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**Operations Group Meeting 107**  
**27 November 2023, 12:20 – 16:30**  
**Teleconference**

**OPSG\_107\_2711– Final Minutes**

**Attendees:**

Category	Operations Group Members
Operations Group Chair	Dave Warner
Network Parties	Shuba Khatun
Large Suppliers	Kevin Donnelly
	Rochelle Harrison
	Sam Draper
	George Macgregor
	Ralph Baxter
	Laurence Cross
	Emslie Law
Other SEC Parties	Martin Christie
	Clive Eisen
	Alex Ford

Representing	Other Participants
DCC	Danielle Jackson
	Val Cumberland
	Timothy Dunning
	Daniel Heathcote
	Gary Fairclough
	Adam Rawling (Part) ( <i>Agenda Item 5</i> )
	Andy Rowley (Part) ( <i>Agenda Item 5</i> )
	Shane Clarke

	Carlos Doncel
	Jason Hynes
	Gary Stuart
	Ian Drummond
	David Rollason
	Kayleigh Vadgama
SECAS	Sarah Roebel
	Eugene Asante
	Conroy Saunders
	Cherrelle Mclean
	Tom Rothery
	Ben Giblin
DESNZ (formally BEIS)	Rachel Allen
	Danny Holt
	Chloe Bailey
Ofgem	Jamie Flaherty
Other SEC Parties	Matthew Roderick ( <i>Agenda item 7</i> )
Alt HAN Co	David Jones
	Sarah Hughes

### Apologies:

Representing	Name
Other SEC Parties	Michael Snowden

## 1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG 105. The **OPSG APPROVED** the minutes from OPSG 105 as final.

## 2. Actions Outstanding

SECAS presented the actions outstanding.

Action Ref.	Action	Date Raised	Last Target Date	Revised Target Date	Owner
<b>OPSG 94/04</b>	SECAS to return to OPSG with the Modification proposer of MP235' Enhanced Meter Data Access for Other Users' to discuss the Impact Assessment after it has been returned.	09/05/2023	11/07/2023		DCC
<b>Status: Closed. See agenda item 7.</b>					
<b>OPSG 105/03</b>	The DCC to return to the OPSG 107 November Reporting Meeting with detailed analysis of the 3G sunsetting performance, provide reasons for the decrease in performance and confirm next steps.	23/10/2023	TBC		DCC
<b>Status: Closed. See agenda item 5.2</b>					
<b>OPSG 106/02</b>	The DCC to share the Treasury Green Book process with OPSG members.	14/11/2023	TBC		DCC
<b>Status: Closed. No objections or comments.</b>					
<b>OPSG 105/05</b>	The DCC to return to the OPSG with a more detailed explanation of the root cause, Incident Management, and remediation of Incident INC000001076111, including any remaining outstanding investigation/actions.	23/10/2023	30/04/2024		DCC
<b>Status: Open.</b> This action was deferred until next meeting to allow consideration of revised report. See agenda item 11.					

The OPSG **NOTED** the update.

### 3. SEC Panel Reports – October 2023

#### Registration Data Provider (RDP) Incidents

SECAS presented the RDP Incidents report for October 2023. SECAS reported that there were six new Incidents opened in October 2023. Four severity 5 Incidents were resolved in October with all outstanding Incidents from previous months now resolved following Registration Data corrections.

SECAS advised the OPSG that two Category 3 Incidents were historical updates for Distribution Network Operators (DNOs) that relate to service status updates which have now been addressed.

## Quarterly Problem Report Summary

SECAS noted 46 Open Problems at the end of Q3 2023 with 19 new Problem Records created this quarter compared to 15 in the previous quarter (Q3). SECAS reported four Problem Records that have breached the RCA (Root Cause Analysis) target: the DCC has assigned these to the Medium Impact Category.

SECAS noted the drop in the DCC's accuracy of forecasting SRV (Service Request Variant) volumes. With a Q3 2023 total of 93.26% accuracy compared to 94.71% in last quarter (Q2), the accuracy for September (88%) brought the overall accuracy down. SECAS queried the drop in accuracy for September and overall accuracy for Q3. The DCC noted there is a significant cleaning up exercise being done by Service Users, including looking into the number of non-communicating devices in their respective estates. The OPSG Chair queried how long this level of accuracy is expected to last. The DCC suggested bringing the discussion to the next OPSG Main meeting where SRV performance is monitored with a breakdown noting the month-on-month actual volume is consistently below the forecasted volume.

SECAS presented the Quarterly Comms Hub Returns report and noted that 5,586 records were closed in Q3 of 2023 with 5,132 of those attributed to Service Users (No Fault Found) and 452 attributed to DCC (Fault Found).

SECAS confirmed that the split of returns across the CSP (Communication Service Provider) regions was 54% for CSP C&S (Central & South) and 46% for CSP N (North). SECAS noted that this is becoming more of an even split between CSP N and CSP C&S regions when compared to the previous quarter (Q2) which saw a 65/35% split between CSP N and CSP C&S regions with the majority in CSP C&S and noted in addition to this the overall trend in volume is decreasing gradually across all regions.

SECAS noted, the Comms Hub fault rate for both CPS N and CSP C&S remains well below the 0.5% threshold of the total number of Comms hubs installed in those regions that are faulty devices as recorded at the end of the calendar year.

The OPSG:

- **NOTED** the SEC Panel Reports.
- **AGREED** with the summary of DCC reporting (Annex 1) noting that the report reflected the service experienced by Users.

## 4. Performance Measurement Report – September 2023

SECAS presented its review of the Performance Measurement Report (PMR) for September 2023 and noted the associated responses to queries provided by the DCC.

SECAS confirmed one Category 1 Incident was closed in September 2023. SECAS also noted Performance Indicator 1 (Performance against the times set out in the DCC's Power Outage & Restoration Alerts Delivery Management Document) was below the Minimum Service Level in the same month for both CSP N and CSP C&S at 91.08% and 85.79% respectively.

#### 4.1 Code Performance Measures (CPM)

Two out of the eleven Code Performance Measure (CPMs) were reported as below minimum Service Level in September: CPM3A Communication Service Provider Central & South (CSP C&S) and CMP4.

SECAS advised that CPM3A for CSPC&S was below Minimum Service Level at 90.73%. The DCC reported that collaboration on several initiatives between their Service Management Team, DSP and CSP's across regions is on-going and confirm workshops are in the process of being scheduled between the CSPs, DCC and Service Users. The OPSG Chair noted that this measure has been consistently below Minimum Service Level, and a plan to improve performance has been requested. The DCC commented informally that in their view there was no business impact, although a plan is already in place and being discussed at the DNO Improvement Group (DIG). The OPSG noted the need to appropriately prioritise work on outstanding issues, given that there were many that needed to be addressed. The OPSG Chair noted that the standards for power outage alerts had been added to the SEC relatively recently, and the starting assumption must be therefore that there was a need and a business case justifying them. Consequently, if the proposal was now that these requirements be deprioritised, a formal proposal would be needed. The OPSG chair noted that a remediation plan for this area of non-compliance was expected.

SECAS reported that CPM4 achieved 00.00% and was below Minimum Service Level. This was due to a single Category 1 Major Incident (INC000001086671) being opened and resolved outside of the service level agreement (SLA) standard.

SECAS noted that PM2 in C&S failed to hit target Service Level and queried why Performance in C&S has fluctuated in recent months with CSP South dropping to 97% in September. The DCC stated there was an increase in the number of Meter Firmware attempts directed at CHs exhibiting the issue where PDP can be up and running, then drop when compared to previous months. The DCC confirmed that it will continue to drive PDP drop numbers lower with the development of appropriate Firmware.

CPM1 hit target service level but SECAS reiterated that OPSG continue to monitor some specific performance measures within CPM1, including DXCPM1.1 which was below target service Level. PM2 performance in CSP N was also below Target Service Level.

SECAS noted a decline in performance in CSP N for September and queried if any reasons had been identified as to why. The DCC stated that September saw a number of low category incidents and a Major Incident that affected performance.

Also, DCC noted that a concerted effort was being undertaken with its service users to reduce non-compliant devices, i.e. excessive alerting CHs, chatty devices and noisy devices: these efforts should reduce traffic significantly. The DCC stated that 2300 CHs are creating over 50% of the entire alerts on the network and reducing noise therefore should improve performance as they continue to partner with Energy Suppliers to do this. The OPSG Chair asked that the contribution of each of the identified factors to performance should be presented, so that there can be a focus on those having the most impact.

SECAS noted that the Service Provider measure PM3.2 for S1SP DXC where there happened to be Category 3, 4, or 5 incidents occurring that these Incidents directly relate to a change release if they occurred within 30 days of release. The DCC stated that the failure was related to a change (CRQ000000150155) which resulted in a Category 3 incident being raised (INC000001080480). The

DCC state the root cause has not been identified but that no further changes will be approved in this area until the cause is identified and a fix is in place.

The OPSG:

- **NOTED** the PMR presentation.
- **AGREED** with the summary.

**Action 107/01:** The DCC to provide an update to OPSG that covers the reported number of non-compliant devices that are contributing to CSP North traffic congestion caused by excessive alerting Comms Hubs, chatty devices and noisy devices, the impact of each of these categories on performance, and the measures being taken or proposed to remediate them.

## 5. Business Processes Indicator Reporting

### 5.1. Business Process Indicators

The DCC presented the summary updates for SMETS1 and SMETS2 performance across the previous 6-months, illustrating the Business Process Indicators split by CSP Region and cohort. and waterfall charts showing the factors impacting performance.

The DCC confirmed the 'Post I&C (Install & Commission)' process success rate remains stable for SMETS2 and that there have been improvements in performance for SMETS1.

The OPSG noted a drop in Firmware Activation update success rates across SMETS2 CSP C&S and N and noted the significant decline in the SMETS1 (Final Operating Capability) cohort. The OPSG advised that the cause for the decrease of firmware update performance needs to be addressed for the SMETS2 regions as this is fundamental to understanding the impact on User experience. The OPSG again asked DCC to provide commentary on significant changes in performance. The DCC noted more information was needed for those particular business processes and noted that they had to choose which business processes to prioritise each month.

The DCC acknowledged that performance dips are typically a result of the volume of retries which can then cause stress on the service. Retries arise both within the DCC infrastructure and as result of being initiated by Users. The OPSG highlighted that stresses seen at the DSP need to be articulated in a way that informs the OPSG members of the impact and the cost implications of possible enhancements that then inform business decisions.

The DCC presented a view of success for Tariff Updates for SMETS2, noting this is not reflective of true Service User experience during Price Change Events. This is due to most price changes not requiring a full tariff regime update. The OPSG noted some Service Users are opting to replace the whole tariff (e.g., sending an SRV 1.1.1) as part of the price change activity. The DCC confirmed October saw 95% of meters had successful tariff updates although some were impacted by invoking retry strategies. The OPSG affirmed however that retries in some scenarios are legitimate and necessary for Service Users attempting to keep consumers online.

The DCC reported that the Change of Supply (CoS) and Tariff Updates have also decreased in volume across the SMETS2 CSP regions. Furthermore, the OPSG noted that CoS had an improvement in performance in all CSP regions whereas Tariff Updates have been decreasing in performance for SMETS2.

The DCC reported that 51% of SMETS1 firmware update failures were due to validation errors and retries sent to the targeted devices where the firmware was rejected due to an image file already

being transferred. The greatest impact of these firmware update failures was seen in CSP Initial Operating Capability (IOC) which is experiencing a continued significant decline in performance.

### 5.2. VF (Vodafone) 3G Withdrawal – Second Pilot

The DCC reported on performance in the Vodafone 3G sunset areas. The DCC confirmed that there were no significant differences in success rates between areas where Vodafone 3G had been withdrawn versus other areas. The OPSG noted that this conclusion, whilst encouraging, differed from the observations reported in previous months.

The OPSG Chair noted that the success rates in the Vodafone 3G sunset regions (as shown on the performance graph) are apparently slightly differently from other areas. The DCC said that they considered that this difference is not significant.

The DCC noted that twice in October Major Incidents impacted the Service Request (SR) Success rate and Round-Trip Times (RTT) for the IOC and Final Operational Capability (FOC).

An OPSG member advised following a discussion in CTG (Communications Transition Group) forum that VMO2 are currently looking into the possibility of changing contract terms as not all service levels can be met following the withdrawal of 3G and the switch to 2G.

The OPSG further noted a risk with the current reporting of positive performance of the Vodafone sunset regions versus the prediction of decline in performance for VMO2, which handles more traffic. The OPSG therefore noted that assurance obtained about Vodafone performance should not be extrapolated to VMO2 performance.

The DCC noted the OPSG concerns and confirmed that the traffic on Vodafone's network is small, however it is expected that up 95% of traffic across the VMO2 network will be smart metering data and the intention is to use the reporting of Vodafone trials to influence the commercial discussions with VMO2 around service availability and performance.

### 5.3 Prepayment Analysis

The DCC presented a Waterfall Chart showing factors impacting performance of Prepayment: this indicated a performance decrease from September to October.

The DCC confirmed the Prepayment glidepath shows improvements of approximately 1.98% since September 2023 due to ongoing working with customers and targeted validation errors. The DCC noted it had hit forecast for the month of October hitting 97.03% performance.

### 5.4 CoS (Change of Supplier)

The DCC reported a summary of CoS performance focussing on non-communicating devices and validation errors which impacted Service Users. The DCC noted that 9% of CoS attempts throughout October was targeted to meters that had not communicated (either SRVs or Alerts) within 60 days. The majority of these were attributed to a single User attempting SMETS1 internal migrations. However, similar effects are seen for other Users. The DCC reported that the majority of validation errors related to E4 response codes again with the majority of those as a result of a single User attempting to support as these devices were non-communicating.

### 5.5 I&C (Install and Commission)

The DCC noted I&C performance has been steady over the past six months with no significant movement. However, some Users have been affected by incorrect device statuses due to Comms Hubs not being correctly birthed on the DSP SMI (Smart Meter Inventory) causing potential validation errors. The OPSG noted that in this scenario it can take hours for a Comms Hub to birth on the SMI, which then causes issues for installers when attempting to whitelist devices on the Comms Hub. The OPSG noted there is a disjoint between the perception of installing engineers observing the WAN

(Wide Area Network) LED statuses versus the actual status of the Comms Hub in the SMI and that this has now been raised at OPSG as an issue. Despite this focus, the DCC noted that in the main, there is no significant deterioration in performance overall.

The OPSG **NOTED** the presentation.

## 6. Alt HAN Update

The Alternative Home Area Network (Alt HAN) Company presented an Alt HAN Update regarding the technology and solutions deployed.

The Alt HAN Co described four hardware Bridge Options and presented the optimal solutions available for different circumstances.

The Alt HAN Co reported 935 successful installations so far nationwide. The Alt HAN Co focused the presentation on the performance of SRVs to GSME (Gas Smart Metering Equipment) devices as the gas meter is physically distanced from the Comms Hub in both big multi-dwelling units and small buildings where an Alt-Han solution is required. The DCC provided Business Process indicator performance slides on the Alt HAN portfolio and it was noted by the OPSG that there was no indication of performance problems observed.

The OPSG Chair noted that the number of installations indicate a cautious start due to a safe launch, and the rate would increase going into 2024.

The OPSG Chair added that ALT HAN and DCC would be invited to brief the OPSG again when the number of installations had increased.

The OPSG **NOTED** the presentation.

## 7. MP235 - Enhanced Meter Data Access for Other Users

SECAS provided an overview of the SEC Modification Proposal of [MP235 \(Enhanced Meter Data Access for Other Users\)](#).

SECAS described the proposed solution for MP235 which would enhance meter access for Other Users. SECAS highlighted the 'Other User' roles are limited in the type of SRVs which they can send to the Smart Metering Systems.

SECAS advised that the financial costs of the full Impact Assessment for DCC would be £54,435 and the change would impact the DSP, SMETS1 Service Providers (S1SPs), SMETS2 CSPs and SMETS1 WAN Providers.

SECAS confirmed that, the DCC Preliminary Assessment indicated that the SRV volume increase is not material enough to warrant additional infrastructure, and there would be little impact on monthly volumes of SRVs as those proposed would replace alternative SRVs that Other Users are currently sending. The OPSG commented that the time profile used for the additional submissions was not realistic, since an even spread through the day was assumed: the impact assessment needed to consider different scenarios. The OPSG Chair highlighted the fact that peak demand drives stress on the network capacity as opposed average monthly volumes. The OPSG requested as part of the modification review that the impact assessment assesses the network capacity during times of peak demand.



Matthew Roderick from N3rgy, the proposer of the modification, joined the meeting for this agenda item and stated that the aim is to build equality within the energy system, enhancing service provider offerings so that consumers can obtain their data independently of their supplier.

SECAS confirmed that the modification working group will be held on 6 December 2023 and offered members the opportunity to join and continue the discussion there.

The OPSG **NOTED** the presentation.

## 8. Dual Band CHs

DESNZ (Department for Energy, Security and Net Zero) presented the current status on Dual Band Communications Hubs (DBCH) and a view of the Fylingdales rollout progress in their Quarterly Report.

DESNZ reported that DBCHs are expected to increase smart meter coverage to at least 95% of British premises. DESNZ noted concerns regarding the current lower than anticipated DBCH installation rate. The low installation rates of DBCH could be attributed to a higher implementation of Single Band Communication Hubs whilst considering views that there might also be a link to the rollout of the Alt HAN solution over the summer. DESNZ highlighted that the low demand could have an impact on the manufacturers maintaining availability of DBCH production.

DESNZ highlighted rollout progress from a segment of SMDG (Smart Meter Delivery Group) suppliers that represent 94% of the DBCH installs, confirming a broad range of sub-GHZ utilisation across Suppliers from as much as 60% going down to 1% of their DBCHs connected to sub-GHZ capable meters.

The OPSG questioned that although there may be DBCH available for install if that is also reflective of the compatible smart meter in stock. The OPSG noted the importance of keeping DBCH demand high in order to maintain manufacturing capability.

DESNZ reminded OPSG members of a previous update provided in August 2023 regarding issues in the Fylingdales area and a continued and comparatively slow rollout rate of installs of the Fylingdales variant at c. 28,000 against a target of c. 289,000. The OPSG noted that in areas on the periphery of the Fylingdales that engineers can, in certain circumstances, suggest other Comms Hubs are more well suited when a Standard 450 Comms Hub has not worked. DESNZ enquired about guidance documentation and awaiting an update from the DCC.

The OPSG noted there are some WAN coverage checker issues with post codes in the Fylingdales area. The OPSG Chair noted a recommendation from an OPSG member that the WAN coverage checker should provide a conservative recommendation for the Comms Hub variant for each postcode.

The OPSG **NOTED** the DESNZ presentation.

<p><b>Action 107_02:</b> The DCC to come back to the OPSG with guidance / recommendation(s) that will assist Users with managing device selection for RAF Fylingdales post code areas.</p>
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## 9. Ofgem Price Control

SECAS noted that it will provide a draft response for review at the OPSG December 2023 meeting, prior to submission to the Panel. SECAS noted it will be undertaking a review of DCC Service Quality,

Engagement, and Contract management during RY2022/23 with the intention of reflecting OPSG (and other subcommittee) views.

The OPSG **NOTED** the presentation.

## 10. Removal of Alert 0x8F75 ‘Unauthorised Physical Access – Strong Magnetic Field’ H17

The DCC described the proposal to alleviate unreasonably high levels of 0x8F75 alerts causing high traffic within the system. The DCC reported that these alerts have impacted Distribution Network Operators (DNOs). The proposal was to allow these alerts to be subject to throttling.

The DCC investigated the genesis of the high level of alerts and has demonstrated that it was in fact normal User behaviour that set off these alerts. The DCC noted that these alerts could be triggered depending on the location of the device within the home in relation to other devices such as a television or a router. The DCC reported that total devices producing this alert stood at 266, managing to generate almost 5 million alerts in a single week with an average daily rate of 2,663 alerts per device.

The OPSG noted that the current implementation of these alerts does not proportionately reflect the risk.

The OPSG noted that the DCC had consulted on the proposal and that the respondents (including Suppliers and DNOs) had supported the proposal.

The OPSG:

- **NOTED** presentation.
- **AGREED** to remove Alert 0x8F75 from the exclusion list.

## 11. Major Incident Review

### Formal Report for Major Incident INC000001086671

SECAS reported on this Category 1 Incident which occurred on 20 September 2023, and lasted 8 hours and 15 minutes before service was restored. This impact was seen across critical services such as Prepayment vends, Install & Commission, and CoS requests. This involved elevated failures of SMETS1 and SMETS2 On-Demand Service requests.

After queries from the OPSG. DCC clarified that the root cause of this incident remains under investigation.

The DCC reported that to mitigate impact during the incident, DSP halted all scheduled service requests for CSP and S1SP.

The OPSG noted the Review Report for Incident INC000001086671 and asked that its comments be including clarity on the root cause(s) reflected in the Report. The OPSG agreed that the amended Report could then be published to all SEC Parties.

### Formal Report for Major Incident INC000001076111

SECAS reported that this Category 1 Incident occurred on 20 August, lasting for 6 hours and 30 minutes. It impacted all service request traffic for SMETS1 and SMETS2. The DCC reported the Root Cause as still under investigation.

The OPSG agreed it would be beneficial to have additional time to review the changes the DCC state it has made to the report for Incident INC000001076111 after comments made at the previous OPSG, and that the related OPSG Action would be deferred action until next meeting.

### Formal Report for Major Incident INC000001089939

This Category 1 Incident occurred on 28 September 2023, lasting approximately 11 hours. The root cause of this incident was a software bug in a software component introduced in a change. The OPSG noted the need for better assurance on the software of the vendor concerned and asked that this be highlighted in the report.

The OPSG noted the Review Report for Incident INC000001089939 and asked for it to be amended to reflect the comments made: the Report could then be published by the DCC to all SEC Parties.

The OPSG:

- **NOTED** presentation.
- **AGREED** that the Review Report for Incident INC000001089939 and voted to publish.

## 12. OPSG Issues Log

SECAS presented a new candidate issue for the OPSG to consider. The issue titled 'Install & Commission Issue in CSP (North)' highlights Comms Hub behaviour repeatedly coming to light in the CSP North region that's not aligned to installing suppliers' interpretation of the SEC (CHIMSM – Comms Hub Installation, Support Materials) and associated DCC guidance (Industry-Install-Commission-Best-Practice-V1.0-clean) which is available on the SECAS website.

SECAS highlighted that the issue, initially raised by two OPSG members, occurs during Install & Commissioning when an engineer on-site observes the LEDs on a Comms Hub once it's been powered-on. The engineer uses the Comms Hub WAN LED as an indication, as per the DCC Guidance, that a WAN connection has been established when the LEDs themselves flash at a Low Frequency.

SECAS also highlighted that the WAN LED status is the only indicator available on-site to the engineer that the powered-on Comms Hub has 'birthed' so in effect commissioning activities and orchestration should then commence.

However, the WAN LED status as highlighted by the OPSG members is not always an indicator that the Comms Hub has had a successful connection to the SMWAN,

There have been instances reported where the CSP is seeing the birth event, but the DSP is not aware and this can sometimes take days hours, even days to align.

SECAS confirmed that this issue is being investigated and confirmed there has been dialogue with DESNZ and the OPSG members, and also including the SECAS Change team, where it has been confirmed that a new SEC Modification [DP255 \(WAN issues during Smart Meter installations\)](#) raised on the 14 November 2023 is envisaged at this stage to encompass the scope required to progress this issue to resolution.

The OPSG agreed that Candidate Issue 111 (Install & Commission Issue in CSP North) be added to the OPSG Issues Log.

An OPSG member suggested that the Issue may in fact be caused by a defect and that this required further investigation by the DCC, and SECAS confirmed that the mitigations for this issue will be updated in line with the OPSG review and feedback from members.

The OPSG Chair deferred the remaining Issues updates due to the time remaining in the meeting, these will be brought back to the 12 December 2023 OPSG 108.

The OPSG **NOTED** the presentation.

### 13. ToR Review

SECAS presented the OPSG ToR Review. SECAS noted that for the December Main Meeting there will be a paper with changes redlined and asking for approval. The OPSG were invited to provide comments on the proposed changes by 05/12/2023.

The OPSG **NOTED** the presentation.

### 14. Any Other Business

#### 14.1. 1 Jan Price Change Event

The DCC advised the OPSG that User Guidance would be very similar to that approved by the OPSG for October 2023, and that therefore no further OPSG review was proposed. The Guidance would be published shortly, and Users would be asked to respond by 8 December 2023. The OPSG asked that DCC again confirm that they would emphasise to Service Providers the need to be ready for the event, and that DCC would take appropriate measures to assure that readiness.

#### 14.2. Suspension of Services

The OPSG noted the suspension of services that was executed by DCC on 6<sup>th</sup> November 2023. The DCC apologised that the SEC requirements regarding notification and reporting had not been complied with.

The OPSG noted that a User had been materially impacted by this suspension.

The OPSG noted its concern that such a suspension had been necessary, whilst acknowledging that without a formal report from DCC it was impossible to comment on whether it had been justified.

The OPSG further noted its concern that the provisions in the SEC had not been complied with.

The OPSG noted an update will be given at the next SEC Panel meeting on 15 November 2023, and that the DCC are preparing a formal report.

#### 14.3. Comms Hubs in CSPN Losing Connectivity

An OPSG member reported approximately one thousand Arqiva Comms Hubs losing connectivity each week. The DCC noted this has not previously been flagged but will now be investigated.

**Next Main Meeting: 12 December 2023 (In Person); Next Reporting Meeting: 29 January 2024**