

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 DCC has now presented this data on a regular basis since OPSG 145 and continues to work with OPSG to refine. It was agreed previously for action to remain open while data was first shared but this is now considered as part of BAU reporting.	Propose to close
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	30/03/2026	The DCC has confirmed this will be covered in Estate Health work which is expected in Q1 2026.	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.	SECAS/DCC	09/04/2024	01/02/2025	30/01/2026	In TABASC 107 Nov-24 TABASC discussed options to minimise change related service outage time. DCC presented changes they had introduced to internal processes to reduce risk of human errors – e.g. HIW policy implementation & key task overviews to address issues such as runbook errors In TABASC 112 Apr-25 the DSP presented on their use of runbooks, highlighting that it was human errors following the runbook steps that had caused issues, not the runbooks themselves. The TABASC continue to discuss the root cause of major incidents with DCC in the quarterly updates as an ongoing standing agenda item. The TABASC sponsor continues to take a particular interest in this work and is working with her colleagues to maintain the focus on reducing outage time.	Propose to close
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	30/01/2026	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 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	30/03/2026	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	30/01/2026	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		The DCC are reviewing this action and will return with an update.	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	30/01/2026	This work is underway and being discussed with DCC SLT, Legal and Commercial teams.	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	30/01/2026	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 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	30/01/2026	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 in early 2026.	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	30/01/2026	The DCC are considering this as part of the wider WAN Audit work.	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	30/03/2026	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	29/02/2026	The DCC presented at OPSG 150 the proposal for archiving, deleting and future archiving solution which Members agreed with. The DCC will return at a future OPSG on progress of work in early 2026.	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	29/02/2026	The DCC presented at OPSG 150 the proposal for archiving, deleting and future archiving solution which Members agreed with. The DCC will return at a future OPSG on progress of work in early 2026.	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	30/01/2026	The DCC will return to OPSG 154 with an update on the Incident Management work.	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		The DCC are reviewing this action and will return with an update.	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		At OPSG 148, the DCC presented the top five reasons for non-communication in a sample of 25,000 devices that went offline in April 2025, acknowledging that the analysis did not yet identify who or what was at fault and advised that further work was needed. 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 in early 2026.	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	23/01/2026	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 148/02	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		Work is underway to establish the NODI Working Group.	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 OPSG discussed whether to raise a SEC Modification or explore alternative approaches and Members agreed to defer the decision and review further. The OPSG Chair advised that he would work with the DCC on this and come back to OPSG.	Propose to close
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	28/11/2025	The OPSG Chair asked Members to provide feedback on the GSOP plan presented by Friday 28 November 2025 and if no objections were received, the plan would be considered approved.	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		The DCC are reviewing this action and will return with an update.	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		The DCC will return to OPSG 154 with an update on the Incident Management work.	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		The DCC have specific measures aligned to each improvement initiative we are driving, and these vary depending on the initiative. A practical next step would be to work with OPSG members to identify which initiatives they would like updates on. For those selected, we can share the relevant measures rather than every sub-measure used for tracking benefits, as that level of detail may be excessive and not particularly valuable. Propose DCC can coordinate with OPSG on this approach.	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 an explanation and remediation plan, reporting back to OPSG with the outcomes.	DCC	27/10/2025	31/02/26		The DCC are reviewing this action and will return to OPSG with an update in early 2026.	Open
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 propose to close this action at OPSG 154 within the ECOS agenda item.	Propose to close
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		Discussions are taking place with the OPSG Chair and the DCC, with information to return to OPSG.	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		Discussions are taking place with the OPSG Chair and the DCC, with information to return to OPSG.	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		Following agreement in principle from OPSG regarding the DCC's approach to move Installations impacted by the ODC expiry to a decommissioned state, on the condition that the DCC could provide reporting to support future swap outs. The DCC confirm that: Installations impacted by the ODC expiry that remain in a commissioned status will be shown on the existing non-comm reporting as a known issue. Any installations with a responsible Supplier that the DCC alter the status of in the SMI will be extracted and sent to Service Users via SharePoint. The DCC will issue comms to Industry informing them of the new extract location. The DCC has now discharged the condition for endorsement.	Propose to close
OPSG 152/01	The OPSG to provide dispute examples (CH Returns) from Supplier Parties to the DCC by next Friday 21 November 2025.	OPSG Members	11/11/2025	21/11/2025		The deadline has now passed and no responses were provided by Members, therefore the action can be closed.	Propose to close
OPSG 152/02	The DCC to provide a report detailing the stability, root causes and measurable improvement plan relating to FOC incidents at the OPSG 153 meeting on 24 November 2025.	DCC	11/11/2025	24/11/2025		The DCC will provide an update at OPSG 153.	Open
OPSG 152/03	The DCC to provide the number of 2/3G Swapouts and the definition of non-TCSO (with same meters) to OPSG at the OPSG 153 meeting on 24 November 2025.	DCC	11/11/2025	24/11/2025		The DCC will provide an update at OPSG 154 within the DCC Operational Update agenda item.	Open
OPSG 152/04	The DCC to provide an update from CSPN clarifying the root cause of the recent performance drop with Install & Commissioning (I&C) since August 2025 and the corrective actions being implemented to restore performance above the 85% milestone.	DCC	11/11/2025	23/02/2026		August performance was above the milestone at 85.69%. The DCC then saw a drop in September due to the Cat 2 incident that occurred on the 29th. Since, Oct and Nov the DCC has seen an improvement in performance up to 84.7 in Oct and 84.1 in Nov. When looking into the slight drop, the DCC can see significant performance drops from a three large Suppliers in particular, which is impacting overall performance. The DCC and CSPN have offered to work with Service Users to understand the performance decrease and support to bring back in line with milestone.	Propose to close
OPSG 152/05	The DCC to provide the number of CHs represented by the 2.55% non-comm rate, where the only resolution left was a site visit to replace the CH as confirmed by CSPN.	DCC	11/11/2025	23/02/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 152/06	The DCC to confirm CSPN's plan and timeline for targeting the remaining 100,000 non-communicating devices in Message Pass (MPASS) and confirm which sites have not responded and therefore require a site visit. The DCC to provide a solution and how progress will be measured.	DCC	11/11/2025	23/02/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 153/01	The DCC to provide the rationale for the categorisation of INC000001302562 on 14 September 2025 impacting the SMKI Services and confirm whether it would take an alternative approach in future to improve User experience.	DCC	24/11/2025	30/03/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 153/02	The DCC to investigate and confirm the cause of HAN failure on firmware download since August 2025.	DCC	24/11/2025	30/03/2026		The DCC are reviewing this action and will return with an update.	Open

OPSG 153/03	The OPSG Chair to work with the DCC to develop and present an alternative approach to approve additional planned maintenance as defined in the SEC for OPSG consideration.	OPSG Chair/DCC	24/11/2025	30/03/2026		The DCC are reviewing this action and will return with an update.	Open
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