



Contract Management Committee

4. Contract Management Report 20th
December 2023

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- 4.1 KPM Reporting *(final figures will be published by 14th Dec)*
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KPM Reporting (November reporting period)

Agenda item 4.1

KPMs Overall Summary:- November 2023

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

KPMs Failure Summary:- November 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%	99.99%	139,998,055 reads and 299,267 asset updates were received. 346 reads and 363 asset updates were not processed within SLA 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%	99.97%	764,422 created and 764,238 resolved. A small volume of Prime and Sub exceptions failed the 2-month SLA.	GT / iGT / Shipper

PIs Overall Summary:- November 2023

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (26 total)	18	1	7

PIs Failure Summary:- November 2023

PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / 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

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	Target	November 23
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	Target	November
% of revenue collected by due date	98%	99.36%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	Target	November
% of revenue collected by due date	98%	99.85%
% of revenue collected by due date (+3 days)	98%	99.99%



Monthly Contract Management reports and updates

Agenda Item 4.3

Performance monitoring (November 2023)

- Additional Services and Third-Party Services Invoicing

Reporting Area	November	Year to date
Additional Services	£3,555.00	£40,036.00
Third Party Services	£0.00	£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 (November 2023)

Class	MPRN Count	Smart Count	Total	Smart %
1	633	0	633	0.00%
2	705	0	705	0.00%
3	170849	4027137	4197986	95.93%
4	10834578	10127761	20962340	48.31%

Overall, 56% of the entire Meter Portfolio is Smart

Communications Highlights – November 2023

Publications

- [Blog: Why is energy storage so important to meeting future heat demand?](#)
- [Delivering Decarb – November 2023](#)
- [Decarb Discussions podcast – Heat demand and the role of energy storage: what are our options?](#)
- [Blog: The National Infrastructure Assessment - Impacts on the gas industry](#)
- [We've published the second draft of our Business Plan 2024](#)
- [New Credit Risk & Neutrality customer guidance released](#)
- [Blog: Energy storage – the missing piece of the net zero puzzle?](#)
- [UK Link November Release - successful implementation](#)
- [Xoserve Board Update](#)

Looking ahead

- [15 December CMS Re-build Customer Focus Group](#)

Events

- 2 November Transmission Workgroup
- 2 November Offtake Committee
- 2 November DN Constituent Meeting
- 3 November IGT Constituent Change Meeting
- 6 November Governance Workgroup
- 7 November NTSCMF
- 8 November Change Management Committee
- 9 November IGT UNC Modification Workstream
- 14 November Performance Assurance Committee
- 14 November Customer Induction Day
- 15 November Contract Management Committee
- 16 November UNC Mod Panel & UNCC
- 17 November CMS Rebuild Customer Focus Workgroup
- 20 November DSC Delivery Sub-Group
- 20 November Gemini Sustain Plus Focus Group
- 21 November DSC Credit Committee
- 21 November EBCC
- 22 November Shrinkage Forum
- 22 November UNC Mod Panel & UNCC
- 23 November Distribution Workgroup
- 24 November IGT UNC Mod Panel
- 24 November Monthly Hydrogen Implementation Update - IGTs
- 28 November Customer Expert Day
- 28 November IGT Constituent Operational Meeting



Xoserve Incident Summary

Agenda Item 4.4

Summary

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
UK Link Portal/ Legacy CMS	P2	Customers were unable to access the UK Link Portal and legacy CMS services during the outage period.	A restart was completed on SAP PO and full service restored. Once complete it was seen that there was a small number of stuck contacts within CMS, a full restart was undertaken to release these and service successfully restored.	No	Yes	DMSPs, Shippers, DNs and IGTs

High Level Summary of P1/P2 Incidents: Nov 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
INC0425061	Technical support teams identified connectivity issues affecting SAP Process Orchestration (SAP PO).	RCA in progress	Customers were unable to access the UK Link Portal and legacy CMS services during the outage period.	A restart was completed on SAP PO and full service restored. Once complete it was seen that there was a small number of stuck contacts within CMS, a full restart was undertaken to release these and service successfully restored.	22 nd Nov	22 nd Nov



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 2 outstanding missing messages: <ul style="list-style-type: none"> - 1 pending customer response - 1 awaiting DCC response from ticket raised on 23 November 2023 - In November 2023, a total of 3 missing messages, 2 resolved as 'cancelled' following response from DCC 	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 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, fix only applies to c. 300 meter points. 	IGTs DNs



GRDA Performance

Agenda Item 4.6

GRDA Performance – November 2023

target actual



Key points to note November 2023

- Figures quoted based on draft RPA report due to CoMC paper deadline – indicates:
- 7.1.3 - failure due to missing messages from CSS:
 - 2 of 21 days at average volume with at least 3 missing messages

Service Definition	Service Definition Section	Section number	Metric Description	Performance Level	Metric Type	Value
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	0.9999
GRDS	Service Availability	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours	0	INT	0
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
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	0.8889
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
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	0.9048
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
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	9
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	21
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
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
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
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
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
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	590
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	84
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	46
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
GRDS	General	N/A	Re 7.1.1 and 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	



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:- November 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Nov-23
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Alex Jessup / Neil Laird	Right First Time	100%	832,611	100%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Alex Jessup / Neil Laird	Right First Time	99.50%	138,519,597	99.99%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Alex Jessup / Neil Laird	Right First Time	99.50%	320,873	100%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Alex Jessup / Neil Laird	Right First Time	100%	15,254,904	100%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Alex Jessup / Neil Laird	Right First Time	0.75%	12,204	0.05%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Alex Jessup / Neil Laird	Cycle Time	100%	832,611	100%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Alex Jessup / Neil Laird	Cycle Time	100%	140,297,322	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Alex Jessup / Neil Laird	Cycle Time	100%	15,245,287	100%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Alex Jessup / Neil Laird	Right First Time	98.00%	2,110	100%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS)	Invoicing DSC Customers	Alex Jessup / Neil Laird	Right First Time	100%	224	100%
KPM.11	% of DSC customers with less than 1% of MPRNs which have an AMS Invoice exception	Invoicing DSC Customers	Alex Jessup / Neil Laird	Right First Time	97.00%	65	100%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Alex Jessup / Neil Laird	Cycle Time	100%	224	100%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Alex Jessup / Neil Laird	Cycle Time	100%	764,238	99.97%
KPM.14	Number of valid P1 and P2 defects raised within the PIS period relating to relevant change (excluding programmes)	Managing Change	Alex Jessup / 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	Alex Jessup / 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	Alex Jessup / Linda Whitcroft	Right First Time	5	0	0
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Alex Jessup / Trefor Price	Right First Time	95.00%	657	97.87%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Alex Jessup / Trefor Price	Cycle Time	90.00%	2,177	98.50%
KPM.19	UK Link Core Service Availability	UKLink	Alex Jessup / Trefor Price	Cycle Time	99.00%	N/A	99.86%
KPM.20	Gemini Core Service Availability	Gemini	Alex Jessup / Trefor Price	Cycle Time	99.00%	N/A	100%

DSC PI Performance:- November 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Nov-23
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Cycle Time	95.00%	19,897	98.74%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Cycle Time	80.00%	18,028	90.23%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Cycle Time	98.00%	20,030	99.48%
PI.04	% (P5) customer queries responded to within SLA/OLA	Customer Contacts	Alex Jessup / Neil Laird	Cycle Time	90.00%	1,547	98.64%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Alex Jessup / Neil Laird	Right First Time	95.00%	1,547	99.35%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Alex Jessup / Neil Laird	Cycle Time	100%	1,018	100%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Alex Jessup / Neil Laird	Right First Time	99.00%	1,018	100%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Right First Time	1.00%	28	0.16%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Alex Jessup / Neil Laird	Cycle Time	90.00%	4,564	92.18%
PI.10	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	Demand Estimation Obligations	Alex Jessup / Neil Laird	Right First Time	75.00%	N/A	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Alex Jessup / Neil Laird	Cycle Time	100%	7	100%
PI.12	KPM relationship management survey	Customer Relationship Management	Alex Jessup / Neil Laird	Right First Time	95.00%	27	91.51%
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Alex Jessup / Neil Laird	Cycle Time	90.00%	1	100%
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	Alex Jessup / Neil Laird	Right First Time	100%	0	100%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	100%
PI.16	% closure/termination notices issued in line with Service Lines (leave) Shipper	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	N/A
PI.17	% key milestones met on readiness plan (join) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Cycle Time	100%	1	100%
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Cycle Time	100%	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)	Alex Jessup / Neil Laird	Cycle Time	100%	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)	Alex Jessup / Neil Laird	Right First Time	100%	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)	Alex Jessup / Neil Laird	Right First Time	100%	N/A	N/A
PI.22	% of readiness criteria approved by customer (join) Non Shippers	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Right First Time	100%	1	100%
PI.23	% of readiness criteria approved by customer (join) Shippers	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Right First Time	100%	N/A	N/A
PI.27	% level 1 milestones met	Managing Change	Alex Jessup / Linda Whitcroft	Cycle Time	95.00%	6	100%
PI.28	DDP Core Service Availability (0900-1700 normal business hours)	DDP	Alex Jessup / Neil Laird	Cycle Time	99.00%	N/A	100%
PI.29	Number of valid DDP defects raised per release (Post PIS)	Managing Change	Alex Jessup / Neil Laird	Right First Time	3	0	0

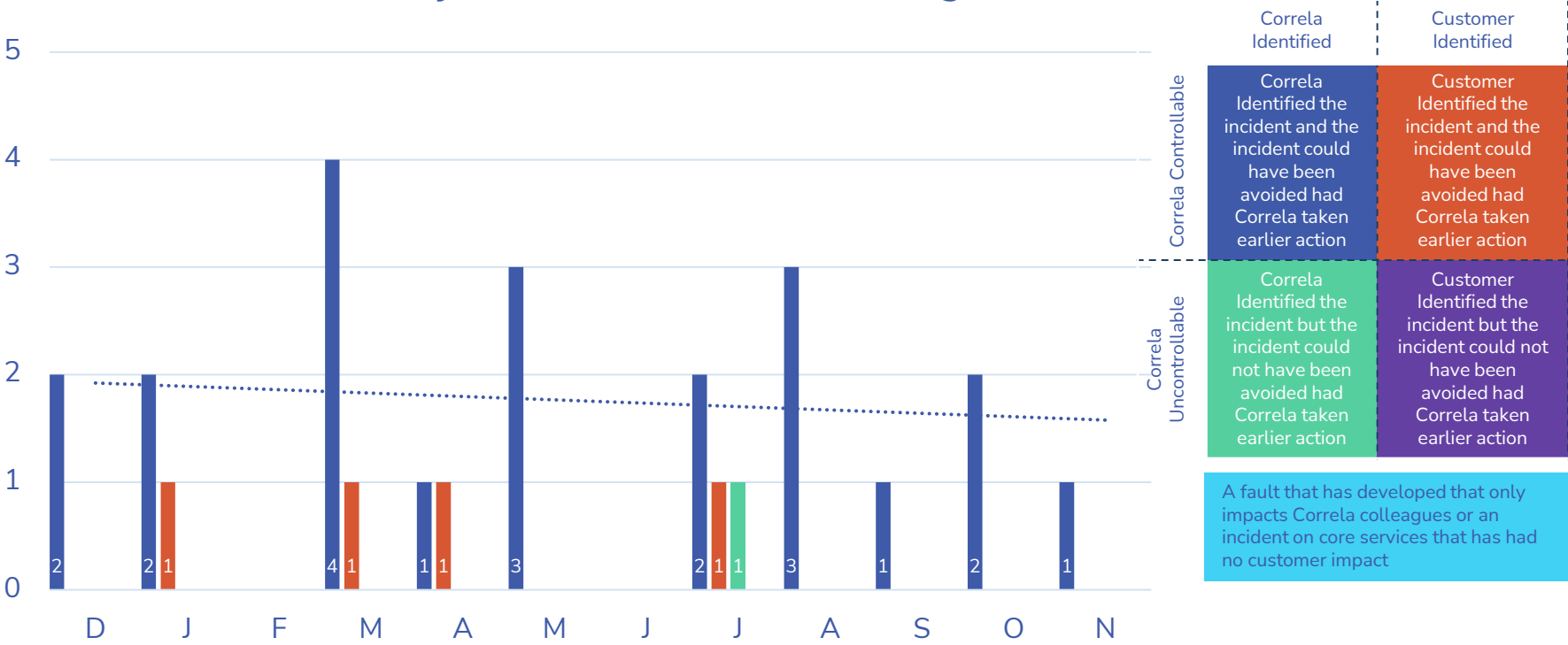


Appendix 2

XOSERVE INCIDENT SUMMARY

What is Happening Overall?

Major Incident Chart – Rolling 12 months



What is Happening Overall?

Key:

Nov 2023

Performance Year to Date

	Correla Identified	Customer Identified		Correla Identified	Customer Identified		Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action	Correla Controllable	1	0	Correla Controllable	13	2
Correla Uncontrollable	Correla Identified the incident but the incident could not have been avoided had Correla taken earlier action	Customer Identified the incident but the incident could not have been avoided had Correla taken earlier action	Correla Uncontrollable	0	0	Correla Uncontrollable	1	0



Appendix 3

CUSTOMER ISSUE DASHBOARD

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
 - Total of 2 outstanding missing messages:
 - 1 pending customer response
 - 1 awaiting DCC response from ticket raised on 23 November 2023
 - Three missing messages in November 2023, 2 resolved as ‘cancelled’ following response from DCC
 - In total of c. 83,000 missing messages since CSS implementation.
 - 82,500 impacted by the P1 CSS major incident in July 2023.
 - Mod. 0836S - Resolution of Missing Messages following Central Switching Service implementation and integration with REC Change R0067, raised March 2023 prior to the P1 incident. Implementation on 18 December 2023.
 - Mod. 0855 – Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, awaiting Ofgem decision.
 - IGT Mod 0171 - Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, awaiting Ofgem decision
- Portfolio Files
 - Fix applied to the ‘special characters’ contained within contact data & DCC flag.
 - Six further issues identified 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 - Shippers

- Missing Secured Active Messages (SAMs)
 - Total of 2 outstanding missing messages:
 - 1 pending customer response
 - 1 awaiting DCC response from ticket raised on 23 November 2023
 - Three missing messages in November 2023, 2 resolved as 'cancelled' following response from DCC
 - In total of c. 83,000 missing messages since CSS implementation.
 - 82,500 impacted by the P1 CSS major incident in July 2023.
 - Mod. 0836S - Resolution of Missing Messages following Central Switching Service implementation and integration with REC Change R0067, raised March 2023 prior to the P1 incident. Implementation on 18 December 2023.
 - Mod. 0855 – Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, awaiting Ofgem decision.
 - IGT Mod 0171 - Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, awaiting Ofgem decision

Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
 - Total of 2 outstanding missing messages:
 - 1 pending customer response
 - 1 awaiting DCC response from ticket raised on 23 November 2023
 - Three missing messages in November 2023, 2 resolved as ‘cancelled’ following response from DCC
 - In total of c. 83,000 missing messages since CSS implementation.
 - 82,500 impacted by the P1 CSS major incident in July 2023.
 - Mod. 0836S - Resolution of Missing Messages following Central Switching Service implementation and integration with REC Change R0067, raised March 2023 prior to the P1 incident. Implementation on 18 December 2023.
 - Mod. 0855 – Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, awaiting Ofgem decision.
 - IGT Mod 0171 - Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, awaiting Ofgem decision
- Portfolio Files
 - Fix applied to the ‘special characters’ contained within contact data & DCC flag.
 - Six further issues identified 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.

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/>