

INDUSTRY PROCESS GROUP

DATE	31 May 2023
TIME	14.00 – 15:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Mike Locke (INCA), Marcel Horst (CWP), Paddy Paddison (Wildanet), Mark Delo (NowYoYo), David Stewart (Sky), Seng Lee (TalkTalk), Joe Karthausser (Truespeed), Niall Gillespie (BT)
MEMBERS ABSENT	David Stubbs (VMO2), Melanie Buckley (VMO2), James Warner (Full Fibre), Frank Manning (Digital Infra), Hema Kariyappa (Vodafone), Victoria Hansford (KCOM)
TOTSCo OBSERVERS	Michelle Shaw, Debra Revens

AGENDA ITEMS

- 1) INTRODUCTIONS AND REMINDER OF GUIDELINES
- 2) REVIEW OF PROCESS GROUP TERMS OF REFERENCE
- 3) DISCUSSION OF GROUP TASKS INCLUDING, BUT NOT LIMITED TO:
 - A) THE CREATION OF BEST PRACTICE GUIDES FOR AREAS SUCH AS MATCHING, PARTICULARLY ADDRESS MATCHING
 - B) IDENTIFICATION OF UNHAPPY PATH SCENARIOS AND EDGE CASES
 - C) UPDATES TO DOCUMENTATION SUCH AS THE OTS RESPONSE CODES LIST
- 4) REVIEW OF THE REQUIREMENT FOR AN ARCHIVE OF MESSAGE CONTENT
- 5) ANY OTHER BUSINESS

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Introductions and reminder of guidelines
ACTION	n/a

AGENDA ITEM	2
DISCUSSION POINT	Review of Process Group Terms of Reference
ACTION	TOTSCo and OTA2 to discuss and confirm the process should there be a significant disagreement within the group regarding a proposed change.

AGENDA ITEM	3
DISCUSSION POINT	Discussion of group tasks such as the production of best practice guides around matching, unhappy paths and edge cases as well as updates to documentation such as the Industry Process and the Response Codes list
ACTION	TOTSCo to look into document sharing methods. Group members to consider unhappy paths and edge cases. TOTSCo to collate a list of these for group to work through

AGENDA ITEM	4
DISCUSSION POINT	Review of the requirement for an archive of message content
ACTION	Group members to consider their opinion on the requirement for an archive to store the body of messages after delivery has been confirmed to the recipient

AGENDA ITEM	5
DISCUSSION POINT	Any other business
CONCLUSION/ RECOMMENDATION	TOTSCo asked if subsequent calls could be recorded. The meetings will not be made available, but can be referred to in the event there is any disagreement or confusion over the minutes.
ACTION	Participants to inform TOTSCo privately if they have any objections to recording meetings

Glossary

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/>