

## Xoserve Action to WG 0674

At the October Workgroup meeting for 0674, Xoserve took the following action:

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
1001	26/10/21	4.0	ER (Xoserve) to investigate the process and procedures of the ASR in relation to the confidentiality aspect	ER (Xoserve)	Pending

Response / Update:

- During the October WG meeting, concerns were raised regarding the CDSP proposal to utilise the Additional Service Request (ASR) route to manage specific performance techniques.
- We understood from the discussion, the concern was around a lack of oversight and assurance regarding what Shippers are charged under the ASR for a specific performance improvement technique.
- To provide clarity on this process, ASR's are managed under the DSC and although they are confidential between the CDSP and the specific DSC customer, to confirm, Xoserve do have controls in the contracts with our service providers to ensure that costs provided for services (including ASRs) are reasonable and fair.
- As well as having these controls, Xoserve also share the value of Additional Services provided each month with the DSC Contract Management Committee (CoMC). This is under a standing agenda item, Contract Metrics.
- Based on this, although ASRs are confidential between the CDSP and the specific DSC customer and we cannot share the specific details, Xoserve do have assurances in place which I backed off with the DSC CoMC.