

OTS INDUSTRY PROCESS GROUP (“GROUP”)

TERMS OF REFERENCE

Purpose

- To help refine and improve the OTS Industry Process within the framework of the published Change Control Process.

Tasks

- Consider the implications of changes suggested by any party, after initial triage by TOTSCo in line with the Change Control Process.
- Propose ideas for modifications and clarifications to the Industry Process, to be triaged by TOTSCo in line with the published Change Control Process.
- Identify and propose any guidance required to aid CPs implement OTS, including best-practice guides.

Membership

- Suggested maximum of 10 members.
- Membership is personal, but members should represent a CP that uses the OTS process for residential switching, or a relevant Trade Association or relevant industry body.
- TOTSCo and OTA2 will be co-chairs of the Group.
- TOTSCo’s Business Analyst will attend meetings.
- TOTSCo will invite applications for membership of the Group. Weight will be given to achieving a membership that is representative of all relevant sectors of the industry, as well as to the skills and experience required of members.
- Membership changes to the Group will normally be by consensus. The TOTSCo Board may decide on changes where consensus cannot be found.
- Nominees need appropriate authorisation from their employer to join the Group.
- Members should have appropriate knowledge of OTS and switching processes within their own organisation.
- Members must have the time to participate at the majority of meetings and to contribute reasonable time as required to achieve the goals of the Group.

Modus Operandi

- Meetings will be monthly unless otherwise required.
- The TOTSCo Board remains the ultimate decision maker on all Industry Process changes, as shown in the Change Control Process.
- Any issue raised by the Group must go through the Change Control Process before then being fully considered by the Group.
- A Code of Practice for conduct of its meetings will be developed by Group.
- Members will be given training in relevant compliance matters, including competition.
- Members should provide facilities as required (e.g.meeting rooms).

Relationships with other bodies

- TOTSCo will consult the Group as shown in the Change Control Process.
- The Group will appear on an updated version of the Change Control Process.
- Group members are drawn from industry and are expected to network with other CPs and industry bodies as appropriate.

Transparency and communications

- The agenda and minutes of each meeting will be made available on the TOTSCo website.

Financing

- No party will receive payment for participation in the Group.
- No funding requirement for the group is anticipated.

TOTSCo

April 2023

Notes

OTS = One Touch Switch

CP = Communications Provider

OTA2 = Office of the Telecommunications Adjudicator

TOTSCo = The One Touch Switching Company Ltd

Industry Process (or "IP") = OTS Industry Process. The latest version can be found at <https://totsco.org.uk/process-technical-documents/>

Change Control Process: the process governing changes to the OTS Industry Process, which can be found at <https://totsco.org.uk/process-technical-documents/>