

The logo for TOTSco, featuring the company name in a bold, white, sans-serif font. The letter 'o' at the end is stylized as a white circle with a white dot in the center, resembling an eye or a signal. The background of the slide is a blue-toned map of Europe with a network of red and white lines and glowing nodes, suggesting a telecommunications or data network.

TOTSco

The One Touch Switching Company Ltd

OTS Operations Forum Meeting #29

12 March 2026



Agenda

🕒 Introduction and welcome

- Reconfirm prioritisation of activity
 1. CP to CP comms
 2. Outage Calander and Notifications
 3. Process and operational support (including reporting)
- Any new feedback around operational issues for consideration

🕒 Action log

- Review open actions

🕒 Current discussion topics

- CP2CP Tool – Gather & review CP feedback to new draft proposal. Sign off for progress to change.

🕒 AOB

Members



Membership

Name	Company	Type	Role
Alison Strand	Zentive	MAP	QA Director
Chetna Arora	Go Fibre	RCP	Head of Software Engineering
Daniel Beyzade	Squirrel Internet	RCP	Technical Director
Deepak Awasthi	Vodafone Three UK	RCP	
Gavin Thomson	Sky	RCP	Provisioning Specialist
Jimmy Ladd	Talk Talk	RCP	
John MacKinnon	Sky	RCP	Business Systems Manager
Melanie Buckley	VMO2	RCP	Services Strategy Manager
Marcel Horst	CWP	MAP	
Mark Delo	Now YoYo	MAP	Architect and Digital Transformation
Matt McKune	KCOM	RCP	Business Product Manager
Oliver Longland	VMO2	RCP	Head of Base Trading
Rob Patterson	BT, EE & Plusnet	RCP	Broadband Product Manager
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

Action Log



Actions



#	Forum Ref	Action	Status	Owner
1	23/2	Draft best practice comms regarding Directory Download	Ongoing	TM
2	28/1	Revise CP-to-CP proposal: add problem statement; default & multi-purpose contacts; SLA guidance; templates; escalation model	Target 26/2/26 Complete	S.H.
3	28/2	Define non-response tracking and escalation reporting; include in proposal pack	Open	TOTSCo (M.W., T.M.)
4	28/3	Review revised proposal and submit written feedback	Open – Before next forum	All CPs
54	28/4	Assess feasibility and plan for Business Switching trial (directory contacts)	Open – Target: Mar 2026	TOTSCo

Open Discussion



CP-to-CP communications



- **Use cases**
 - What are the defined use cases
 - What is the current tool being used for
 - What and Why is communication is happening outside of the tool
- **What isn't working to drive usage of the tool** (This workstream is not where we will fix these issues)
 - What areas of process (mandatory or inferred) are not working as expected
- **What does the current tool not deliver that is required**
 - Bulk requests
 - Defined access
- **What direction should we propose the tool goes**
 - Change
 - Enhance
 - Replace
 - Industry impact for SforB

CP-to-CP communications - process for change



- **Review revised draft proposal circulated to group**
 - Round table for feedback, any thoughts or considerations since our last meeting
 - Amend draft proposal where and if required
- **Agree sign off or recirculate post updates**
- **Draft high-level requirements for TOTSCo change process (when sign off agreed)**
- **Create CR for Impact assessment**
 - Technical implementation will be defined by solution architecture and impact assessment
 - Anyone who would like to propose an idea or solution at this stage may be considered
- **Follow TOTSCo change governance**
 - TOTSCo Board review if required
 - Further industry consultation if required
 - Provide updates to group

Next Topic for Discussion



Outage Calander / Notifications



- **Use cases**
 - What are the defined use cases
 - What is the current tool being used for
 - Why is the tool not being used for certain defined use cases
- **What isn't working to drive usage of the tool**
 - What doesn't work for, or causes pain points for BAU operation
- **What does the current tool not deliver that is or could be useful or required**
 - Update notifications (Certificate renewal)
- **What direction should we propose the tool goes**

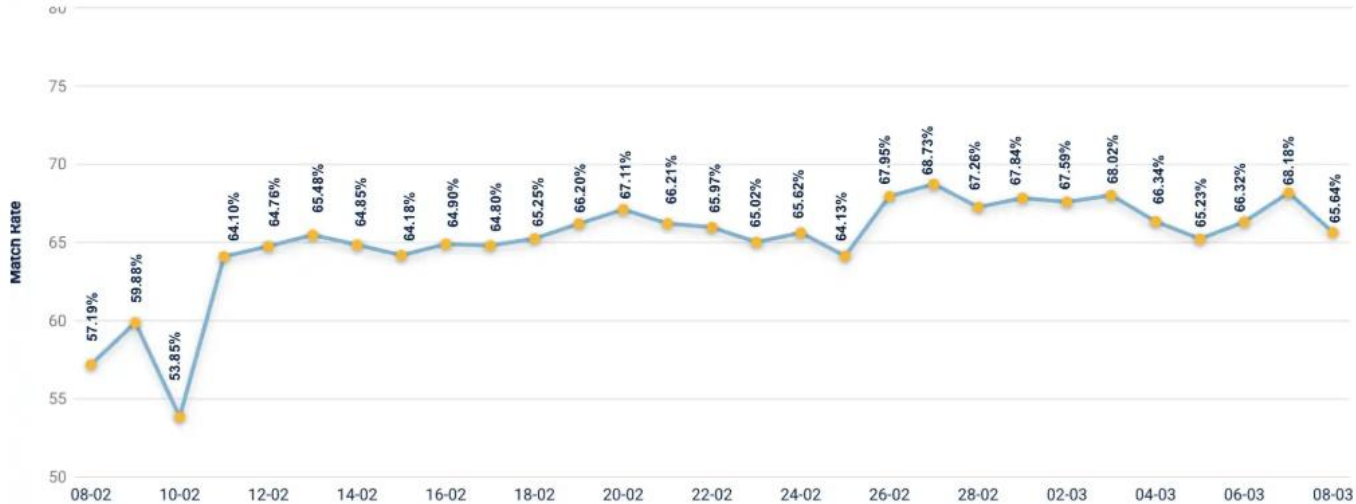
AOB



TOTSCo Hub Data



Hub Match Confirmation



The best observed match rate between two (larger) users stands at **83%**, showing what can be achieved.

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

Thank you all for your time and contribution to the OTS Operations Forum.

The next forum will take place on Thursday 9th April 2026 at 1:30 pm.