



Contract Management Committee

4. Contract Management Report 15th
November 2023

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KPM Reporting (October reporting period)

Agenda item 4.1

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	Target	October
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	Target	October
% of revenue collected by due date	98%	98.32%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	Target	October
% of revenue collected by due date	98%	99.35%
% of revenue collected by due date (+3 days)	98%	99.83%

KPMs Overall Summary:- October 2023

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
KPMs (20 total)	18	2	0

KPMs Failure Summary:- October 2023

KPM Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC.	Meter Read / Asset Processing	Cycle Time	100.00%	99.99%	148,225,952 reads and 356,895 asset updates were received. 573 reads and 253 asset updates were not processed due to Exception processes.	GT / iGT / Shipper
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date.	Invoicing DSC Customers	Cycle Time	100.00%	99.97%	761,558 created and 761,362 resolved. A small volume of exceptions linked to Primes and Subs failed the 2-month SLA. Analysis of these Primes and Subs issues to be completed and the necessary system changes will be made via CRs.	GT / iGT / Shipper

PIs Overall Summary:- October 2023

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (26 total)	15	2	9

PIs Failure Summary:- October 2023

PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Cycle Time	100.00%	99.90%	Failure was for 1 report to 1 customer issued 1 day late. Root cause was due to manual, human error when preparing the report and mis-interpreting local work instructions. Additional training has now been put in place and additional controls put in place to avoid the risk of future occurrences.	Shipper
PI.12	KPM relationship management survey	Customer Relationship Management	Right First Time	95.00%	91.51% (Sept score carried fwd to next survey)	<p>September update: Our target for this survey is to achieve 95%, this quarter we have achieved an overall customer satisfaction of 91.51%. This has increased by 8.3% since Q1 2023/24 and is largely driven by the increase in satisfaction of IGT's.</p> <p>Although IGT satisfaction has increased from 35.72% to 71.43%, their scores remain one of the contributing factors to the target failure. Their increase in satisfaction, however, indicates the action and delivery plan in place is improving this sentiment. The feedback provided cover improvement themes such as, lack of understanding of IGTs, slow process of their changes and opacity of Xoserve/Correla relationship.</p> <p>The other impacting customer segment is Small and Medium Shippers whose score has been brought down due to one specific customers sentiment, their satisfaction sits at 88.89% compared to 95% last quarter. The specific feedback from both customer segments will be followed up on by our Customer Experience team to understand and share back improvement plans.</p> <p>All other information and feedback received will be used to help us define definitive action points to address feedback opportunities for improvement.</p>	Survey sent to all constituents



Monthly Contract Management reports and updates

Agenda Item 4.3

Communications Highlights

Publications

- [Government launches public consultation on hydrogen blending](#)
- [Blog: Establishing an evidence-based case for hydrogen blending with HyDeploy](#)
- [Steve Britton appointed as new CEO of Xoserve](#)
- [Delivering Decarb – October 2023](#)

Looking ahead

- [14 November Customer Induction Day](#)
- [15 November CoMC](#)
- [17 November CMS Re-build Customer Focus Group](#)
- [28 November Customer Expert Day -](#)

Events

- 3 October Performance Assurance Review Session
- 3 October CDSP Business Plan 2024-25 (BP24) - First Draft Roundtable
- 4 October DESC
- 4 October November 23 Awareness Session
- 5 October Transmission Workgroup
- 5 October IGT Constituent Change Meeting
- 5 & 6 October DN Constituent Meeting
- 9 October CMS Rebuild Customer Focus Workgroup
- 11 October Change Management Committee
- 12 October Shrinkage Forum
- 12 October IGT UNC Modification Workstream
- 17 October Performance Assurance Committee
- 18 October Contract Management Committee
- 19 October UNC Mod Panel & UNCC
- 23 October IGTAD Sub-Committee
- 23 October DSC Delivery Sub-Group
- 25 October Shipper Constituency Meeting
- 26 October Distribution Workgroup
- 27 October IGT UNC Mod Panel
- 27 October Offtake Arrangements Workgroup
- 31 October IGT Constituent Operational Meeting

Performance monitoring (October 2023)

Reporting Area	October	Year to date
Additional Services	£0.00	£36,481.00
Third Party Services	£13,970.56	£146,442.21

- Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	100%

UK Link Availability and Performance		
	Target	Actual
Batch Transfer	99%	100%
Service Desk Availability	99%	100%

All Transportation Invoice Charging obligations were achieved

Meter Count Report (October 2023)

Class	MPRN Count	Smart Count	Total	Smart %
1	625	0	625	0.00%
2	702	0	702	0.00%
3	170872	4178151	4349023	96.07%
4	10971828	9827196	20799025	47.25%

Overall, 55% of the entire Meter Portfolio is Smart



Xoserve Incident Summary

Agenda Item 4.4

Summary

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
UK-Link Portal, Gemini and Legacy CMS	P2	The weather data loaded into Gemini was delayed causing incorrect day ahead values to be published. Customers were unable to access the UK Link Portal and legacy CMS services during the outage period.	Additional space was added to the affected database to mitigate immediate storage requirements. A restart was then completed on SAP PO and full service restored. Increased monitoring ensured all data was processed within the required timeframes. No further issues were observed.	No	Yes	Suppliers, Price comparison websites and Third-party intermediaries
UK-Link Portal	P2	Whilst implementing a change on the UK Link portal, a critical shortage of storage space within the application deployment tool led to the unavailability of the Xoserve Service portal	UK South was isolated, and all traffic routed to UK West restoring full availability to all customers. Logs were cleared in the deployment tool to release space and allow the implementation of the change to complete successfully in UK South. Traffic routing restored to normal operation on UK South and West.	No	Yes	Shippers, DN's and IGTs
UK Link – Service Accounts	P2	Customers who normally send or receive to and from the service accounts would have seen a delay in receiving their data or response to their submission email	The impacted service accounts were analysed and migrated successfully. All impacted emails were processed successfully following the migration	No	Yes	DN's



Customer Issue Dashboard

Agenda item 4.5

Open Issues Impacting Customers

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted
Missing Secured Active Messages (SAMs)	<ul style="list-style-type: none">- Circa. 83,000 missing SAM's relating to switching activities (includes all missing messages to date).	<ul style="list-style-type: none">- Total of 1 missing message, pending customer response- The 50 latest missing messages during September & October all resolved, cancelled registrations	Shippers DNs IGTs
Consumer Contact Data	<ul style="list-style-type: none">- Consumer contact data is not complete when sent in the portfolio files to IGTs & DNs	<ul style="list-style-type: none">- Fix applied to the 'special characters' contained within contact data & DCC flag.- Six further issues have been identified which were fixed w/c 23 October 2023.- One remaining issue will be fixed prior to the quarterly portfolio files being issued in January 2024, the fix only applies to c. 300 meter points.	IGTs DNs

Issue Summary – Distribution Networks

- Portfolio Files
 - Fix applied to the ‘special characters’ contained within contact data & DCC flag.
 - Six further issues have been identified which were fixed w/c 23 October 2023.
 - One remaining issue will be fixed prior to the quarterly portfolio files being issued in January 2024, the fix only applies to c. 300 meter points.

Issue Summary – IGTs

- Consumer Contact Data not complete in the Quarterly Portfolio Files (IQL):
 - Fix applied to the ‘special characters’ contained within contact data & DCC flag.
 - Six further issues have been identified which were fixed w/c 23 October 2023.
 - One remaining issue will be fixed prior to the quarterly portfolio files being issued in January 2024, the fix only applies to c. 300 meter points.
 - Checks have confirmed that the daily portfolio file (IDL) is complete and correct



GRDA Performance

Agenda Item 4.6

GRDA Performance – October 2023

target actual



Key points to note October 2023

- Figures quoted based on draft RPA report due to CoMC paper deadline – indicates:
- 7.1.3 - failure due to missing messages from CSS:
 - 3 of 25 days at average volume with at least 3 missing message

Service Provider	Service Definition	Service Definition Section	Section number	Metric Description	Performance Level	Metric Type	Value
Xoserve	GRDS	Service Availability	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance)	0.9975	DECIMAL	0.9997
Xoserve	GRDS	Service Availability	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours	0	INT	0
Xoserve	GRDS	Service Availability	5.4	In the event of an unplanned outage how many instances had the system not resumed operation within one hour	0	INT	0
Xoserve	GRDS	Service Levels	7.1.1	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the mean response time from GRDS 20 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.2	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the 90th Percentile response time from GRDS 25 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.3	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the mean response time from GRDS 35 minutes or less	1	INT	0.88
Xoserve	GRDS	Service Levels	7.1.4	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the 90th percentile response time from GRDS 40 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.5	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the average daily volume	N/A	INT	6
Xoserve	GRDS	Service Levels	7.1.6	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the peak daily volume	N/A	INT	25
Xoserve	GRDS	Service Levels	7.1.6	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were above the peak daily volume	N/A	INT	0
Xoserve	GRDS	Service Levels	7.2.1	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the mean response time from GRDS 6 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.2	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the 90th percentile response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.3	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the mean response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.4	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the 90th percentile response time from GRDS 15 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.5	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume	N/A	INT	599
Xoserve	GRDS	Service Levels	7.2.6	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the peak hourly volume	N/A	INT	90
Xoserve	GRDS	Service Levels	7.2.7	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were above the peak hourly volume	N/A	INT	55
Xoserve	GRDS	Service Levels	7.5	Where a BCDR event is invoked what number of instances was the maximum recovery time objective for the GRDS greater than 8 hours	0	INT	0
Xoserve	GRDS	General	N/A	Re 7.1.3 - Performance failure caused by missing SAMs from DCC. We responded to all received SAMs in milliseconds and the metric would score 100% if messages were received in the stated windows.	N/A	FREE TEXT	

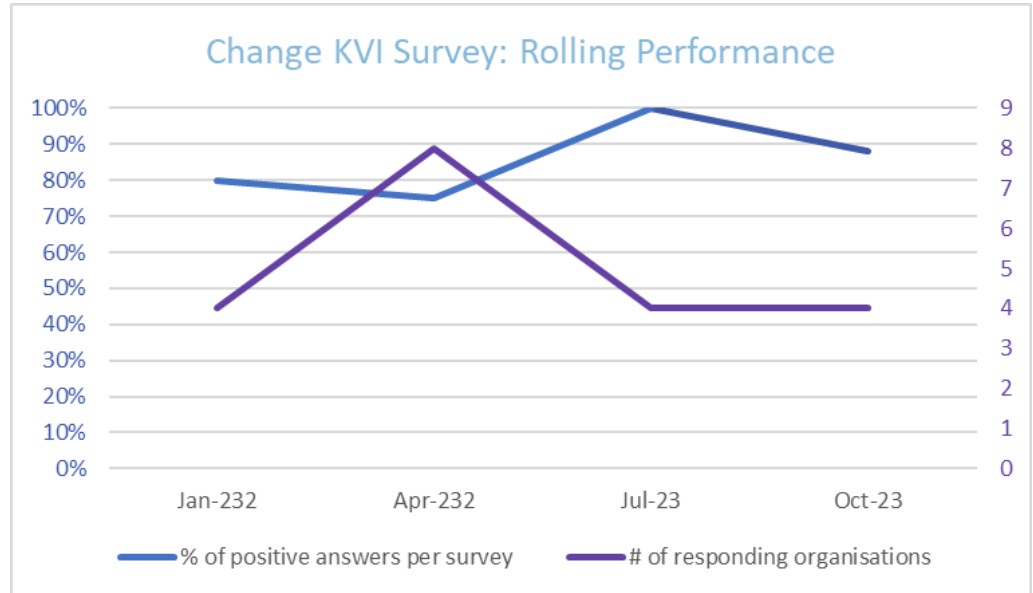


KVI Change Survey Results

Agenda Item 4.7

KVI Change Management Survey – July-September 2023 (Q2)

- Score decreased from 10 to 8.8 from last survey (Q1)
- YTD Scorecard for year 23/24 is 9.4. Our target score over the year is 8 and above
- Number of participants stayed the same at 4





Appendix 1 - KPM slides

Appendix 2 - Xoserve Incident Summary (item 4.4)

Appendix 3 -Customer Issue Dashboard(item 4.5)

APPENDIXES



Appendix1

KPM SLIDES

DSC KPM Performance:- October 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Oct-23
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Neil Laird	Right First Time	100.00%	1,014,192	100.00%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Right First Time	99.50%	142,824,865	99.99%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Right First Time	99.50%	370,058	100.00%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Neil Laird	Right First Time	100.00%	15,798,235	100.00%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Andy Szabo / Neil Laird	Right First Time	0.75%	788	0.00%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Neil Laird	Cycle Time	100.00%	1,014,192	100.00%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Cycle Time	100.00%	148,582,847	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Neil Laird	Cycle Time	100.00%	15,787,478	100.00%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Andy Szabo / Neil Laird	Right First Time	98.00%	2,312	100.00%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS)	Invoicing DSC Customers	Andy Szabo / Neil Laird	Right First Time	100.00%	232	100.00%
KPM.11	% of DSC customers with less than 1% of MPRNs which have an AMS Invoice exception	Invoicing DSC Customers	Andy Szabo / Neil Laird	Right First Time	97.00%	64	100.00%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Andy Szabo / Neil Laird	Cycle Time	100.00%	2,312	100.00%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Andy Szabo / Neil Laird	Cycle Time	100.00%	761,558	99.97%
KPM.14	Number of valid P1 and P2 defects raised within the PIS period relating to relevant change (excluding programmes)	Managing Change	Andy Szabo / Linda Whitcroft	Right First Time	0	0	0
KPM.15	Number of valid P3 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Andy Szabo / Linda Whitcroft	Right First Time	4	0	0
KPM.16	Number of valid P4 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Andy Szabo / Linda Whitcroft	Right First Time	5	0	0
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Andy Szabo / Trefor Price	Right First Time	95.00%	431	96.86%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Andy Szabo / Trefor Price	Cycle Time	90.00%	1,765	99.28%
KPM.19	UK Link Core Service Availability	UKLink	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	99.81%
KPM.20	Gemini Core Service Availability	Gemini	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	100.00%

DSC PI Performance:- October 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Oct-23
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	95.00%	17612	98.82%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	80.00%	14518	81.46%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	98.00%	17724	99.44%
PI.04	%(P5) customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Neil Laird	Cycle Time	90.00%	1,020	98.14%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Neil Laird	Right First Time	95.00%	1,020	99.22%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Neil Laird	Cycle Time	100.00%	1,041	99.90%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Neil Laird	Right First Time	99.00%	1,041	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Right First Time	1.00%	16	0.09%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Neil Laird	Cycle Time	90.00%	4897	92.77%
PI.10	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	Demand Estimation Obligations	Andy Szabo / Neil Laird	Right First Time	75.00%	N/A	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Andy Szabo / Neil Laird	Cycle Time	100.00%	11	100.00%
PI.12	KPM relationship management survey	Customer Relationship Management	Andy Szabo / Neil Laird	Right First Time	95.00%	N/A	91.51%
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Andy Szabo / Neil Laird	Cycle Time	90.00%	1	100.00%
PI.14	Provision of relevant issue updates to customers accepted at CoMC and no negativity on how the issue is managed.	Management Of Customer Issues	Andy Szabo / Neil Laird	Right First Time	100.00%	0	100.00%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Andy Szabo / Neil Laird	Cycle Time	100.00%	N/A	100.00%
PI.16	% closure/termination notices issued in line with Service Lines (leave) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Cycle Time	100.00%	N/A	N/A
PI.17	% key milestones met on readiness plan (join) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Cycle Time	100.00%	N/A	N/A
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Cycle Time	100.00%	N/A	N/A
PI.19	% of closure notices issued within 1 business day following last exit obligation being met (leave) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Cycle Time	100.00%	N/A	N/A
PI.20	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued (leave) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Right First Time	100.00%	N/A	N/A
PI.21	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued. (leave) Non-Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Right First Time	100.00%	N/A	N/A
PI.22	% of readiness criteria approved by customer (join) Non Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Right First Time	100.00%	N/A	N/A
PI.23	% of readiness criteria approved by customer (join) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Right First Time	100.00%	N/A	N/A
PI.27	% level 1 milestones met	Managing Change	Andy Szabo / Linda Whitcroft	Cycle Time	95.00%	3	100.00%
PI.28	DDP Core Service Availability (0900-1700 normal business hours)	DDP	Andy Szabo / Neil Laird	Cycle Time	99.00%	N/A	100.00%
PI.29	Number of valid DDP defects raised per release (Post PIS)	Managing Change	Andy Szabo / Neil Laird	Right First Time	3	0	100.00%



Appendix 2

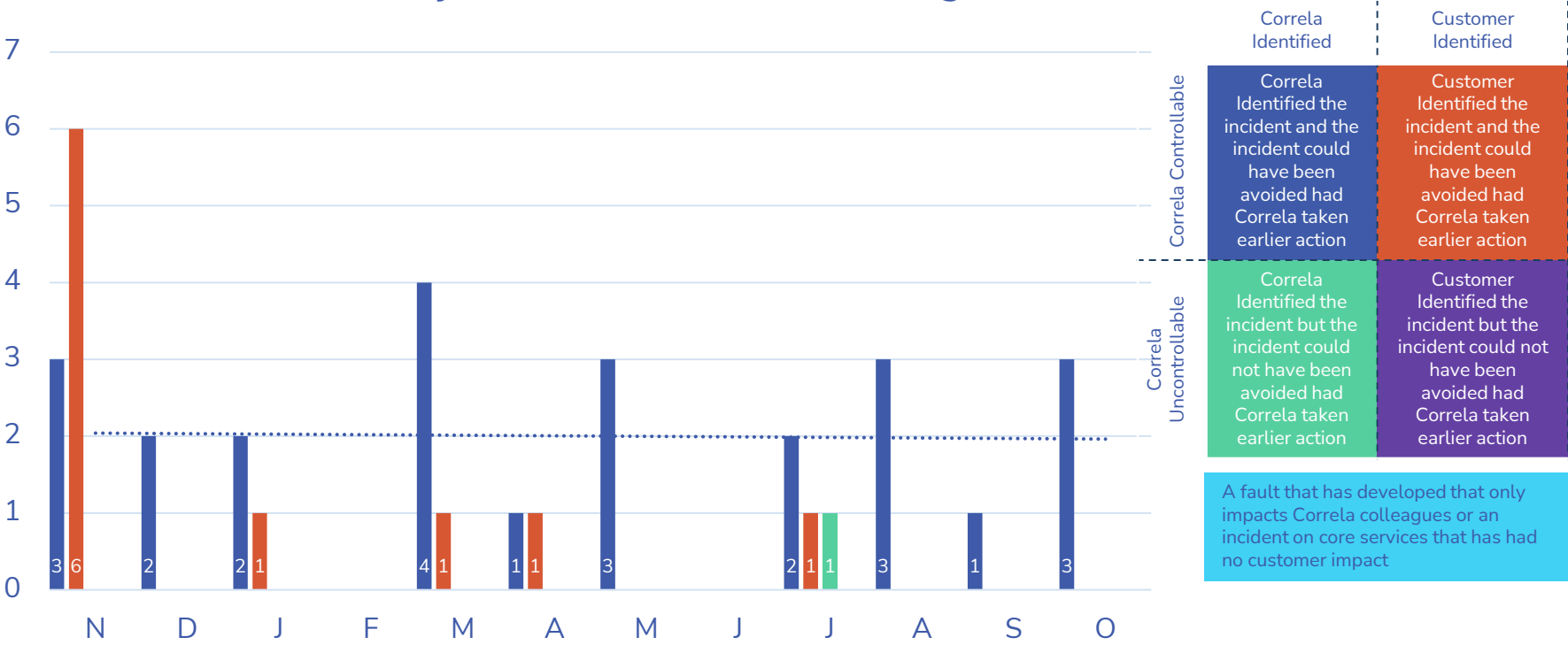
XOSERVE INCIDENT SUMMARY

High Level Summary of P1/P2 Incidents: Oct 2023

Ref.	What happened?	Why did it happen?	What do we understand our customers experienced?	What did we do to resolve the issue?	Incident Date	Resolved Date
INC0413414	Technical support teams identified connectivity issues affecting SAP Process Orchestration (SAP PO).	The SAP PO database space was utilised to full capacity. This was exacerbated by the annual IDL activity and an unexpected bulk load of files.	The weather data loaded into Gemini was delayed causing incorrect day ahead values to be published. Customers were unable to access the UK Link Portal and legacy CMS services during the outage period.	Additional space was added to the affected database to mitigate immediate storage requirements. A restart was then completed on SAP PO and full service restored. Increased monitoring ensured all data was processed within the required timeframes. No further issues were observed.	3 rd Oct	4 th Oct
INC0415612	Manual checks identified the Xoserve Service portal was unavailable subsequently impacting access to UK Link portal	Whilst implementing a planned change on the UK Link portal, a critical and unexpected shortage of storage space within the application deployment tool led to the unavailability of the Xoserve Service portal	Customers who were routed to the UK South region when logging into the Xoserve Service portal were unable to log into the UK Link portal	UK South was isolated, and all traffic routed to UK West restoring full availability to all customers. Logs were cleared in the deployment tool to release space and allow the implementation to complete successful in UK South. Traffic routing restored to normal operation on UK South and West.	13 th Oct	13 th Oct
INC0419015	Manual checks detected that no inbound or outbound emails were being processed from the UK Link applications	During the analysis of the Xoserve and Correla Technical Separation project it was believed service accounts would not be impacted, following cutover emails were not processing from these accounts	Customers who normally send or receive to and from the service accounts would have seen a delay in receiving their data or response to their submission email	The impacted service accounts were analysed and migrated successfully. All impacted emails were processed successfully following the migration	27 th Oct	31 st Oct

What is Happening Overall?

Major Incident Chart – Rolling 12 months





Appendix 3

CUSTOMER ISSUE DASHBOARD

Further Information

Please contact the Issue Management Team
box.xoserve.IssueResolution@xoserve.com

System status, planned outages and info on current system impacting issues can be found at the following location:

<https://www.xoserve.com/news-updates/news-and-updates/system-outages/>