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Details		Responsible	Dates				
Filter	Action	Owner	Raised on	Due Date	Revised Due Date	Update	Status
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 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	The DCC have been undertaking a detailed review of North Region Long-Range Radio (LRR) network performance. This work involves: •Analysing operational data from installations; •Comparing real-world performance with predictive models; •Identifying areas for potential optimisation and improvement. The DCC's priority is to ensure that performance reporting is robust, transparent, and provides an accurate reflection of customer experience. The DCC will be working closely with SEC governance, DESNZ and Ofgem to finalise this review. Further updates to follow.	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 can confirm that an update will be provided at OPSG 159 under Agenda Item 7 - 4G Roaming Pilot Migration.	Propose to close

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 is 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		The DCC has shared its Governance Framework. The purpose of the framework is to provide a clear, consistent and structured approach to how Smart DCC manages its suppliers across the full lifecycle of their engagement. It sets out the internal standards, processes and behaviours required to ensure that supplier oversight is effective, aligned to organisational priorities, and compliant with regulatory obligations. The framework enables Smart DCC to: •Ensure consistent supplier management by defining how segmentation, treatment strategies, governance forums, and operational processes are applied across the organisation. •Support regulatory compliance by ensuring supplier management practices align with licence obligations, assurance requirements, audit expectations, and industry oversight. •Maintain delivery assurance through structured performance monitoring, risk management, issue escalation, and proactive service management. •Drive value for money (VfM) by ensuring initiatives, commercial decisions, and investment proposals are assessed through a structured, evidence based approach. •Enhance visibility and transparency of how suppliers are governed, including clear accountability across internal teams. •Strengthen strategic alignment by ensuring key and principal suppliers are managed in line with long term organisational objectives, roadmaps, and service evolution. •Promote continuous improvement and innovation through consistent use of improvement plans, VfM opportunities, and collaborative planning mechanisms. •Provide internal colleagues with clarity on roles, expectations, tools, meeting structures, and escalation routes when engaging with suppliers. Overall, this framework ensures that Smart DCC manages its supply base in a way that is controlled, consistent, efficient and aligned with both commercial priorities and regulatory requirements. It provides a single reference point for internal teams, supporting high quality supplier relationships and robust delivery of DCC's operational and strategic outcomes. Smart DCC's supplier governance operates through three tiers — Strategic, Management, and Operational — to ensure decisions are made at the appropriate level, risks are managed proactively, and accountability is clear. The structure is proportionate to supplier segmentation and the treatment strategy applied. Within the Management tier, held quarterly, customer insight will be shared and continuous improvement ideas generated. Given the nature of these commercial topics, this forms part of DCC's ex-ante submission which the Customer Challenge Group would be aware of, with any relevant topics shared with their respective sub-committee.	Propose to close
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 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 can confirm that an update on the progress and proposal will be provided at the OPSG 158 meeting.	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 can confirm that an update on the progress and proposal will be provided at the OPSG 158 meeting.	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 147/05	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.		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 148/03	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 149/02	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 150/03	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 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 have confirmed that an update will be provided at OPSG 159 during Agenda Item 4: DCC Operational Update.	Propose to close
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 have confirmed that an update will be provided at OPSG 159 during Agenda Item 4: DCC Operational 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 and OPSG are working together to develop a set of principles, to be shared with OPSG in due course.	Open
OPSG 154/01	The DCC to share the Service Provider success findings on using photographs as part of the Incident Management process with the OPSG and how those photos are being shared with the DCC.	DCC	09/12/2025	30/03/2026		The DCC can confirm that photographs are being uploaded once the incident has been created, and once confirmation of incident is received by the service User they are uploading where appropriate any photos they think are suitable.	Open

OPSG 154/02	The DCC to confirm the possibility of a document library to store historic photographs with the OPSG.	DCC	09/12/2025	30/03/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 155/02	The DCC to present the proposed improvements to the Spurious Alerts Report during OPSG 160 in March 2026.	DCC	13/01/2025	23/03/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 156/01	The OPSG Group members to consider the impacts for the contingency proposed and feed these back to the DCC to consider the next steps.	OPSG Members	26/01/2026			An update will be provided to the OPSG in due course.	Open
OPSG 157/01	OPSG Members to provide examples of clarifications required from Ofgem in relation to GSOP obligations. SEC Industry Operations Team to work with Ofgem to provide guidance to industry.	OPSG Members	10/02/2026			An update will be provided to the OPSG in due course	Open
OPSG 157/02	The DCC to explore options for incorporating peak demand forecasting into future demand forecast reports, to support optimised network capacity planning and alignment with the DP218 'Review of the SEC Charging Methodology'.	DCC	10/02/2026	31/05/2026		The DCC have confirmed that this will be considered as part of the DCC's next Demand Update shared during an OSPG meeting in May 2026.	Open
OPSG 157/03	The DCC to review whether future maintenance releases for FSM will lead to additional outage time and provide an update to the OPSG.	DCC	10/02/2026	30/04/2026		The DCC have confirmed that it wil will provide an update to OPSG following FSM workshop engagement.	Open
OPSG 158/01	The DCC to engage with the CSPN to investigate and identify the causes of lower performance in the User Journeys for Change of Supplier (CoS) and Tariff in comparison with other regions, as of January 2026. The findings should be presented to the OPSG in April 2026.	DCC	23/02/2026	30/04/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 158/02	The DCC to provide split reporting for CHs, ESMEs, and GSMEs in the 'I&C Trend Analysis' User Journeys reporting in April 2026.	DCC	23/02/2026	30/04/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 158/03	SEC Industry Operations to review the NDA requirements for the FSM Readiness Group and confirm with FRG members.	SECCo	23/02/2026			SEC Industry Operations are reviewing this action and will return to the OPSG with an update.	Open
OPSG 158/04	The DCC to confirm the volume and percentage of 2G North CHs without 4G coverage and return to the OPSG with an update.	DCC	23/02/2026	30/03/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 158/05	The DCC to provide detailed information on VWAN enhancements from the 4G CH Firmware Release 2, particularly the 4G switching algorithm, at an OPSG meeting in May 2026.	DCC	23/02/2026	29/05/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 158/06	The DCC to investigate and confirm how updates would be applied to the CSP C&S WAN Coverage Checker, where 3G Sunsetting could result in premises losing WAN connectivity made and provide clarification to OPSG.	DCC	23/02/2026	30/04/2026		The DCC are reviewing this action and will return with an update.	Open