

One Touch Switch Operations Forum

Meeting #31 Summary

Date	14 May 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) John MacKinnon (Sky) Marcel Horst (CWP/Digital Destiny) Mark Delo (Now YOYO) Melanie Buckley (VMO2) Stephen Macdonald-Gay (Trooli) Suzanne Hill (TOTSCo) Tom Merritt (TOTSCo)
Members absent (5)	Chetna Arora (Go Fibre) Gavin Thomson (Sky) Jimmy Ladd (TalkTalk) Oliver Longland (VMO2) Rob Patterson (BT/Plusnet/EE)

Agenda Items

- Introduction and welcome
- Reconfirm prioritisation of activity
- Any new feedback around operational issues for consideration
- Review action log
- Current discussion topic
 - CP-to-CP communications and future direction
 - Next topic - Outage calendar & notifications
- Any other business

Reconfirm prioritisation of activity

Priorities remain unchanged:

1. CP-to-CP communications (including CP-to-CP tool)
2. Outage calendar and notifications
3. Process and operational support (including reporting)

Monitoring and improvement activity is beginning to cover some reporting requirements.

Proposal raised to include Switch Order Reference (SOR) within message headers to improve visibility of switching journeys, particularly for mergers, acquisitions, and offboarding.

Session-based tracking considered more valuable than message-level tracking, though both would require industry alignment and potential API changes.

Any new feedback around operational issues

Directory download – full refresh

- Continued issues with CPs using **outdated or removed RCP IDs**.
- Confirmed that best practice is **full directory refresh**, not incremental updates.
- Some CPs and third parties (e.g. comparison sites) may still be using cached or partial data.
- Suggested improvements:
 - Move to a consistent daily update window
 - Introduce directory versioning
 - Extend guidance to downstream integrations

Customer Support Plan

- New Customer Support Plan introduced as a single operational reference document.
- Covers:
 - Service scope
 - Support channels
 - SLAs and incident management
 - Escalation routes
 - Directory guidance
 - Billing
- Feedback requested from CPs before wider rollout.
- Monitoring and improvement to be incorporated once formalised.

Actions agreed (updated/new)

No	Forum Ref	Action	Status	Owner
1	29/03	Prepare and issue a CP wide survey on mandatory requirements, CP-to-CP usage, and CP contactability	Open	TOTSCo – In progress. Board paper to be written – MW/AH
2	29/04	Gather list of CPs not responding to CP-to-CP tool comms and submit to SH/TM	Open	All CPs
3	31/01 (new)	Customer Support Plan - Review document and provide feedback ahead of wider rollout	Open	All CPs
4	31/02 (new)	API Directory Download - Ensure full directory refresh implemented, (including downstream systems e.g. comparison websites)	Open	All CPs
5	31/03 (new)	Outage calendar - provide scenarios for broader notification functionality beyond outages	Open	All CPs & TOTSCo
6	31/04 (new)	Outage calendar - evaluate shift from outage reporting to broader notification service	Open	TOTSCo / Industry
7	31/05 (new)	Assess SOR in message headers - evaluate feasibility, impact, and governance requirements	Under consideration	TOTSCo / Industry

Current discussion topics

CP-to-CP Tool

- Board decision pending on whether CP-to-CP should be mandatory.
- Focus is on mandating the behaviour first, then agreeing the solution.
- General agreement discussion has reached a natural pause until board direction is received.
- Portal-based approaches not supported.

Outage calendar & notifications

Current outage calendar seen as low value and widely ignored. Email-based notifications do not support digital journeys. Limited appetite for further investment in current model. Most outages are managed through:

- Timeouts
- Queuing
- Exception handling

Emerging direction - Reposition outage calendar into a broader notification capability. Proactive, actionable notifications are more valuable than reactive outage alerts.

Potential use cases:

- RCPID removals and offboarding
- Mergers and acquisitions
- Certificate expiry reminders
- Planned operational changes

Meeting Key Takeaways

- CP-to-CP remains the top strategic priority, decision pending at board level.
- Directory data quality remains a recurring operational issue.
- Outage calendar in current form is not meeting industry needs - strong shift in thinking towards proactive operational notifications.
- Customer Support Plan provides a foundation for clearer, standardised engagement.

Next meeting: Thursday 11th June 2026.