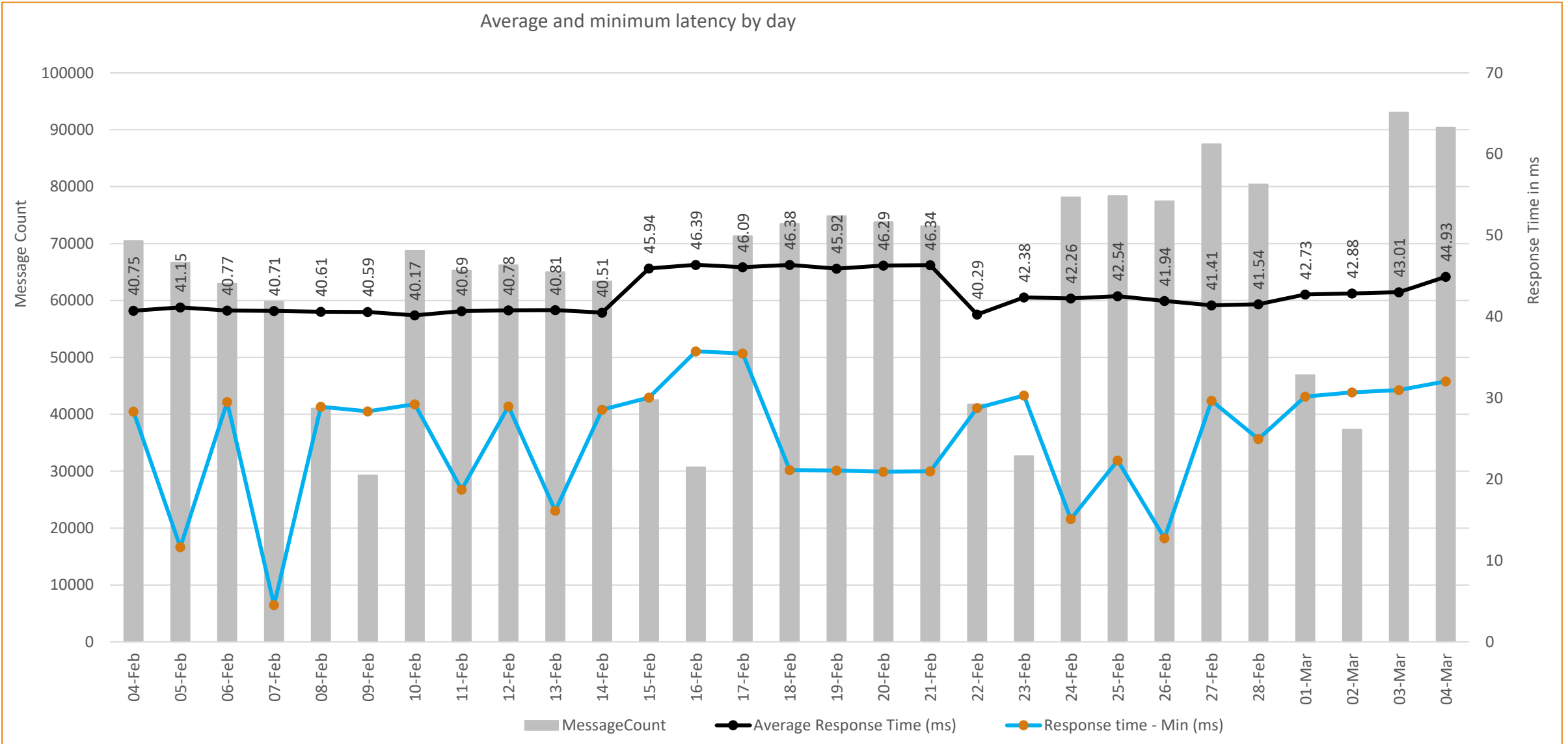
TOTSCo Hub Performance

Production Latency

Latency SLA performance by day



Production Latency (adjusted scales for average and minimum plots)

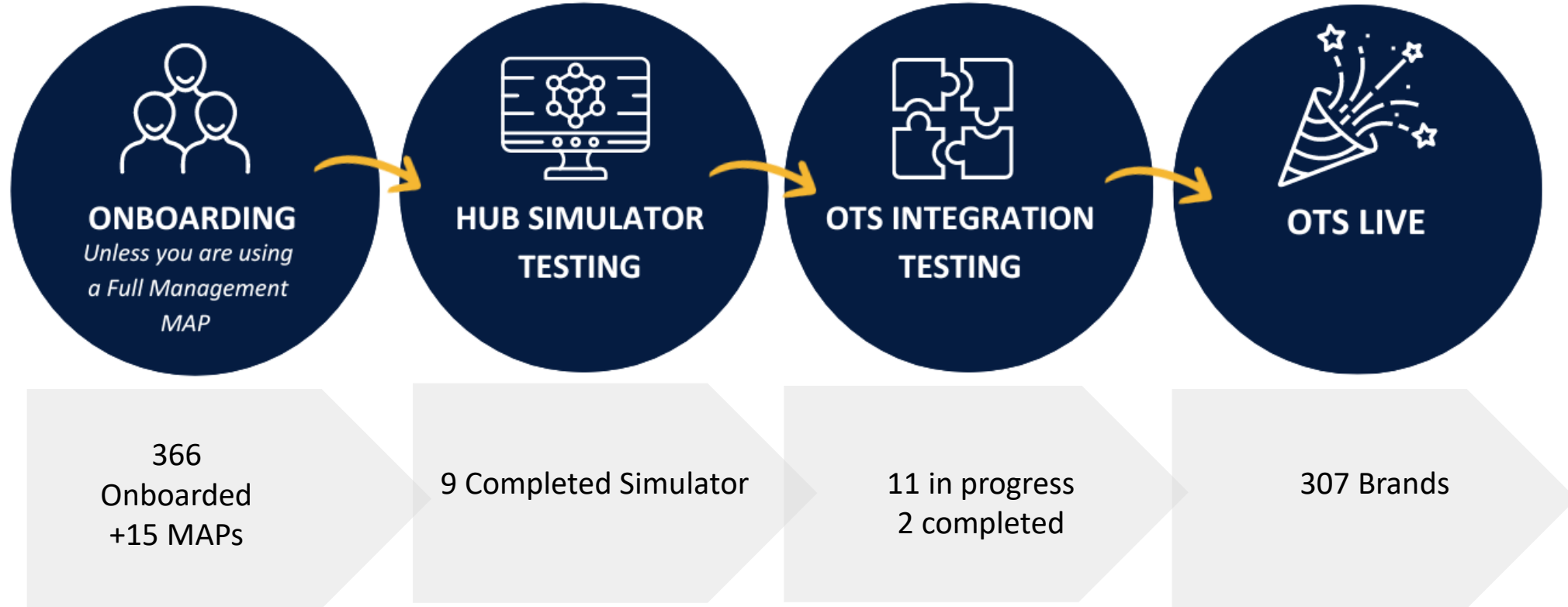


Hub Availability

Year	Period	Availability
2024	September	100%
	October	100%
	November	100%
	December	100%
2025	January	100%
	February	100%

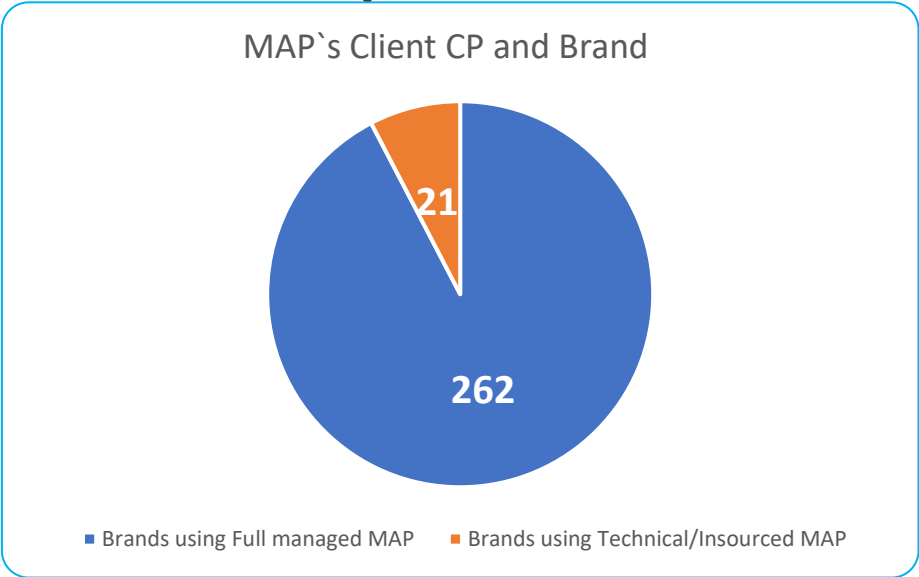
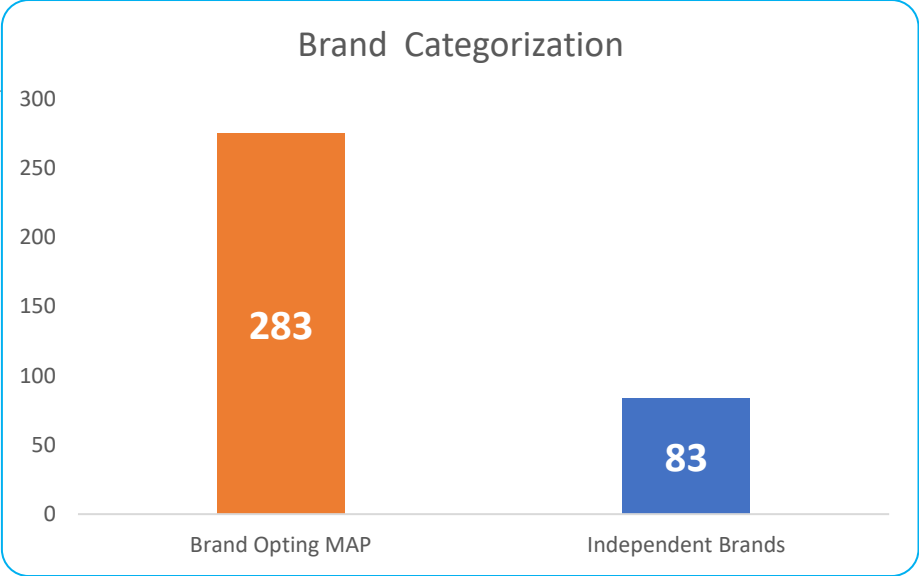
This information is updated monthly here - [Hub Operations Info - TOTSCO](#)

Path to One Touch Switch Go-Live



As of 9th October 2024

Brands that decided to opt MAP (as of 28/11)



Customer Onboarding and Contacts

Tickets Raised with TOTSCo

Month	P1	P2	P3	P4	Incidents	Service Requests
					Total	
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			6	5	11	125
Jan25			1	0	1	19
Grand Total	3	12	287	32	334	1224

Top Reasons for Contact:

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

OTS Operational Processes Best Practice

CP to CP Comms Update

- Joan to provide update on current position
- Will require support with use cases

SLA Working Group

- Joan will schedule a call
- TOTSCo to present detailed calculation around latency, monitoring of systems and definition of availability

Small Change Sprint Update

Current progress

Now deployed:

- 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

Next sprint:

- All portal users to access document centre
- Users who receive outage notifications to receive details of outage within the email
- Currently establishing security testing resource

AOB

CP Outages

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