

Details		Responsible	Dates				
filter	Action	Owner	Raised on	Due Date	Revised Due Date	Update	Status
OPSG 66/08	The DCC to provide combined MP242 reporting, and a monthly operational scorecard/dashboard, which includes 4G performance reporting, to the OPSG to replace the current BPI metrics, and strategic insight for Business Process performance, including root causes remediation.	DCC	28/02/2022	01/06/2022	31/12/2025	The 242 reporting was first presented at OPSG 145 and will continue to be provided in the DCC's regular reporting. This action will remain open until data has been provided for a few months and is part of BAU activity, the DCC will review to close this action at the end of year.	Open
OPSG 93/03	The DCC to provide a post project review of the work to date to achieve minimum service level for CSP N PM2 and in particular a view of what additional steps may be taken to achieve the target service level.	DCC	24/04/2023	31/07/2023	31/12/2025	The DCC is working with CSPN to retrieve the historic upgrades made to support PM2.1 to close this action.	Open
OPSG 107/01	The DCC to provide information on the reported number of devices and develop a geographical view of the top 10 impacted towers that are contributing to CSPN traffic congestion caused by excessively alerting CHs, and the measures being proposed to remediate them.	DCC	27/11/2023	01/02/2025	30/09/2025	The DCC have confirmed this will be covered in Estate Health work which is expected in Q3 2025.	Open
OPSG 115/01	The DCC to provide an explanation on the process to proactively prevent runbook issues that cause Major Incidents following a change, following concerns raised by the OPSG around the recurrence of Major Incidents related to the runbook.	DCC	09/04/2024	01/02/2025	30/09/2025	This item is due to be presented at TABASC in October 2025. Once TABASC agrees, an update will be provided to OPSG members.	Open
OPSG 126/03	The DCC to provide the results of the CSPN WAN audit to the OPSG, including both historic and future updates to the WAN coverage checker where there is no WAN (this includes historic postcodes and future requirement following the WAN audit).	DCC	23/09/2024	01/02/2025	30/09/2025	The Summary plan is to be first shared with Chairs ahead of OPSG and presented to OPSG Members In September OPSG meeting.	Open
OPSG 127/03	The DCC to provide the outcomes and findings of the site visits conducted by CSPN as part of the service improvement actions.	DCC	08/10/2024	01/02/2025		The insights from the site visits fed into the updated hints and tips training document, highlighting the request to wait 3 mins, and also focusing on existing guidance that is not always followed. Anything outside of this was rolled into the Customer Improvement Project Site Visit Feedback and Development Areas document, sent to Customers on Friday 13 June 2025.	Open
OPSG 129/04	The DCC to come back to the OPSG with a more detailed view of the reasons why Comms Hubs are dropping off the CSPN network including a sufficiently detailed breakdown of the Root Cause Analysis undertaken.	DCC	12/11/2024	01/02/2025		The DCC to cover this information within the Non-Comm monthly update and continue to work with OPSG to refine and improve the reporting. Devices that drop off the HAN become non-comm and there is a large sway of issues the DCC deal with and showcase insight on. The DCC deal with this as BAU and maintain consistent focus on the issue.	Open
OPSG 132/01	The DCC to come back to the OPSG to provide greater transparency on the decision-making process and address any corresponding impact on the SEC. This action was raised in response to the decision to upgrade CH firmware where there is a known issue affecting 4-6K devices.	DCC	14/01/2025	30/05/25	09/09/2025	This is still under review to determine whether a formal process is required in the DCC - update to follow. Should the DCC determine a process is not appropriate, principles will be shared with OPSG.	Open

OPSG 135/01	The DCC to share the output and conclusions from the testing undertaken during the CSPN engagement with Supplier Parties during the summer of 2024 detailing the interferences that have impacted installs.	DCC	24/02/2025	30/05/25		An update could not be provided at this time.	Open
OPSG 138/03	The DCC to clarify how it is addressing the commercial implications of non-communicating CHs. Particularly those CSPN CHs being returned with no fault found and the commercial mechanisms and liabilities the DCC are implementing.	DCC	08/04/2025	29/08/25		An update could not be provided at this time.	Open
OPSG 139/07	The DCC to provide confirmation of the root cause requiring the workaround and details of the proposed fix for PBI000000131916 (I&C guidance covering a workaround that recommends a 5 minute wait time in CSPN). The DCC to advise on whether this Problem resolution can be included within the maintenance release in Q4 2025.	DCC	28/04/2025	29/08/25	09/09/2025	This action was proposed to close at OPSG 151, however the OPSG stated that the response did not address the core issue and noted that the workaround was not functioning as designed. The OPSG Chair concluded that the action would remain open until the DCC completed its analysis and came back to OPSG in November 2025.	Open
OPSG 139/08	The DCC to investigate and provide the OPSG with an update regarding issues reported by Suppliers with missing CH pre-notifications.	DCC	28/04/2025	29/08/25		This issue is still under investigation and has a target completion date of 31/10/25. Further updates on this action will be provided by the DCC to OPSG following this.	Open
OPSG 140/05	The DCC to review options of the provision of monthly trend analysis of Non-Comm data month by month, and how many CHs are going non-comm each month, how many of those are install and leave and how many have been connected but have since dropped off.	DCC	13/05/2025	12/09/2025	08/12/2025	The Non-Communicating updates at OPSG are now on pause while the DCC automates the process. These actions will be responded to once the agenda item returns to OPSG.	Open
CTG 27/CONF01	The DCC to provide OPSG with a clear process capturing the approach for how it will proactively and reactively update the 4G WAN Coverage Database and how it will ensure Users are communicated to.	DCC	19/05/2025	29/11/25		The OPSG approved for this action to be transferred from CTG to OPSG.	Open
CTG 27/CONF02	The DCC to provide OPSG with a summary of the contributing factors that may impact CHs WAN connectivity, including environmental factors such as vegetation growing on deciduous plants.	DCC	19/05/2025	29/11/25		The DCC will return to OPSG with a summary of the contributing factors that may impact CHs WAN connectivity, including environmental factors such as vegetation growing on deciduous plants as part of a wider coverage update.	Open
CTG 27/04	The DCC to provide 4G performance reporting to the OPSG that includes; average birthing time, pre-payment SRVs, non-communicating volumes and percentage, no WAN (install and leave 8.14.2), poor WAN Incidents, No WAN alt. tech installed, faulty with returns with insights. This should be provided in conjunction with C&S and LRR reporting to allow comparison of performance. The DCC to provide a timeframe on when this it being brought to OPSG.	DCC	19/05/2025	29/11/25	31/12/2025	Performance reporting will begin to be shared in July OPSG and going forwards. The DCC propose to review this at the end of the year to allow more data to flow through.	Open
OPSG 142/02	The DCC to confirm where contract related matters are discussed and provide the process that gives assurance to industry that operational feedback and 'lessons learnt' are considered as part of the contract management process.	DCC	10/06/2025	29/11/25		As shared at OPSG 149, following the restructures, the DCC will return to a future OPSG to provide details on the new team structures and the work underway to answer this actions. Return date to be confirmed shortly.	Open
OPSG 142/03	The DCC to confirm how Supplier Parties can claim costs for site visits due to defects found in CHs under the 'Polluter Pays' terms for the 4G contracts. An example scenario discussed involved a Supplier Party that is unable to deliver a firmware fix via remote communication which then requires a field operative to attend site and replace the CH such that the Supplier Party is then able to claim back the cost for making that visit.	DCC	10/06/2025	29/11/25		The DCC proposed to close this action at OPSG 149, however the OPSG stated that the principle had been explained but the claim process itself remained undefined and therefore the action would remain open, with the request that the DCC would review the relevant SEC sections and confirm the process for Suppliers to follow.	Open
OPSG 143/03	The DCC to come back to the OPSG to confirm whether the deadline of 1 July 2025 and 31 December 2025 provided by CSP C&S can be extended and costs associated with the support for new installs of 2G/3G CHs in the CSP North region.	DCC	23/06/2025	27/10/25		This action will be discussed at OPSG 151 within the 2/3G agenda item.	Open

OPSG 144/01	The DCC to carry out a full review of current DCC reporting suite and rationalise to ensure reports are still fit for purpose.	DCC	08/07/2025	12/09/2025		The DCC will attend OPSG 150 to discuss archiving, deleting and a future archiving solution.	Open
OPSG 144/02	The DCC to carry out a full review of how Service Users currently access reports in the DCC SharePoint to improve ease of use.	DCC	08/07/2025	12/09/2025		The DCC will attend OPSG 150 to discuss archiving, deleting and a future archiving solution.	Open
OPSG 144/08	The DCC to provide analysis following the incident Management Service Desk improvements that is outcome based and shows how many of the closed tickets have been resolved with an outcome industry is satisfied with.	DCC	08/07/2025	30/09/2025	30/09/2025	The DCC presented it's plans for the transformation of Incident Management on 16 September 2025, which included workshops with sub-groups to go through the end to end process in detail. The DCC subsequently sent out the first sub-group meeting for 15 October 2025 in-person at Ibex House, SECCo noted that an update from this workshop will be provided to the OPSG on 27 October 2025 which will feed into the next update on this action.	Open
OPSG 145/02	The DCC to confirm if the 9 failed firmware downloads failed SLA/failed altogether.	DCC	28/07/2025	12/09/2025		This action was proposed to close at OPSG 150, however the OPSG Chair concluded that the group needed to investigate further to understand why the two firmware updates failed and stated that the action could not be closed until a deeper analysis was completed.	Open
OPSG 145/03	The DCC to provide a legal opinion on the protections in the CSPN contract and confirm if there are any further contractual leverage options with CSPN.	DCC	28/07/2025	26/01/26		An update could not be provided at this time.	Open
OPSG 146/03	The DCC to include a slide in the next Non-Communicating Update at OPSG 148 on the top five reasons as to why Devices are non-communicating, this is to be at a level that includes who & what is at fault.	DCC	12/08/2025	09/09/2025		The DCC to provide an update at OPSG 148 within the Non Communicating agenda item.	Open
OPSG 146/06	The DCC to confirm how industry can get insight or data in relation to instances where devices Self Heal.	DCC	12/08/2025	31/12/25		The DCC is still carrying out analysis - looking at the flood of alerts it gets into the DM around HAN tunnel status changes and trying to determine what they mean. The issue the DCC is having is that there are lots of them and some are now being suppressed. The documentation is also unclear on what all of the attributes are in this pushed payload. This will be helpful for GSOP.	Open
OPSG 146/07	The DCC to split the 4G data by North and C&S and share the alerts data as part of the next quarter reporting.	DCC	12/08/2025	30/11/25		The DCC will return to OSPG 153 in November and provide this information under the Demand Forecasting agenda item.	Open
OPSG 146/08	The DCC to return to OPSG presenting the geographical coverage of existing networks vs 4G. This will include: 2G/3G (including any mesh coverage) vs 4G; LRR vs 4G; T3 aerial required vs 4G coverage; Existing 2G/3G installs in CSPN region vs 4G coverage.	DCC	12/08/2025	31/01/26		As updated at OPSG 148, the DCC is conducting a thorough analysis of coverage for 4G and Long-Range Radio. The DCC has captured actions 126/03 and 146/08 on Long Range Radio WAN audit and geographical coverage. The DCC is working through its analysis and aim to share findings with OPSG by Q4. The DCC will further engage with customers through SEC sub-committees and working groups throughout Q3 and Q4 2025.	Open
OPSG 147/02	The DCC to clarify outstanding queries related to the DCC's consultation 'Conclusion to DCC consultation on out-of-Region Communications Hubs' and bring responses back to OPSG.	DCC	19/08/2025	27/10/25		This action will be discussed at OPSG 151 within the 2/3G agenda item.	Open

OPSG 147/05	SECCo to clarify options to bring forward the OPSG review of Live Service Criteria adopted by DESNZ covering both entry and exit criteria for the introduction of Virtual WAN.	SECCo	19/08/2025	11/11/2025		The OPSG Chair has confirmed that DESNZ have now written to the SEC Panel Chair setting out the LSC Criteria for VWAN (email attached for completeness) and seeking support for the LSC recommendation to be provided by Panel no later than 23 January 2026.	Open
OPSG 147/06	The DCC to clarify the switching arrangements that will be in place for 4G, 4G roaming requirements and the inclusion of Virtual WAN.	DCC	19/08/2025	31/12/25		The DCC are reviewing a CR which alters switching algorithm, once this is worked through the DCC will return to OPSG with further comment.	Open
OPSG 148/01	The DCC to provide an update on the changes/improvements implemented in the CSPN buddy mode process as part of a recent release of buddy mode tooling, including how it is triggered and overall effectiveness.	DCC	09/09/2025	31/11/25		The DCC propose to close this action at OPSG 152 within the CSPN agenda item.	Propose to close
OPSG 148/02	The DCC to organise a dedicated session with OPSG Members to discuss the way forward with non-communicating reporting and scorecard reporting.	DCC	09/09/2025	31/12/25		The DCC has reached out to OPSG Members to arrange this session.	Open
OPSG 148/03	SECCo to further the conversation with Device Manufacturers and MAPs to agree on the information that can be shared across SEC Sub-Committees by Suppliers and Device Manufacturers on known issues and associated fixes.	SECCo	09/09/2025	24/11/2025		The Ops Team have continued to engage with Device Manufacturers via their respective Trade Associations (BEAMA and EUA), and despite seeking to try gain support via this route, this has proved a challenge. The Known Device Issues Log is currently being updated as part of ongoing collaborative engagement with the DCC and updates are being shared with Supplier Parties.	Open
OPSG 149/01	SECCo Head of Sub-Committee Management to agree with SEC Parties whether there is a need to change the SEC and provide the OPSG with the proposed process for reviewing DCC requests for additional Planned Maintenance, taking into consideration the reporting of this activity into the PMR/OPR.	SECCo	22/09/2025	24/11/2025		The Head of Subcommittee Management will discuss this topic during an agenda item at OPSG 153 on 24 November 2025, instead of using a separate workshop, as most of the key stakeholders are OPSG Members.	Open
OPSG 149/02	SECCo and the DCC to complete a full review of the SEC and the SEC arrangements to ensure that it is fit for purpose based on the upcoming changes from the GSOP consultation. This review will include changes required to the DCC's incident management process as part of its transformation activity shared with OPSG members at the previous workshop.	SECCo/DCC	22/09/2025	27/10/2025	13/01/2026	The GSOP PID was approved by OPSG on 27 October 2025. Work is now ongoing with the next update to be provided to OPSG on 24 November 2025.	Open
OPSG 149/05	The DCC to clarify what is deemed as a damaged CH and not able to go through the fault triage by the CSP and provide historical examples.	DCC	22/09/2025	31/11/25		The DCC propose to close this action at OPSG 152 within the Actions Outstanding agenda item with information provided.	Propose to close
OPSG 149/06	The DCC to confirm that the approach used during the delivery of Price Change events considers and mitigates risks associated with Global Security controls (e.g., Global Quarantine).	DCC	22/09/2025	31/12/25		An update could not be provided at this time.	Open
OPSG 150/01	The DCC to review DNO Certificate update issues seen with 4G CHs and report back to the OPSG.	DCC	14/10/2025	31/12/25		An update could not be provided at this time.	Open
OPSG 150/02	The DCC to clarify if any Service Requests are prevented from completing (including firmware updates) while devices roam between Vodafone and their roaming partner networks.	DCC	14/10/2025	31/12/25		The DCC will be reaching out to the OPSG Member (MC) who raised the query to discuss, ahead of coming back to OPSG with a response.	Open

OPSG 150/03	The DCC to review with internal commercial teams the definition of Communications Hub defects that are consumer impacting to ensure Service Providers are contractually obliged to resolve them in appropriate timescales.	DCC	14/10/2025	31/12/25		An update could not be provided at this time.	Open
OPSG 151/01	The DCC to define a clear and accessible process for providing new Suppliers CH incident history data post CoS, within the scope of the GSOP review.	DCC	27/10/2025	31/02/26		An update could not be provided at this time.	Open
OPSG 151/02	The DCC to provide information to the OPSG on the KPIs and metrics used and to highlight how these will demonstrate improved service following the restructure of the service operations team.	DCC	27/10/2025	31/02/26		An update could not be provided at this time.	Open
OPSG 151/03	The OPSG Chair to highlight the potential change in cost projections related to the 4G rollout with Mark Hargreaves (Customer Challenge Group Chair).	OPSG Chair	27/10/2025			This is in progress, with a further update to be provided ahead of OPSG on 24 November 2025.	Open
OPSG 151/04	The DCC to conduct a deeper analysis of the downward performance trend, particularly Change of Supplier (CoS) and Installation and Commission (I&C) specifically in CSPN and provide and explanation and remediation plan, reporting back to OPSG with the outcomes.	DCC	27/10/2025	31/02/26		An update could not be provided at this time.	Open
OPSG 151/05	SECCo/SECAS to compile OPSG feedback on ECoS business needs and provide to the DCC by Wednesday 5 November 2025.	SECCo/SECAS	27/10/2025			SECAS shared with OPSG Members the initial feedback captured during the OPSG 151 meeting and invited Members to provide any additional feedback before collating and consolidating those responses for submission to the DCC on 5 November 2025. This action is propose to close subject to submission of OPSG responses to the DCC on 5 November 2025.	Propose to close
OPSG 151/06	The DCC to use the OPSG feedback on business needs and redefine the ECoS Problem Statement.	DCC	27/10/2025	31/02/26		The DCC will aim to answer this action following the response to action OPSG 151/05.	Open
OPSG 151/07	The DCC to come back to OPSG 152 with an update on the 2/3G switch of in the Central and North border region, following the Incidents raised by Suppliers where Central CHs appear to have been disconnected.	DCC	27/10/2025	31/11/25		An update could not be provided at this time.	Open
OPSG 151/08	The DCC and SECCo to report back to OPSG on conclusion of a potential 2G North elective service.	DCC/SECCo	27/10/2025	31/11/25		An update could not be provided at this time.	Open
OPSG 151/09	The DCC to confirm to the OPSG how and when reporting on ODC disconnections will be reported, given that they will become non-communicating.	DCC	27/10/2025	31/11/25		The DCC is looking into this request and will come back to OPSG shortly with how and when these will be available.	Open