

INDUSTRY PROCESS GROUP

DATE	28 June 2023
TIME	13.30 – 15:30
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Mark Delo (NowYoYo), Seng Lee (TalkTalk), Joe Karthaus (Truespeed), Hema Kariyappa (Vodafone), Mike Locke (INCA), David Stewart (Sky), Mel Buckley (VMO2)
MEMBERS ABSENT	Frank Manning (Digital Infra), Paddy Paddison (Wildanet), Victoria Hansford (KCOM), David Stubbs (VMO2), David Stewart (Sky), Marcel Horst (CWP), Niall Gillespie (BT), James Warner (Full Fibre)

AGENDA ITEMS

- 1) FOLLOW UP ON ACTIONS FROM LAST WEEK'S CALL
- 2) REVIEW SUGGESTED MINOR CHANGES IN INDUSTRY PROCESS V4.3
- 3) REVIEW OF UNHAPPY PATH SCENARIOS SPECIFICALLY AROUND ADDRESS MATCHING
- 4) CONTINUATION OF DISCUSSION AROUND POTENTIAL BARRIERS TO SWITCHING

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Follow up on actions from last week
CONCLUSION/ RECOMMENDATION	
ACTION	

AGENDA ITEM	2
DISCUSSION POINT	Review suggested minor changes in Industry Process v4.3
CONCLUSION/ RECOMMENDATION	Group confirmed they had no comments on the suggested changes to the document
ACTION	

AGENDA ITEM	3
DISCUSSION POINT	Review of unhappy path scenarios specifically around address matching
CONCLUSION/ RECOMMENDATION	
ACTION	TM to create a table of principles of matching in line with Industry Process JA to check the 999 equivalent procedure Members to check with DPOs regarding returning the address to the gaining provider in a match failure message when the name and account number match.

AGENDA ITEM	4
DISCUSSION POINT	Continuation of discussion around potential barriers to switching
CONCLUSION/ RECOMMENDATION	
ACTION	Group to consider scenario 8 involving fraudulent activity and discussion to continue regarding whether the group should include this in any best practice guide

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/>