



**TOTSCO**

The One Touch Switching Company Ltd

# OTS Operations Forum Meeting #26

11 December 2025



# Agenda

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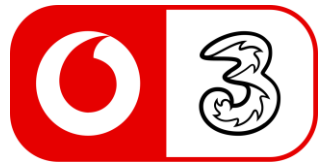
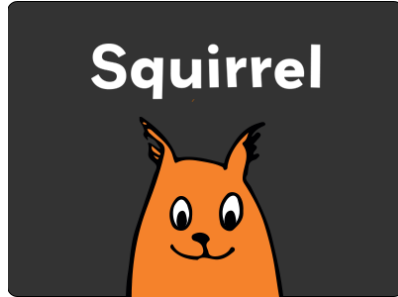
- 🕒 Introduction and Welcome
  - Welcome to the refreshed OTS Operations Forum
  - Introduction from TOTSCo & Introduction from Members
  - Terms of Reference
- 🕒 Action Log
  - Review open actions
- 🕒 Current Discussion Topics
  - CP2CP Tool
  - Outage Notifications (RCPID status)
  - Process and Operational support (Reporting)
  - Migration and Acquisition (RCPID changes in directory)
- 🕒 How we move forward
  - Starting 2026 with purpose
- 🕒 AOB

# Members

## Membership

Name	Company	Type	Role
Melanie Buckley	Virgin Media O2	RCP	Services Strategy Manager
Rob Patterson	BT, EE & Plusnet	RCP	Broadband Product Manager
Jimmy Lad	Talk Talk	RCP	
John MacKinnon	Sky	RCP	Business Systems Manager
Deepak Awasthi	Vodafone Three UK	RCP	
Laurie Weston	Talk Talk	RCP	
Marcel Horst	CWP	MAP	
Alison Strand	Zentive	MAP	QA Director
Gavin Thomson	Sky	RCP	Provisioning Specialist
Mark Delo	Now YoYo	MAP	Architect and Digital Transformation
Matt McKune	KCOM	RCP	Business Product Manager
Daniel Beyzade	Squirrel Internet	RCP	Technical Director
Chetna Arora	Go Fibre	RCP	Head of Software Engineering
Oliver Longland	Virgin Media O2	RCP	Head of Base Trading
Stephen Mcdonald-Gay	Trooli	RCP	Process Improvement Manager
Mark Warrenne	TOTSCo (Chair)		Head of Customer Experience
Suzanne Hill	TOTSCo		Service Relationship Manager
Tom Merritt	TOTSCo		Process group Co Chair

# Introduction



# Introduction



We have a great cross section of industry in this forum so combined we have a voice that can propose and champion change

## Roles

**TOTSCo** – Chair and facilitate. Ensure that whole of industry, along with OTA2 requirements are considered. Invite collaboration from other groups, for example IPG, where required. Manage proposals.

**Members** – Debate Issues, propose change, participate in working groups where interested.

Please review the ToR if you have not done so already

## Action Log



# Actions

Action	Status	Action	Owner
4/20	Open	Group to review the current Guidance notes issued for CP2CP and Outage Calendar	
2/23	Open	draft best practice comms regarding Directory Download	Tom M

## Open Discussions



# Current topics for debate

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- **CP2CP Tool**
  - Are the requirements still valid
  - Does the tool deliver value
  - What other options are there
- **Outage Calander and notifications**
  - Is this working for industry (how do Ops get sight of outages)
  - Proactive communication of perceived issues on website
- **Process and Operational Support**
  - Production Directory download
  - Match rate
  - Understanding the switch journey
  - Feedback from TOTSCo analysis
- **Mergers and Acquisition (RCPID changes)**
  - How do we manage directory changes with minimal disruption

## January plan



# Next Steps



1. Review ToR and raise any queries with chair
2. Collate any new topics group agree to be discussed
3. Prioritise as agreed by the group and agree which ones to start working though in January
4. Discuss arranging any working groups in advance
5. Try to align diaries for attendance in 2026

Enjoy the festive period!!

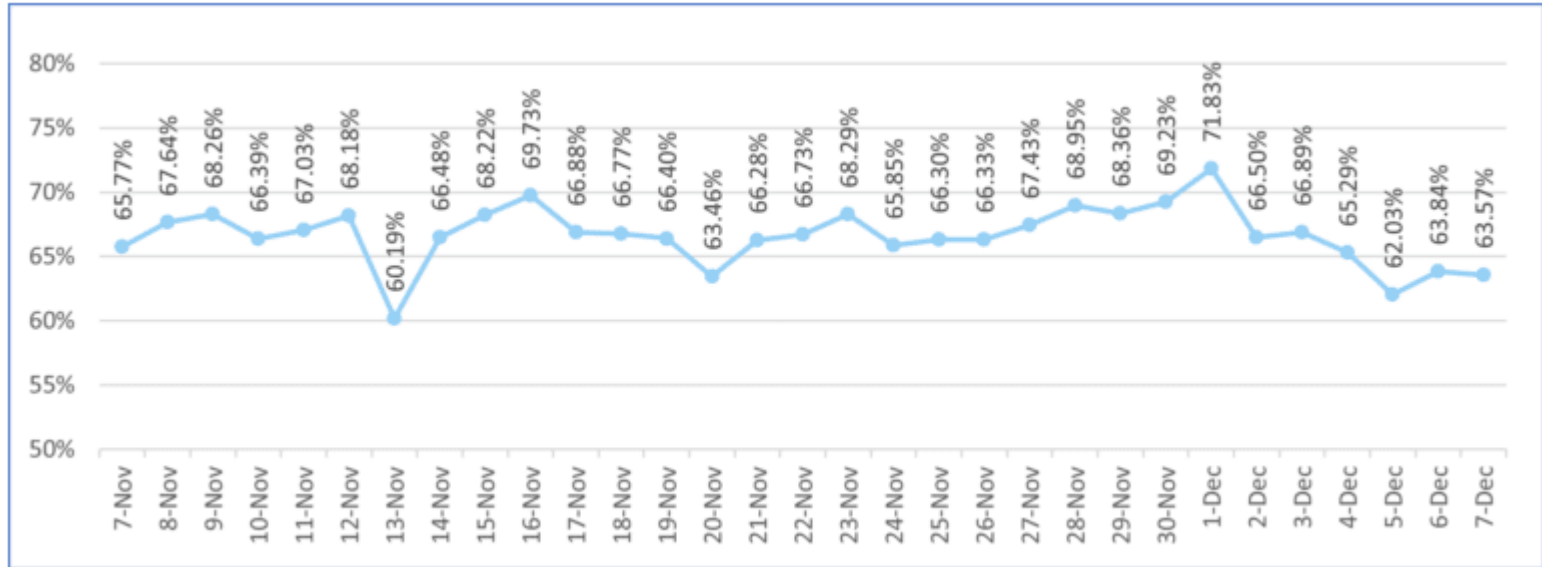
AOB



## 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