

The background features a stylized world map in shades of blue and teal. Overlaid on the map is a network of thin red lines connecting various points, with some points highlighted by small red and blue dots. The overall aesthetic is technological and global.

# TOTSCO

The One Touch Switching Company Ltd

## OTS Operations Forum Meeting #24

7 August 2025



# Agenda



- 🕒 Introduction and Welcome
- 🕒 Action update
- 🕒 News
- 🕒 Ops Forum moving forward
  - Update
- 🕒 OTS Operational Processes - Identified Issues of interest
  - E2E ticketing for process issues (completion / cancellation)
  - Proposals on change to the message to enable better reporting support
- 🕒 CP-to-CP Message Spec
  - Marcel to present as discussed in last meeting
- AOB
  - Next agenda items
  - TOTSCo contact methods

# 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	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
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 McMahon	BT, EE & Plusnet	RCP	Supplier Relationship Manager
Alex Bloor	Andrew & Arnold	RCP	General Manager
Jimmy Lad	TalkTalk	RCP	
John MacKinnon	Sky	RCP	Business Systems Manager
Deepak Awasthi	Vodafone Three UK	RCP	
Laurie Weston	TalkTalk	RCP	
Hannah Kardash	CWP	MAP	CWP Memberships
Marcel Horst	CWP	MAP	
Rachel Morrison	Sky	RCP	
Mark Warrenne	TOTSCo (Chair)		TOTSCo Head of Customer Experience
Michelle Shaw	TOTSCo		TOTSCo Service and Trials
Tom Merritt	TOTSCo		Process group Co Chair
Richard Warner	OTA2		OTA2 Representative
John (Jack) Abbots	OTA2		Process group Co Chair

# Actions



- 3/19 - JW to schedule call for SLA Working Group – No Feedback, propose closure
- 4/20 – JW and group to review the current Guidance notes issued for CP2CP and Outage Calendar – No Feedback, propose closure
- 1/23 – Marcel to present CP 2 CP message spec (OTS)
- 2/23 – Tom to draft best practice comms regarding Directory Download

# News



- Postponement of Membership refresh to ensure governance followed
- Customer Numbers – Portal enhancements due to be released on Tue 26<sup>th</sup> August
- ISP behaviours and TOTSCo engagement
- Upgraded reports (back end) to be released either 11<sup>th</sup> 12<sup>th</sup> Aug

# Shaping the Future of The Operations Forum



# Evolving the Forum's Role

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- **Strong governance underpins our responsibility to the industry** – key to the success of OTS present and future initiatives. This is why **Changes to Terms of Reference (ToR) require Board sign-off** – essential for maintaining clarity and consistency in how we operate.
- OTA stepping back from co-chairing represents a significant ToR change – will be presented to the Board for approval.
- Proposed update to ToR to streamline governance – Board approval would only be required for specific changes, not all updates.
- Suggestion for a *lead* role alongside the chair – rotating among members to encourage broader participation and shared responsibility.
- Plan to invite registrations of interest in September for a refreshed launch in October.

# Driving Operational Excellence

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- **Driving Operational Excellence – Our Responsibility to the Industry**

Strong governance and collaboration have been central to the **success of OTS** — this forum plays a key role in upholding that standard for the industry.

- As our understanding of the **operation** grows, we have a responsibility to challenge, recommend, and support changes that make the process stronger and more reliable for all stakeholders.
- By working together, we can **tackle operational challenges**, improve process adherence, and ensure changes have full industry support through the TOTSCo Board.
- From October, we'll build momentum by agreeing how we work together, **defining what success looks like**, and delivering improvements that keep OTS performing at its best.

# OTS Operational Processes



# Current Observed Issues



These are some of the issues being highlighted by our customers and service desk. Although these may not impact every customer, we think these are useful to share

1. Increase of CP's stating that completion and cancellation messages are not being received when expected
  - How can we help industry understand impact across process of noncompliance?
2. Issues with some CP's not accepting certain failure messages (400 code received)
  - Impact is CP's are not aware of a message failure and this is likely to lead to additional manual contact to progress switch

Where we see repeated issues impacting process, should TOTSCo publish this if no engagement from party issue identified against? Or is there another method the group would recommend?

**CP-to-CP message - Marcel**



# CP-to-CP messaging



Marcel presenting and Q&A

AOB



# AOB

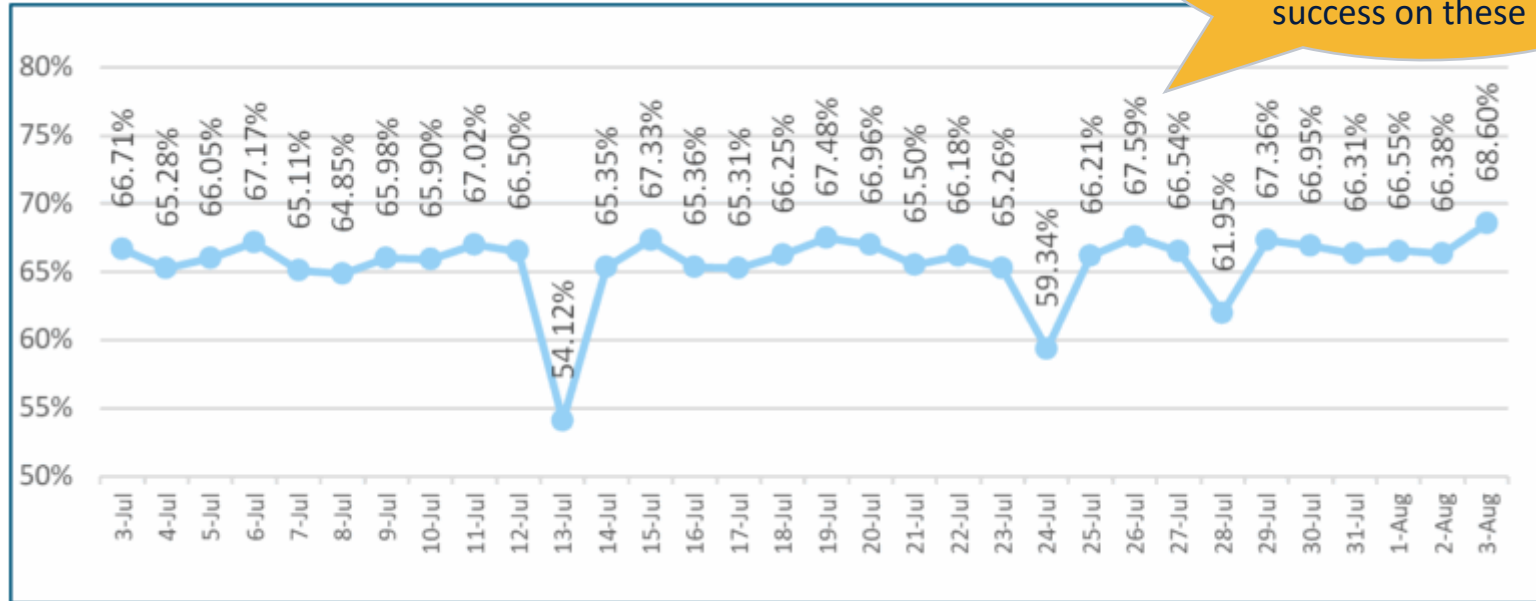


- Propose September break ready for re launch in October?
- Sent out agenda early, is this helpful?
- We are at Connected Britain!! Come and see us
- How best to contact us

## TOTSCo Hub Data



# Hub Match Confirmation Rate



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