

## One Touch Switch Operations Forum

### Meeting #27 SUMMARY

<b>Date</b>	8 January 2026
<b>Time</b>	13:30 – 15:00
<b>Location</b>	TEAMS online meeting
<b>Chairperson</b>	Mark Warrene (TOTSCo)
<b>Members Present</b>	Alison Strand (Zentive) Chetna Arora (Go Fibre) Daniel Beyzade (Squirrell) Gavin Thomson (Sky) John MacKinnon (Sky) Marcel Horst (CWP) Mark Delo (Now YoYo) Rob Patterson (BT, EE & Plusnet) Stephen Macdonald-Gay (Trooli) Suzanne Hill (TOTSCo) Tom Merritt (TOTSCo)
<b>Members Absent</b>	Deepak Awasthi (Vodafone) Jimmy Lad (Talk Talk) Laurie Weston (TalkTalk) Matt McKune (KCOM) Melanie Buckley (VMO2) Oliver Longland (VMO2)

### Agenda Items

- Welcome
- Terms of Reference
- Action Log review
- Current Discussion Topics
  - CP-to-CP Tool
- AOB

## Minutes

### Opening Remarks

- Happy New Year and recap of Terms of Reference (no challenges raised).
- Confirmed prioritisation for January: CP-to-CP Tool → Outage calendar & notifications → Process & operational support (reporting, enhancements).
- Membership: minor change (TalkTalk representative change); forum remains closed but open to value-adding participants via group approval.

### Action Log Review

#### Action 1 – Best Practice for Directory Download

Owner: TM | Status: In progress. First draft exists; needs refinement. Aim: standardise directory download cadence and clarify RCPIDs removals.

#### Action 2 – Validate Current Directory Download Guidance

Owner: MW | Status: Ongoing. Wide variation observed (per-switch, daily, weekly, monthly). Anticipated to grow in importance with M&A and traffic shifts.

#### Action 3 – Add CP-to-CP Tool to January agenda

Owner: SH | Status: Complete (topic covered in this meeting).

#### Action 4 – Review who does not have the correct support information (CP-to-CP Tool URLs)

Owner: MW | Status: Open. Several directory URLs out-of-date, missing, or generic; spot-checks required.

## CP-to-CP Tool Discussion & Findings

### Current usage & pain points

- Tool intended for trends, format issues, not individual match/order troubleshooting; however, widely used for casework (post-match/post-order) and chasing non-response.
- Non-response to OTS messages: significant issue; some CPs not on the tool; smaller CPs harder to contact; reliance on informal networks.
- Service Desk notifications often state “bad request” without diagnostic detail; need better triage and error-context.
- Approximately 72% of CP-to-CP requests go unanswered in-tool; assumption that parties resolve issues offline.

### Compliance, SLA & governance

- OTS requires acknowledgment and response sequencing; CP-to-CP participation is not mandated. TOTSCo acts as message delivery service, not regulator.
- SLA for match: 95% within 60 seconds. Observed pattern: responses either within SLA or not at all; issue predominantly non-response.
- Desire for monitoring and nudging; potential reporting on habitual timeouts and late responses; consideration of scope (enforce match SLA vs nudge on orders).

### Use cases captured

- Post-switch issues, including service cancelled mid-switch (e.g., non-payment) and dual billing; need for logical indicating without exposing sensitive data.
- Bulk requests, outages communication (to be handled via separate outage calendar/tool), and in-flight order clarifications.

### Options considered

- Enhance the CP-to-CP Tool: add compliance/performance use cases; improve visibility; better error context; dashboards and reporting.
- Replace with a mandatory contact directory: require functional email/contacts at onboarding; provide escalation path via Service Desk.
- Hybrid approach: directory as baseline; minimal CP-to-CP Tool for structured cases; clear triage rules.
- Cost: moving away from a supported tool may reduce long-term industry cost (software upgrades, storage), after initial change effort.

### Decision

Agreement to create a requirements document to replace the CP-to-CP communications with a contact directory (or a hybrid model).

## Actions Agreed (New/Updated)

	Owner	Action	Status
1	TM	Refine Best Practice for Directory Download	In progress
2	MW	Continue outreach to validate directory guidance and spot-check directory URLs	Ongoing
3	SH	Draft initial requirements proposal based on feedback for next meeting.	New
4	MW	Service Desk Review: Investigate improving error message clarity and escalation process.	New
5	TM	Share SLA performance reporting to forum	New

### Notes & Key Takeaways

- CP-to-CP Tool participation is not mandated, compliance rests with OTS message response rules. Enforcement likely requires regulatory route.
- Match SLA (95% within 60seconds) widely met when responses occur; principal issue is outright non-response. Reporting/nudging proposed.
- Many smaller CPs lack visible contacts; mandatory directory entries would reduce friction and improve incident handling.
- Outage communication should move to dedicated calendar/tool (second-priority item) to avoid case-by-case chasing.

### 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