

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	31/05/2026	The DCC have confirmed they are now providing ongoing updates on excessive alerting devices, and noted that updates will expand to cover cells. The DCC will return to OPSG in July with further updates.	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	31/07/2026	The DCC will provide an update at OPSG 165 under Agenda Item 6: LRR WAN Audit.	Propose to close
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	31/07/2026	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 swath 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	31/07/2026	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 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	31/07/2026	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	31/05/2026	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	31/05/2026	The DCC will provide an update at OPSG 164 under Agenda Item 8: Non-Communicating 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	31/07/2026	The DCC confirmed it provides 4G data on a regular basis to the OPSG. This will continue to evolve under the proposed Get Connected, Stay connected metrics which the DCC will share in due course.	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	30/07/2026	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	29/07/2026	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	29/07/2026	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 returned to OPSG 161 with an update on the Incident Management work. Under Agenda Item 5, the DCC noted it had seen a reduction in no SM1 incidents because of a change in dynamic from an Install and Commission perspective. The DCC advised it is attending service reviews with Service Providers, and discussing incident management, volumes, and ways forward.	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 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	09/06/2026	The key objective of this action was focused on resolving non-operating devices, for which we have established the OPSG's NODI Sub-Group. One of NODI's key deliverables is to focus on documenting resolution paths into the NODI Guidance document which will include device specific issues.	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 joint SECCo/DCC SEC GSOP Review is still underway, with the Findings and Recommendations for Phase 3 of the review due to be presented to OPSG in July. DCC's Incident Management Transformation programme (Phase 2 of the review) continues.	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 has reviewed with its internal commercial teams and can confirm that for both Vodafone 4G and Arqiva contracts – There are SLAs for Sev 1 and 2 incidents which incur Service Points/Credits when not achieved in a given month. For Sev 3-5 incidents resolution performance measure is a KPI only. Although there is an obligation to resolve, there is no financial penalty attached for not achieving it. However, this would be reflected in the MSR (Monthly Supplier Review) and could ultimately cause reputational damage via the ASR (Annual Service Review) which is published on DCC's website. These contracts do however allow us to re-evaluate a KPI and make it a Service Measure, with Service Credits for non-achievement, however this would be a significant undertaking and would require rebalancing the whole service credit regime for other SLAs to ensure the total maximum Service Points are redistributed appropriately between all SLAs.	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 returned to OPSG 161 with an update which focussed on ongoing activities to Incident Management, processes, increased collaboration with Service Users, and early stage of the Guaranteed Standards of Performance (GSOP) related work to define future triage, ownership, and handling of Non Communicating Devices.	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 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.	SECCo/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 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	30/07/2026		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	31/05/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 158/02	The DCC to provide split reporting for CHs, ESMs, and GSMs in the 'I&C Trend Analysis' User Journeys reporting in April 2026.	DCC	23/02/2026	31/05/2026		The DCC will provide an update at OPSG 164 under Agenda Item 8: Non-Communicating Update.	Open
OPSG 159/01	The DCC to review Global ADT Quarantine events which occur in proximity to High Impact Windows (HIWs) causing adverse impacts and return to the OPSG with a solution to minimise impacts.	DCC	10/03/2026	30/06/2026		The DCC will provide an update at OPSG 165 under Agenda Item 4: DCC Operational Update.	Propose to close
OPSG 159/02	The DCC to conduct a thorough lessons learned exercise on the FSM Go-Live delay, and communicate findings including technical and operational aspects as well as cost implications.	DCC	10/03/2026	31/08/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 160/01	The DCC to separate Chatty Device data by Device type (CHs and meters) for future Chatty Device updates to the OPSG.	DCC	23/03/2026	29/05/2026		The DCC will provide an update at OPSG 164 under Agenda Item 8: Non-Communicating Update.	Open
OPSG 160/02	The DCC to provide a further update on Chatty Devices and Spurious Alerts, including root cause analysis, impact assessment, and clarification on the role of Suppliers in investigating and addressing underlying causes, and return to the OPSG in May 2026.	DCC	23/03/2026	29/05/2026		The DCC will provide an update at OPSG 164 under Agenda Item 8: Non-Communicating Update.	Open
OPSG 160/04	The DCC to return to the OPSG with options for the future approach to the 2G to 4G transition, including consideration of Supplier dependency on LRR in the North region and potential transition pathways.	DCC	23/03/2026	31/07/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 161/01	The DCC to return to the OPSG and confirm the processes followed by the 4G CSP and the DCC when investigating no SM WAN incidents.	DCC	14/04/2026	31/07/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 161/03	The DCC to share the draft Service Level Agreements covering WAN coverage and non communicating Communication Hubs with the OPSG for review before the DCC take forward into the Long-Range Radio negotiations.	DCC	14/04/2026	30/06/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 163/01	The DCC to present to the OPSG a detailed review of current problem management activity, including root-cause analysis, incident trend management and preventative action measures.	DCC	12/05/2026	31/07/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 163/02	The DCC to present as part of Demand Forecasting & Capacity Management a view of both CSP and known wider system bottlenecks / capacity headroom when an update is given in August 2026.	DCC	12/05/2026	31/08/2026		The DCC are reviewing this action and will return with an update.	Open
OPSG 163/03	The DCC to arrange a workshop with relevant stakeholders ahead of the formal WANSA consultation to review proposed MR2 configuration values, behaviours and switching logic, considering production live environments and installer experiences beyond SIT and UIT.	DCC	12/05/2026	31/07/2026		The DCC are reviewing this action and will return with an update.	Open

OPSG 164/01	SECAS to provide an update to OPSG in July following the June DRF on certificate proposal prioritisation.	SECAS	28/05/2026	31/07/2026		SECAS will provide an update in July.	Open
OPSG 164/02	Following engagement with subcommittee chairs, the DCC to investigate and provide the OPSG with a refined user engagement plan, detailing how users will be involved ahead of DSP implementation and how testing will fit within this, to avoid the pitfalls experienced with FSM.	DCC	28/05/2026			The DCC are reviewing this action and will return with an update.	Open
OPSG 164/03	The DCC, supported by the OPSG Chair, will propose a dedicated session to agree the install and commission reporting metrics, ensuring that these metrics are fit for both operational monitoring and assurance purposes.	DCC	28/05/2026			The DCC are reviewing this action and will return with an update.	Open
OPSG 164/04	The DCC to confirm whether VVAN performance is captured in the Performance Measurement Methodology (PMM) and identify any updates required to ensure it is fully reflected in reporting.	DCC	28/05/2026			The DCC are reviewing this action and will return with an update.	Open