

One Touch Switch Operations Forum

Meeting #30 Summary

Date	09 April 2026
Time	13:30 - 15:00 (1h 30m)
Location	TEAMS online meeting
Chairperson	Mark Warrenne (TOTSCo)
Members present (8 & TOTSCO 3)	Alison Strand (Zentive) Daniel Beyzade (Squirrel) Deepak Awasthi (VodafoneThree) Gavin Thomson (Sky) John MacKinnon (Sky) Mark Delo (Now YOYO) Rob Patterson (EE) Stephen Macdonald-Gay (Trooli) Suzanne Hill (TOTSCo) Tom Merritt (TOTSCo)
Members absent (5)	Chetna Arora (Go Fibre) Jimmy Ladd (TalkTalk) Melanie Buckley (VMO2) Marcel Horst (Digital Destiny) Oliver Longland (VMO2)

Agenda Items

- Introduction and welcome
- Reconfirm operational priorities
- Review action log
- CP-to-CP communications and future direction
- Any other business

Actions Agreed (New/Updated)

No	Forum Ref	Action	Status	Owner
1	23/02	Draft best practice comms regarding Directory Download (included in the Customer Support Plan)	Ongoing	TOTSCo
2	29/01	Raise a high-level change request to explore mandatory CP-to-CP usage, including a portal-based directory. Confirm whether TOTSCo can mandate CP contact provision.	Open	IPG
3	29/03	Prepare and issue a CP wide survey on mandatory requirements, CP-to-CP usage and CP contactability	Open	TOTSCo
4	29/04	Gather list of non- responsive CPs and submit to SH/TM	Open	All CPs
5	30/07 (New)	Explore options for advance notification of RCPID changes or removals	Open	TOTSCo

The following were also listed as actions dependent on 29/01 and will be included in the scope if the CP-to-CP tool becomes mandatory Action 2 29/01 above)

Reference	Action	Status	Owner	Notes / Dependencies
29/06	Assess feasibility of a mandatory portal-based CP contact directory	Dependency	TOTSCo	Dependent on outcome of 29/01. Consider security, access model and data protection
29/07	CP Contacts directory audit option	Dependency	TOTSCo	Dependent on outcome of 29/01
29/08	Draft enhanced CP behaviour guidance for using the CP-to-CP tool	Dependency	TOTSCo	Dependent on outcome of 29/01
29/09	Assess CP-to-CP tool enhancement options and indicative costs	Dependency	TOTSCo	Dependent on outcome of 29/01

Key Notes

Operational priorities

The forum reconfirmed the following priorities, with no objections:

1. CP-to-CP communications
2. Outage calendar and notifications
3. Process and operational support

CP-to-CP Tool Communications

RCPID visibility, brand changes and directory removals

- CPs raised concerns about brands or RCPIDs being removed from the directory with little or no advance notice.
- These changes can impact in-flight switches and CP-to-CP communications.
- TOTSCo confirmed:
 - RCPID and brand migrations are largely manual.
 - There is no contractual obligation on CPs to provide advance notice.
 - In-flight switches generally remain with the losing provider under the original RCPID.
- The forum agreed earlier notification would be beneficial, provided notice periods are meaningful and actionable.

CP-to-CP tool - current challenges

Adoption of the CP-to-CP tool remains inconsistent:

- Some CPs are not registered.
- Some CPs have deregistered after initial use.

Views on the tool vary:

- Some CPs use it successfully and regularly.
- Others consider it limited or not fit for purpose.

Lack of response to CP-to-CP messages causes operational delay and customer detriment.

There is no SLA, as use of the tool is not mandated.

Mandatory CP-to-CP Tool usage

The forum discussed whether CP-to-CP use should be mandatory.

It was confirmed that:

- Any mandate would require a formal change request.
- The change would require IPG review and industry consultation.
- User agreements and service expectations would need updating.

There was strong support for raising a high-level change request to explore options, without committing to an outcome.

Contact directory options

Participants agreed the most critical requirement is reliable CP contact details.

A portal-based CP contact directory was discussed as a lower-cost, lower-risk option.

Key considerations:

- Functional mailboxes rather than named individuals.
- Secure access (portal or API).
- Regular validation or audit (for example, six-monthly).
- Clear treatment of data protection and compliance.

Direct access to CP contacts was seen as a significant reduction in operational friction.

Data, insight and governance

The CP-to-CP tool provides limited insight. This limits the ability to identify trends or drive improvement.

- TOTSCo cannot see message content.
- Categorisation data is high-level.

The forum recognised tension between:

- Desire for industry-wide improvement.
- Lack of mandate, authority or enforcement mechanisms.

Further clarity is needed on TOTSCo's future operational and governance role.

Service Desk position

TOTSCo confirmed Service Desk no longer mediates CP-to-CP communications. Current approach:

- If a ticket is raised by the gaining CP, the Service Desk will notify the losing CP that a CP-to-CP message is waiting.
- Non-registered CPs are directed to register.
- This was reiterated following inconsistent understanding across CPs.

Next Steps

1. Review progress against actions at the next forum.
2. Provide updates on the change request, survey outcomes and contactability options.
3. Agree direction on CP-to-CP, directory solutions and governance.

Next meeting: Thursday 14th May 2026.