

One Touch Switch Operations Forum

Meeting #29 Summary

Date	12 March 2026
Time	13:30 - 15:00 (1h 30m)
Location	TEAMS online meeting
Chairperson	Suzanne Hill (TOTSCo)
Members Present (10 & TOTSCo 2)	Alison Strand (Zentive) Daniel Beyzade (Squirrell) Deepak Awasthi (Vodafone) Gavin Thomson (Sky) John MacKinnon (Sky) Mark Delo (Now YoYo) Marcel Horst (Digital Destiny) Melanie Buckley (VMO2) Rob Patterson (BT, EE & Plusnet) Stephen Macdonald-Gay (Trooli) Tom Merritt (TOTSCo)
Members Absent (4 & TOTSCo 1)	Chetna Arora (Go Fibre) Jimmy Ladd (Talk Talk) Matt McKune KCOM) Oliver Longland (VMO2) Mark Warrenne (TOTSCo)

AGENDA ITEMS

Introduction and Welcome

- Reconfirm prioritisation of activity
- Any new feedback around operational issues for consideration

Action Log

- Review open actions

Current Discussion Topics

- CP-to-CP Tool – Review draft proposal, gather feedback. Sign off for progress to change

AOB

ACTIONS AGREED (NEW/UPDATED)

No	Ref	Detail	Status	Owner
1	23/2	Draft best practice comms regarding Directory Download. Will be addressed in the Customer Support Plan.	Ongoing	TM
2	29/1	Confirm whether TOTSCo can mandate CP-to-CP contact provision	Open	TOTSCo Legal/Governance
3	29/2	Define mandatory enforcement route for all CPs to register on the CP-to-CP tool	Open	TOTSCo
4	29/3	Contact all CPs not registered for CP-to-CP tool	Open	TOTSCo Ops
5	29/4	Issue CP-wide survey on mandatory requirements and contactability	Open	TOTSCo
6	29/5	Gather list of non-responsive CPs & submit to SH/TM	Open	All CPs
7	29/6	Assess the cost impact of minor enhancements to the CP-to CP tool	Open	TOTSCo
8	29/7	Explore auto-registration of CPs	Open	TOTSCo Legal
9	29/8	Assess feasibility of portal-based directory	Open	TOTSCo Ops
10	29/9	Review directory audit option (6-monthly)	Open	TOTSCo Ops
11	29/10	Draft enhanced CP behaviour guidance for using the CP-to-CP tool.	Open	TOTSCo Ops
12	29/11	Update CP-to-CP communications proposal draft (v3)	Open	S.H.

MINUTES

Opening Remarks

- Agenda set, MW on leave, operational feedback, open actions, CP-to-CP proposal discussion.
- Focus on feedback for the circulated CP-to-CP Tool v2 Proposal.

CP-to-CP Tool Proposal Review Summary

The forum changed direction and are now aligned around a hybrid model:

- Existing CP-to-CP tool retained as the core mechanism
- Mandatory contactability and participation
- Targeted usability and routing improvements
- Directory used only as a supporting asset, not a replacement.

This direction balances industry concerns, preserves visibility and structure, and mitigates the risks raised by both CPs and MAPs.

Background & Problem Framing

- Low adoption → primary root cause = non-mandatory
- Tool used for OTS non-response (not intended use)
- High "Other" category showing unclear use cases
- MAPs: triage overhead, lack of automation
- Large CPs: visibility + accountability concerns

What the Forum Agreed

- OTS-only scope for this forum
- CP-to-CP tool remains the foundational mechanism
- Directory supports contact routing
- Mandatory contactability required
- Explore distributed options (CSF) as future alignment
- No directory-only solution

The Hybrid Model

1. Existing CP-to-CP tool = base
2. Mandatory contactability for all CPs
3. Targeted enhancements, including:
 - MAP "send on behalf of"
 - Multi-contact support
 - Routing improvements
 - Better UI / multi-user access
 - Streamlined correlation ID handling
 - API exploration
4. Directory only supports routing, not messaging

Mandatory Requirements Framework

- Mandatory CP registration
- Mandatory response obligation
- Mandatory contact provision
- Alignment with user agreement → requires Change Request
- GDPR/legal review points

- Escalation route and accountability model outlined

Tool Enhancements

- Multiple contacts
- UI optimisation
- Reason/closure code improvements
- MAP functionality: send-on-behalf, masked identity
- Routing rules
- Directory synchronisation

Risks

- Cost (centralised model)
- Low compliance risk if mandatory requirements not implemented
- Visibility loss if tool removed
- Contact data quality issues
- API overhead for smaller CPs

Mitigations

- Mandated contactability
- Directory + tool pairing
- Staged enhancement roadmap
- Shared governance
- Service Desk guidance

Next Steps

TOTSCo:

- Review action log

Forum:

- Review Proposal v3
- Prioritise enhancements
- Support engagement across CPs
- Raise a Change Request.

Meeting closed at 15:00.