

The background features a stylized world map in shades of blue and teal. Overlaid on the map is a network of thin, light-colored lines connecting various points, some of which are highlighted with small, glowing blue and red dots, suggesting a global communication or data network.

TOTSCO

The One Touch Switching Company Ltd

OTS Operations Forum Meeting #23

3 July 2025



Agenda

- 🕒 Introduction and Welcome
- 🕒 Action update
- 🕒 News
- 🕒 Reporting
 - Review and Opinions from the group
- 🕒 OTS Operational Processes - Identified Issues of interest
 - Increase in messages being sent to RCPID's which are suspended
 - Some CP's not consuming certain response types
- 🕒 CP2CP Portal
 - Group insight to influence decisions
- 🕒 Review of OTS Ops Forum
 - Value, Frequency, Content, Membership
- 🕒 AOB
 - Next Agenda items & Suggestions – Future of CP tech

Introduction

Membership

Name	Company	Type	Role
Michael Dorrington	Zen Internet Limited	RCP	OTS Test Manager
Matthew Lewis	Vodafone	RCP	IT Ops Readiness
Maelanie 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	Talk Talk	RCP	Business Change Manager
Victoria O'Day	Talk Talk	RCP	IT Service Manager
Jennifer Phillips	Talk Talk	RCP	Project Manager
Thomas Fisher	Talk Talk	RCP	Senior Business Analyst
Samantha McDaid	Sky	RCP	Provisioning Operations Leader
Caitriona O'Dwyer	Sonalake	MAP	pivOTS Product Manager
Cristian Nita	LXS Consulting	MAP	System Integration
Vincent Owolawi	Lit Fibre Ltd	RCP	Business Analyst
Satya Chadalawada	Iconnectiv	MAP	Operations Manager
Sangeeta Roy	Iconnectiv	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 McMahan	BT, EE & Plusnet	RCP	Supplier Relationship Manager
Alex Bloor	Andrew & Arnold	RCP	General Manager
Richard Warner	OTA2 (Chair)		Ops Forum Chair
Mark Warrenne	TOTSco (Chair)		TOTSco Head of Customer Experience
Michelle Shaw	TOTSco		TOTSco Service and Trials
Tom Merritt	TOTSco		Process group Co Chair
John (Jack) Abbots	OTA2		Process group Co Chair

Actions



- 3/19 - JW to schedule call for SLA Working Group
- 4/20 – JW and group to review the current Guidance notes issued for CP2CP and Outage Calendar

News



- Gaining Provider Led Business (GPLB) Switching is ready for onboarding from 4th July
- TOTSCo are preparing for receipt of customer numbers for 25/26 Invoicing
- TOTSCo reviewing operational processes, so I am looking for initial feedback from the group

Specific Topics



TOTSCo Business Switching

- From 4th July anyone wanting to register a business brand and take advantage of the GPLB process can do so, some points of note
 - This launch does not impact OTS services and experience
 - The Portal will continue to go through some incremental changes to improve the user experience
 - User guides will be made available. As communicated in the Stakeholder Forum, we have not got a timeline for production release so will only cover onboarding and how to engage with testing
 - Steps to move customers through the journey into Production will be determined by forecasts provided by customers

Reporting



Service Desk have received requests for Ad Hoc reporting for Hub Match rates etc.
TOTSCo stance currently is we do not support delivery of ad hoc reporting to singular CPs,
however this is a discussion topic

Internally there have been discussions about some daily reporting showing huge downward spikes at weekends which we could change to weekly to smooth our volatility in reporting

Are there any other publishable reports that the group think would be useful before wider consultation with Industry and internally within TOTSCo?

OTS Operational Processes



Current Observed Issues

These are some of the issues being highlighted by our service desk, although not impacting all knowledge of these could be useful

1. Increase of CP's sending messages to suspended RCPID's
 - Best Practice to download and refresh directory daily. Just adding new RCPIDs could cause issues
2. Rejection messages not being consumed by CP's
 - Some CPs are not receiving delivery failure messages from TOTSCo Hub
3. Rejections taking place in defined times (Possible Outages?)
 - Potential outages not being input, or possible Incidents then being resolved

Is the current SD case working to support you when issue spotted?

CP2CP Portal



What questions need answering to define benefit

- Is the CP2CP Portal the best way to manage this process for the medium / long term?
- Is utilisation low due to current sign up rate?

Ops Forum Review



Review of Ops Forum



Last time we discussed frequency, I would like to agree on a proposal

If we reduce frequency, how would you see feeding in anything relevant?

Would people want a separate OTS and GPLB forum?

Do we have the right people across the group now TOTSCo and industry has adopted process?

AOB



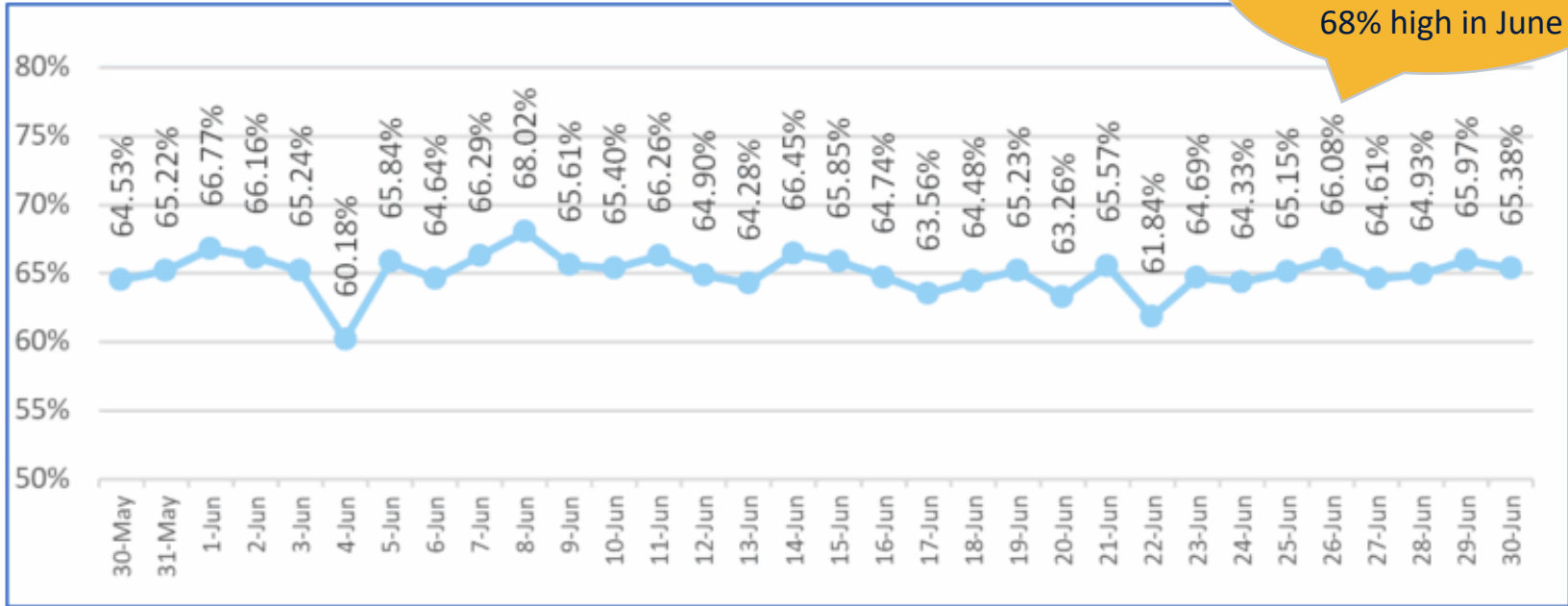
- What does the operation of the future look like?
 - Digital Workplace planning
 - AI
- How do we collate topics for agenda items for Ops Forum

TOTSCo Hub Data



Hub Match Confirmation Rate

Switch match rate consistently at around 65% from 68% high in June



The graph shows the “hub match rate,” the ratio of match confirmation messages to match request messages processed by the TOTSCo hub