

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 18 December 2019**  
**at Lansdowne Gate, 65 New Road, Solihull B91 3DL**

<b>Attendees</b>			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	Joint Office	Non-Voting
<b>Shipper User Representatives (Voting)</b>			
Clare Cattle-Jones	(CCJ)	SSE	Class A Voting
Stephanie Clements	(CLR)	ScottishPower	Class A Voting
Lorna Lewin	(LL)	Orsted	Class B Voting
Steve Mulinganie *	(SM)	Gazprom Energy	Class C Voting
<b>Transporter Representatives (Voting)</b>			
Helen Chandler	(HCh)	Northern Gas Networks	DNO Voting
Sally Hardman	(SHa)	Scotia Gas Networks	DNO Voting
Teresa Thompson +Alternate for Richard Loukes	(RL)	National Grid	NTS Voting
Brandon Rodrigues * +Alternate John Cooper	(BR)	IGT Representative	IGT Voting
<b>CDSP Contract Management Representatives (Non-Voting)</b>			
Jayne M'Glone	(JMc)	Xoserve	
Michele Downes	(MD)	Xoserve	
<b>Observers/Presenters (Non-Voting)</b>			
Adam Jones	(AJ)	Xoserve	
Angela Clarke	(AC)	Xoserve	
David Addison	(DA)	Xoserve	
David Turpin	(DT)	Xoserve	
Dennis Regan	(DR)	Xoserve	
Dionne Thompson	(DTh)	Xoserve	
Fiona Cottam	(FC)	Xoserve	
Guv Dosanjh	(GD)	Cadent	
Jane Goodes	(JG)	Xoserve	
Leteria Beccano	(LB)	Wales & West Utilities	
Mark Pollard	(MP)	Xoserve	
Michael Orsler	(MO)	Xoserve	
Oorlagh Chapman *	(OC)	Centrica	
Shiv Singh	(SS)	Cadent	
<i>*Via teleconference</i>			
Copies of all papers are available at: <a href="http://www.gasgovernance.co.uk/dsc-contract/181219">http://www.gasgovernance.co.uk/dsc-contract/181219</a>			

1. Introduction

Bob Fletcher (BF) welcomed all to the meeting and confirmed the meeting quorate.

1.1. Apologies for absence

Richard Loukes, NTS Representative and John Cooper, IGT Representative.

1.2. Alternates

Teresa Thompson for Richard Loukes and Brandon Rodrigues for John Cooper

1.3. Confirm Voting rights

Representative	Classification	Vote Count
<b>Shipper</b>		
Clare Cantle-Jones	Shipper Class A	1 vote
Stephanie Clements	Shipper Class A	1 vote
Lorna Lewin	Shipper Class B	2 votes
Steve Mulinganie	Shipper Class C	2 votes
<b>Transporter</b>		
Sally Hardman	DNO	1 vote
Helen Chandler	DNO	1 vote
Teresa Thompson (+ Alternate for Richard Loukes)	NTS	2 votes
Brandon Rodrigues (+ Alternate for John Cooper)	IGT	2 votes

1.4. Approval of Minutes (20 November 2019)

Minutes approved.

1.5. Review of Outstanding Actions

**0309:** Xoserve (DT) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.

**Update:** Michael Orsler (MO) confirmed how Xoserve are going to manage the requesting of new services from April 2020. Xoserve will start by giving the details of the DSC contract changes and the new pricing will be published by end of the January. Xoserve will be writing to all DSC Contract Managers to confirm which services were used last year and provide a forecast tracker for 2020/21. MO confirmed an email approval will be required in March 2020 for new services, otherwise used services will be carried forward. It was noted this will be discussed again in February and will need to be added to the agenda. **Closed.**

**1101:** Xoserve (JMc) to check the licence obligation to provide an M-Number Helpline service and confirm if this is limited to the phone service.

**Update:** Jane McGlone (JMc) explained that the licence obligation does not specify how the service should be provided, therefore Xoserve are looking to include both the online and telephone service to cover either one failing. JMc confirmed that the 90% service standard measure is based on the Telephone service for calls being answered within 30 seconds. **Closed.**

**1102:** Xoserve (JMc) to confirm whether or not the 90% measurement of the M-Number helpline also includes the availability of 'find my supplier' on the website.

**Update:** JMc reiterated that the 90% standard only refers to calls being answered and does not include the 'find my supplier' online service. Leteria Beccano (LB) enquired if this service was for domestic supplies only. JMc believed the telephone service was for domestic enquiries only. Referring to a leaflet Energy Network Association (ENA) was asking to be reviewed LB noted that one of the numbers provided was no longer available. It was agreed to review this document offline as it was not within the scope of the DSC Contract Management Committee. **Closed.**

**1103:** Xoserve (DD) to advise any difference in the planned dates for the exception resolution backlog relating to the Amendment Invoice.

**Update:** See item 4.3.2. **Closed.**

**1104:** Xoserve (JMc/DA) to request out of hours contact details if required for the Christmas Period for Class 3 updates.

**Update:** JMc confirmed the need for Xoserve to ensure they have up to date contact details for key processes, this was business as usual. **Closed.**

**2. Approvals**

**2.1. DRR – Release of Asset Data to DCC**

David Addison (DA) confirmed the intent of the Disclosure Request Report (DRR). DA explained that Xoserve had been approached by the Data Communications Company (DCC) to assist resolving asset discrepancies which are leading to exceptions within their processes. Currently the DCC are not entitled to the data set out in the service line. To provide assistance it is proposed the DCC will provide their understanding of the asset information and Xoserve will confirm if this aligns with Xoserve data. Where information does not align no data will be provided. DA hoped this was seen to be a reasonable approach.

Committee Representatives were asked to vote on the DRR. Approval was provided as follows:

<b>Voting Outcome:</b>	<b>Release of Asset Data to DCC</b>	
<b>Shipper</b>	<b>Voting Count</b>	<b>For/Against</b>
Clare Cantle-Jones	1	For
Stephanie Clements	1	For
Lorna Lewin	2	For
Steve Mulinganie	2	For
<b>Total</b>	<b>6</b>	<b>For</b>
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Sally Hardman	1	For
Helen Chandler	1	For
Teresa Thompson (+ Alternate for Richard Loukes)	2	For
Brandon Rodrigues (+ Alternate for John Copper)	2	For
<b>Total</b>	<b>6</b>	<b>For</b>

**2.2. DRR – Access for PAFA**

Jane Goodes (JG) confirmed that the intent of the Disclosure Request Report (DRR) is to provide the Performance Assurance Framework Administrator (PAFA) access to the data discovery platform, for performance data in support of their role with the Performance Assurance Committee (PAC). JG explained that providing PAFA access will enable them to better scrutinise data, produce trend analysis, and provide more context around performance, such as read rejections.

Committee Representatives were asked to vote on the DRR. Approval was provided as follows:

<b>Voting Outcome:</b>	<b>Access for PAFA</b>	
<b>Shipper</b>	<b>Voting Count</b>	<b>For/Against</b>
Clare Cantle-Jones	1	For
Stephanie Clements	1	For
Lorna Lewin	2	For
Steve Mulinganie	2	For
<b>Total</b>	<b>6</b>	<b>For</b>
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Sally Hardman	1	For
Helen Chandler	1	For
Teresa Thompson (+ Alternate for Richard Loukes)	2	For
Brandon Rodrigues (+ Alternate for John Copper)	2	For
<b>Total</b>	<b>6</b>	<b>For</b>

**2.3. DRR – Amendments to the Supply Point Enquiry API Service**

JG confirmed that the intent of the Disclosure Request Report (DRR) is to change the view of data and provide better clarity from a pricing perspective. JG explained this was presented last month but concerns were expressed with regards to giving access to Suppliers. JG confirmed Xoserve had removed the contentious data items and further clarity had been provided for the justification for the items remaining. No further concerns were raised.

Committee Representatives were asked to vote on the DRR. Approval was provided as follows:

<b>Voting Outcome:</b>	<b>Amendments to the Supply Point Enquiry API Service</b>	
<b>Shipper</b>	<b>Voting Count</b>	<b>For/Against</b>
Clare Cantle-Jones	1	For
Stephanie Clements	1	For
Lorna Lewin	2	For
Steve Mulinganie	2	For
<b>Total</b>	<b>6</b>	<b>For</b>
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Sally Hardman	1	For
Helen Chandler	1	For
Teresa Thompson (+ Alternate for Richard Loukes)	2	For
Brandon Rodrigues (+ Alternate for John Copper)	2	For
<b>Total</b>	<b>6</b>	<b>For</b>

### 3. BP20 Update

Dave Turpin (DT) confirmed that the final 2020 Business Plan (BP20) draft report had been published last week. He wished to draw the committee's attention to a response received from one customer who intends to appeal the final plan when it is approved in January. The intention is for Xoserve's board to approve the final draft by 23 January, once it has been approved it can then be appealed within 20 business days.

DT explained that when the appeal has been submitted there may be a need to arrange an extraordinary DSC Contract Management Committee meeting to discuss the appeal and for the Committee to provide a view for inclusion in the report. Xoserve will have to provide a report to Ofgem.

Steve Mulinganie (SM) enquired if the appeal will be made public. DT explained that DSC Contract Managers will be issued with a copy of the appeal via an email from the Joint Office.

BF explained that Xoserve will have to provide the Joint Office with an up to date list of DSC Contract Manager contact details to enable the communication to be issued by the Code Administrator.

Oorlagh Chapman (OC) clarified the headline items Centrica were objecting to. These were the:

- Splitting of activities and cloud-based changes
- Funding within the Price Cap

It was understood Shippers were not included within the 25% price cap, based on the 2017 funding model.

SM challenged the price cap and general funding as he felt the price cap is not linked to the BP20 process. SM asked for further clarity within the detail of the appeal why Centrica believe there is a connection and the relevance of using the appeal process to address this issue.

SM wished to understand when the appeal is submitted what the timeline was. DT confirmed that the DSC Contract Committee has to meet to allow the report to Ofgem to be provided by Xoserve within 10 business days of the appeal being received. SM asked what the scope and expectations for the meeting was. DT explained the process outlined within the budget and charging methodology, and the need to discuss the reasons of the appeal. Following the meeting Xoserve will have to summarise the review and provide Ofgem an insight and outline the proposed course of action following the appeal.

The Committee considered the timing of the appeal and requirement for a meeting within 10 working days of the appeal being received. It was noted there will be less than 10 days' notice for the meeting, but this can be held via teleconference. Lorna Lewin (LL) asked if the timing allowed, if this could be referred to the standard February Committee meeting with a re-alignment of the Agenda to cover critical items only. It was noted this may require a separate meeting, but consideration would be given to considering the appeal within the usual monthly meeting, timing permitting.

### 4. Monthly Contract Management Report (KPIs)

#### 4.1. Contract Metrics including Invoicing

Michele Downes (MD) provided the Contract Metrics update.

MD confirmed for the KPI tracker, 2 KPIs were missed in November. One related to the End User Category (EUC) project which had impacted the AQ calculations, these have now been corrected and customers notified. The other related to an IX equipment failure for one customer.

SM enquired about the 2.3m supply point information figure for the Product Class 3 sites questioning if this was up to date, as recently a figure of 3m had been provided. JMc confirmed this would be checked and an update will be clarified within the minutes.

JMc later clarified as part of Agenda item 4.3.3 the projected Product Class 3 figure for the end of December would be circa 3m.

#### 4.2. Xoserve Incident Summary

Dennis Regan (DR) presented the Xoserve Incident Summary and provided an update on the stabilisation and increased control functions to ensure customer outcomes are being achieved.

The presentation provided the historical position of incidents, some data metrics to provide an insight over the last quarter along with an overview of the cause and effect.

DR provided a summary of the 5 P1/P2 incidents for November 2019, explaining with increased focus there had been a decreasing trend of incidents, with fewer issues. He confirmed regular updates will continue to be provided.

### 4.3. Issue Management Updates

#### 4.3.1. Issue Management Dashboard

Michele Downes (MD) provided a brief overview of the Customer Issue Management Dashboard briefing the Committee on the key issues. In summary she confirmed:

- Open customer issues decreased from 11 to 8
- Open defects had decreased from 54 to 44
- No P1s and no change to P2s
- Amendment invoice related defects remained at 9
- AQ related defects remained the same at 14.
- No UK Link or Gemini availability incidents.

MD provided further information on the AQ Related defects. She confirmed Xoserve are making progress but there is still some work to do with 21 open defects involving 150k meter points. The open defects have fix dates for them and these are available on the Xoserve website.

MD confirmed there are 5 defects where the impact is unknown. This has been escalated to establish the total number of MPRNs and the financial impact to Shippers.

MD recognised Xoserve are in the same position as the previous year and will be establishing a taskforce to address the outstanding defects and to investigate the reason behind why there are so many defects in this area. A formal communication will be issued about the taskforce before the Christmas break.

LL enquired if part of Xoserve's analysis could include the impact on any other areas as a result of an incorrect AQ. MD reassured Shippers this will be looked at. LL also asked if this information could be fed into PAC as this could impact reported Shipper Performance.

LL referred to an email issued on 17 December by the Issue Resolution Team regarding 701k MPRNs that needed to be updated as at 01 December. She wished to understand if this related to all these issues. SM asked for clarity as to why not all parties had received the communication.

MD explained that only individual Shippers will be contacted, and as this involves extracting and providing portfolio information, although the communications may not be issued at the same time. MD understood further communications would be issued on the 18 December and DNOs will be provided an aggregated view for each network.

**New Action 1201:** Committee members to contact Xoserve if the AQ Defect communication from the Issue Resolution Team has not been received by 19 December 2019. (Comm Ref: XCE1868 – For Information Aggregate Materiality of Outstanding AQ Defect)

#### 4.3.2. Amendment Taskforce Update

MD provided an update from the Amendment Invoice taskforce; she was particularly interested in receiving feedback from the Committee on whether the information provided was clear.

SM asked for the communications to use plain English and to be clear on whether Xoserve are going to be able to deliver as agreed.

MD explained that mismatches had increased due to AQ data corrections, although correct on invoices, due to the processing order this has contributed to a significant increase in MPRNs with an ASP mismatch.

SC asked if this should be covered at the DSC Change Management Committee and stressed the importance of communications being consistent.

SM enquired about the Exception Resolution Process and the commitment that the backlog would be cleared by 01 January 2020. MD explained this was an indirect impact not included within the catalogue and the commitment to clear by 01 January 2020. SM enquired about the correction file from the 01 January, MD confirmed this is the merged AML file, which is currently on target for 01 January 2020. She confirmed if there was any 'no go decisions' these will be communicated.

MD provided a summary resolution plan, confirming what elements were on track and an illustration on the SSP Backlog exceptions trend and SSP Transitions exceptions trend.

MD asked for feedback on the reports. Further clarity for certain elements were requested and MD agreed to update the slides and republish the report.

#### **4.3.3. Enabling large scale utilisation of Class 3**

JMc confirmed that the Product Class 3 forecast is circa 3m by end of December and although this is a significant increase, volumes are being managed effectively with no perceived issues. She clarified there is no reason to apply for any restrictions.

#### **4.3.4. UIG Update**

Fiona Cottam (FC) provided a progress update report on the Unidentified Gas (UIG) Taskforce for information purposes and confirmed this was the same update as the one provided to the previous DSC Change Management Committee.

FC confirmed the dashboard status was Green, with one exception for the development of the online automated UIG reporting tool which had suffered some technical issues getting data on the website, this will be addressed in the New Year. The Executive Summary is expected to be issued week beginning 23 December.

FC provided an overview of the recommendations. SM enquired about the expectation that the UIG Workgroup Meetings would be coming to a natural conclusion and any remaining aspects will move into business as usual. FC explained the formation of the UIG Workgroup to manage the overflow of UIG related Modifications, and as the modifications come to a conclusion the UIG could be stood down and any remaining items would feed into the Distribution Workgroup.

SM wanted clarity on the need for further UIG Workgroup meetings. BF advised the Panel should be requested provide a view on the continuation of the UIG Workgroup and whether its activities should be transferred to the Distribution Workgroup.

### **4.4. KVI Summary**

#### **4.4.1. Change Management KVI**

JG provided a presentation and a brief summary of the KVI Change Management survey, confirming 10 responses had been received.

JG provided an overview of the feedback. The general view was that parties believe there is still a very large focus on Shippers, and Xoserve are not necessarily understanding other customer groups. From a change perspective, Xoserve will attend IGT meetings to improve engagement.

Concern had also been expressed that there are still issues where changes are being released with little opportunity to feed into the development process. Xoserve are therefore considering the focus of the Development Solution Group (DSG).

Feedback was also provided on the navigation of the Xoserve website. Enhancements to improve the ability to locate documents are being reviewed.

#### **4.4.2. Customer Relationship KVI**

Dione Thompson (DT) provided an overview of the Customer KVI relationship results. The latest view of insights will be provided next month, however the trust score improved to 86.7%.

Adam Jones (AJ) provided an overview of the key themes, these included; the quality of reporting; reactive not proactive when considering customer needs within the change process; and continuous operational issues including defects and communications.

AJ confirmed next month Xoserve will provide more information including the next steps and action plans.

SM enquired if Xoserve are looking at a new Customer Relationship Management (CRM) system, and if Xoserve will be engaging with customers about then system setup. AJ confirmed the CRM system is an internal system for recording and managing customer interactions. MD explained this was a relationship tool to ensure issues are logged and this is not to be confused with CMS which customer use.

SM stressed the need for Xoserve to speak to customers about the requirements. He expressed concern about the level of information being shared internally, and the potential sensitivity of information. SM asked for commercial sensitivity to be taken into account within any internal tracking system.

**New Action 1202:** Xoserve (DT/AJ) to discuss the requirements of the Customer Relationship Management (CRM) Tool with customers for any feedback. This has been built into the project plan and dates for engagement will be shared once they are known.

#### 4.4.3. KPI and KVI Review Update

JMc provided a brief update on the KVI Review Plan and confirmed a further update will be provided in January. She confirmed 100% of the DSC Service lines have now been reviewed. A number of service lines will require updates some are cosmetic changes, with added clarity on references to pinpoint service lines.

JMc provided a summary of the DSC Service Line and KPI Review Plan.

MD provided a summary of the KVI Topics following discussions with all customer groups and confirmed the suggested key customer focus areas and the next steps.

A workshop was proposed for January to draft the KVIs for the Committee to review.

#### 4.4.4. KVI Summary

MD very briefly provided an overview of customer service, service delivery, data security and customer issue resolution.

#### 4.4.5. Customer Service KVI

MD referred to the paper provided for information on the Key Value Indicators.

### 5. CSS Adaptor Update

BF confirmed that there was no further update to that provided last month. No questions were raised.

### 6. Information Security Update

Update due January 2020.

### 7. Business Continuity Plan

Update deferred until January 2020.

### 8. Contract Assurance Audit

No update available. Item deferred until January 2020.

### 9. Financial Information – Q2 Forecast Update

Update deferred until January 2020.



**10. Key Committee Updates - DSC Change Management Committee\***

JMc confirmed James Rigby was not available to provide an update to the Committee from the Performance Assurance Committee (PAC), DSC Change Management Committee or DSC Credit Committee. JMc confirmed that Xoserve would circulate a summary from the DSC Change Management Committee on the 11 December and referred parties to the:

- PACs key messages from 10 December available at: <http://www.gasgovernance.co.uk/pac/summarykeymessages>
- DSC Credit Committee minutes from 25 November at: <http://www.gasgovernance.co.uk/dsc-credit/251119>

**New Action 1203:** Xoserve (JMc) to circulate a summary from the DSC Change Management Committee

**11. Any Other Business**

**11.1. Xoserve IX refresh update**

Mark Pollard (MP) provided an update on the GAMMA IX service replacement. Sally Hardman (SH) requested more background information on the delayed delivery. MP agreed to provide further clarity on the reasons for the delays at next month's meeting.

**11.2. Request to set up a DSC Sub-Committee**

MO explained that in June 2019, there was a request for a DSC sub-committee to be established to consider the MDD moving from the SPAA Change board. It is anticipated that this meeting will take place on the same day as the SPAA Change board. He wished to provide advance notice that Xoserve aim to request the establishment of the sub-committee for March 2020, with regular reports to DSC Contract meetings. He confirmed that Terms of Reference will be circulated prior to the sub-committee being established. It is not anticipated that the Committee will devolve any decision-making capability to the subcommittee and that the meetings will be open forum.

Deleted: prior to the

**11.3. Terms of Reference for CoMC**

JMc provided a copy of the proposed changes to the Terms of Reference. Approval for the changes were not being sought at this meeting however feedback was requested. SM requested that the changes are provided in a changed marked version. Approval will be sought at January or February Committee meetings.

**11.4. UNC Modification 0710 update**

DA wished to highlight certain risks to the CDSP and DSC Customers, on the approach set out for the proposed provision of Class 1 read service by the CDSP, within *Modification 0710 - CDSP provision of Class 1 read service*. An update had been emailed directly to representatives of the committee.

SM questioned why Xoserve were seeking endorsement from the Committee when the Modification is being developed through industry Workgroup meetings, challenging development should be contained within the Modification Workgroup.

DA wished to make parties aware of the developments and wished to gauge feedback from the Committee to ensure all parties are aware of the solution options and risks. SM was concerned about conflicting with due process of a UNC Modification; he did not support Xoserve seeking endorsement from the Committee. He stressed development should take place through the UNC development process. DA confirmed the slides provided would be updated and re-circulated to remove the need for an endorsement. However, he wanted the opportunity to provide the Committee with an overview of the potential impacts, risks, its background and the context of the change. DA explained in principle the CDSP will contract with Service Providers on behalf of Shippers to provide the Class 1 meter read service.

BF asked DA to clarify what the risks for DSC Customers were from a contracting point of view. DA believed that the solution proposed is the right solution, but there is a risk with the current service providers continuing to provide a service if there is a material decrease in the number of Supply Meter Point reads provided.

SM suggested a procurement exercise may have to be considered.

Concern was expressed that the discussions should be held within the Workgroup as they needed to consider and record the risks within the Workgroup Report for all parties to fully understand and enable an informed consultation.

DA explained he would provide further updates to the Committee to keep them informed of progress.

**11.5. UNC Modification 0702S – Research Body criteria**

SM requested consideration of an additional AOB item in relation to 0702S - Introducing 'Research Body' as a new User type to the Data Permissions Matrix and UNC TPD Section V5. He wished to highlight from the 17 December Distribution Workgroup meeting, that the DSC Contract Managers need to be aware of the changes to the Operating Guidelines. It was recognised that the Operating Guidelines will be owned by the DSC Contract Management Committee.

SM confirmed at the Workgroup meeting an action was taken to understand the criteria for assessing who will be classed as a Research Body and the need for them to be registered. The committee discussed the need for the Research Body to be registered and what the criteria should be. SM challenged the relevance of the registration and that allowing access to information needs to be logical and have a reasonable test.

It was suggested that the DSC Contract Management Committee may wish to review the Operating Guidelines in relation to the proposed changes under Modification 0702S.

**New Action 1204:** Xoserve (JMc) to review the Operating Guidelines in relation to Modification 0702S.

**11.6. Action Log Update**

JMc confirmed that Xoserve would review the actions captured to ensure they have all been recorded.

**12. Diary Planning**

Further details of planned meetings are available at: [www.gasgovernance.co.uk/events-calendar/month](http://www.gasgovernance.co.uk/events-calendar/month)

Meetings will take place as follows:

Time/Date	Venue	Programme
10:30 Wednesday 15 January 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 19 February 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 18 March 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 15 April 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

**Action Table (as at 18 December 2019)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0309	20/03/19	10.6	Xoserve (ES) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.	Xoserve (ES)	<b>Closed</b>
1101	20/11/19	5.1	Xoserve (JMc) to check the licence obligation to provide an M-Number Helpline service and confirm if this is limited to the phone service.	Xoserve (JMc)	<b>Closed</b>
1102	20/11/19	5.1	Xoserve (JMc) to confirm whether or not the 90% measurement of the M-Number helpline also includes the availability of 'find my supplier' on the website.	Xoserve (JMc)	<b>Closed</b>
1103	20/11/19	5.2.2	Xoserve (DD) to advise any difference in the planned dates for the exception resolution backlog relating to the Amendment Invoice.	Xoserve (DD)	<b>Closed</b>
1104	20/11/19	5.2.3	Xoserve (JMc/DA) to request out of hours contact details if required for the Christmas Period for Class 3 updates.	Xoserve (JMc/DA)	<b>Closed</b>
1201	18/12/19	4.3.1	Committee members to contact Xoserve if the AQ Defect communication from the Issue Resolution Team has not been received by 19 December 2019. (Comm Ref: XCE1868 – For Information Aggregate Materiality of Outstanding AQ Defect)	All	<b>Pending</b>
1202	18/12/19	4.4.2	Xoserve (DT/AJ) to discuss the requirements of the Customer Relationship Management (CRM) Tool with customers.	Xoserve (DT/AJ)	<b>Pending</b>
1203	18/12/19	10	Xoserve (JMc) to circulate a summary from the DSC Change Management Committee.	Xoserve (JMc)	<b>Pending</b>
1204	18/12/19	11.5	Xoserve to review the Operating Guidelines in relation to Modification 0702S.	Xoserve (JMc)	<b>Pending</b>