

One Touch Switch Operations Forum

MEETING #26 SUMMARY

Date	11 December 2025
Time	13:00 – 15:00
Location	TEAMS online meeting
Chairperson	Mark Warrene (TOTSCo)
Members Present	Rob Patterson (BT, EE & Plusnet), John MacKinnon (Sky), Mark Delo (NowYoYo), Deepak Awasthi (Vodafone), Stephen Mcdonald-Gay (Trooli) Laurie Weston (TalkTalk) Alison Strand (Zentive) Daniel Beyzade (Squirrell) Suzanne Hill (TOTSCo) Tom Merritt (TOTSCo)
Members Absent	Melanie Buckley (VMO2) Jimmy Lad (Talk Talk) Marcel Horst (CWP) Gavin Thomson (Sky) Phillip Baker (Netcalibre) Matt McKune (KCOM) Naren Gellaboina (Vodafone Three) Chetna Arora (Go Fibre) Oliver Longland (VMO2)

AGENDA ITEMS

- Introduction and Welcome
 - Welcome to the refreshed OTS Operations Forum
 - Introduction from TOTSCo & Introduction from Members
 - Terms of Reference
- Action Log
 - Review open actions
- Current Discussion Topics
- CP-to-CP Tool
- Outage Notifications (RCPID status)
- Process and Operational support (Reporting)
- Migration and Acquisition (RCPID changes in directory)
 - How we move forward
 - Starting 2026 with purpose
- AOB

MINUTES

Action Log	
	<p>4/20 – JW and group to review the current Guidance notes issued for CP-to-CP Tool and Outage Calendar – OPEN</p> <p>2/23 – Tom to draft best practice comms regarding Directory Download - OPEN</p> <p>1/24 All to provide feedback on forum structure going forward – OPEN</p>

Action Item	Directory Download Best Practice
<p>Discussion</p>	<p>A draft of the Directory Download Best Practice Guide has been prepared.</p> <p>The group raised the question of whether CPs should be allowed to download the directory more than once per day. It was confirmed that TOTSCo will only update the directory once daily (exact timing to be confirmed).</p> <p>In the Fair Usage policy of the User Agreement, it states that:</p> <ul style="list-style-type: none"> • The Directory API should be accessed only once per day. • Any additional requests within the same day are considered a violation of the fair usage policy. <p>Some CPs implemented their own directory approach during onboarding. As acquisitions accelerate, the inconsistencies will create larger operational issues.</p> <p>Some CPs remain unaware of the implications or lack operational maturity to manage these changes reliably.</p> <p>TOTSCo can track who downloads the directory and when.</p> <p>CPs can send a response indicating that a brand is no longer associated with a CP. It was asked whether TOTSCo has defined how this response code should be used.</p> <p>It was noted that confirmation of message acceptance would be very useful, as CPs currently have no visibility on whether messages are successfully delivered.</p> <p>TM confirmed that messages are delivered within seconds.</p>
<p>Action 1 Action 2</p>	<p>Provide the Directory Download Best Practice Guide. Validate the current Directory Download guidance</p>

Agenda Item 1	CP-to-CP Tool
Discussion	<p>The group discussed that the CP-to-CP Tool is currently not fit for purpose, as it does not support bulk messaging and lacks universal adoption. While some CPs use the tool, others do not. The consensus is that certain CPs fail to respond when contacted through the tool, requiring an alternative approach via email.</p> <p>Several CPs have expressed a preference for email communication and requested that an email address and an escalation point be provided in cases where a CP does not respond.</p> <p>Given that there are often complex scenarios requiring detailed correspondence, should we consider discontinuing the CP-to-CP Tool?</p> <p>The main reasons for email correspondence were identified as:</p> <ol style="list-style-type: none"> 1. Complex scenarios 2. Lack of CP response 3. Matches 4. SOR expiring
Action 3	Add as a main topic for discussion in January 2026.
Action 4	Review who does not have the correct support information (CP-to-CP Tool URLs)

Agenda Item 2	Outage Notification (RCPID Status)
Discussion	<p>Significant inconsistency across CPs in how outages are communicated.</p> <p>Some CPs repeatedly send the same error codes for nonoutage issues, making it difficult to distinguish true outages (example: a CP sending error 1112 for many unrelated problems).</p> <p>CPs currently have no obligation to notify others about outages, leading to uncertainty and unnecessary CPtoCP chase activity.</p> <p>Without clear outage visibility, CPs must deduce outages from patterns (e.g., large spikes in match failures), which is inefficient.</p>
Action	This topic is marked as next in the prioritisation queue after the CP-to-CP Tool discussion.

Agenda Item 3	Process and Operational support (Reporting)
Discussion	<p>Large variation between CPs in how they use reporting. It is viewed as not currently fit for purpose.</p> <p>There are no filtering options. Some of the reporting information is of no use.</p> <p>Some CPs do not use the online reports, as they believe their own reporting methods are more effective.</p> <p>Other CPs may not have the resources available to be able to generate their own reporting.</p>
Action	Reporting is currently under review within TOTSCo.

Agenda Item 4	Migration and Acquisition (RCPID changes in directory)
Discussion	<p>Increasing mergers and acquisitions mean RCPIDs move from one owning entity to another.</p> <p>Clarification is needed on how to make it clear when a CP takes over a customer base, as customers do not always select the correct brand as the losing provider during switching.</p> <p>Current lack of standardisation around the process is causing confusion when RCPIDs disappear or move.</p>
Action	Migration and Acquisition reviews are taking place within TOTSCo about how best to move forward with this.

CLOSE

MW thanked attendees; minutes/slides to be shared on the TOTSCo website. Forum closed.

Glossary

OTS = One Touch Switch

CP = Communications Provider

OTA2 = Office of the Telecommunications Adjudicator

TOTSCo = The One Touch Switching Company Ltd