Data Communications Company



Criteria for Reporting High Demand

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25/03/2022	Updates following Industry Review		0.3
10/05/2022	Updates following RECCo Comments		0.4
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1. Introduction

The Switching Arrangements have been designed, built and tested in order to manage the end to end Switching Arrangements and maintain service. The Switching Operator is responsible for the co-ordination and operational management of the Switching Arrangements in coordination with all Switching Data Service Providers, Switching Operator and CSS. In order to effectively plan this activity this document provides guidance to Market Participants on how they can notify the Switching Operator of high demand on the service. This shall be the case for the following Requests:

- Registration Requests
- Switching Requests
- Deactivation Requests

1.1. Purpose

The purpose of this document is to set out high level criteria for Market Participants to notify the Switching Operator of high demand that will be placed on the Switching Arrangements by Market Participants. The Service Management Schedule Section 10 defines the requirements for the Switching Operator to provide this guidance to Parties.

1.1.1. Objective

This document shall provide a clear and consistent reference point for the criteria to use in being able assess when the Switching Operator should be notified of any high demand that is expected. This document shall refer to the usage of Service Portal and Service Management Service Requests.

1.1.2. Out of Scope

This document does not cover any other Service Management procedures, refer to the REC Schedules or other Category 3 documents as required.

2. High Demand Reporting

2.1. Background

It is understood and expected that Market Participants will from time to time have need to submit requests into the Switching service at a higher rate than would be typical through demand profiling. This could be for a number of reasons that this document will not address. The Switching Operator is required to be able to manage these requests and manage the Market Messages through the Switching Arrangements.

The Switching Operator shall review all notifications of high demand and ensure that either the system capacity has developed, against the NFRS, to meet the needs of the demand or shall carry out activity with Service Providers to understand if there is likely to be risk in delivering this. The Switching Operator will communicate with Market Participants where required in order to discuss the demand profile in order to protect the Switching Service.

2.2. Demand Identification and Logging

The expected utilisation of the service based upon historical data shall be used to identify the demand patterns by the Switching Operator in order to review trend and processing times and in order to create and overall demand profile of the Switching service. This will mean that, within a tolerance, the Switching Operator shall understand a profile and volume of Switch Requests (Registration, Switching and Deactivation) that shall be submitted and will use this information to ensure the monitoring and management of the Switching service. Should a Market Participant need or be aware that they will need to report higher than normal demand, the Switching Operator should be notified. The guidance for this is:

- Should any Market Participant expect to send an increase of 100% more Switch Requests on a single day relative to their average over that past 30 days, the Switching Operator should be notified using a Service Request on the Switching Portal.

Market Participants shall notify the Switching Operator by raising a “High Demand” Service Request from the Switching Portal. This notification should be made as soon as it is reasonably practicable to do so based on when the Market Participant identifies the likely heightened Demand profile for a given period.

The Switching Operator shall receive and evaluate the impact of that demand on the overall service and will correspond with the Market Participant and Switching Data Service Providers as required to mitigate any risks against the high demand submitted.