

INDUSTRY PROCESS GROUP

DATE	12 July 2023
TIME	14:00 – 16:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Mark Delo (NowYoYo), Seng Lee (TalkTalk), Joe Karthaus (Truespeed), Hema Kariyappa (Vodafone), Niall Gillespie (BT), Marcel Horst (CWP), James Warner (Full Fibre) Mike Locke (INCA), Mel Buckley (VMO2), Victoria Hansford (KCOM),
MEMBERS ABSENT	Frank Manning (Digital Infra), Paddy Paddison (Wildanet), David Stewart (Sky), David Stubbs (VMO2),

AGENDA ITEMS

- 1) FOLLOW UP ON ACTIONS FROM LAST WEEK
- 2) DISCUSS POTENTIAL NEW 'SERVICE INFORMATION' OPTION IN THE SERVICE IDENTIFIER FIELD OF RESIDENTIAL SWITCH MATCH CONFIRMATION MESSAGES
- 3) DISCUSS ADDITIONAL UNHAPPY PATHS FROM THE UNHAPPY PATHS SHEET

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Follow up on actions from last week
CONCLUSION/ RECOMMENDATION	
ACTION	Group to consider possible change request regarding removal of the requirement to return an address when there are two strong points of contact (one of which is account number) but the address is not even a close match. TOTSCo to continue work on principles of matching table TOTSCo to continue work on the best practice guide draft. Group to provide comments, specifically in relation to intra-switches and any openreach specific processes that need to be considered. Group to review draft response codes list which will be discussed in a future call

AGENDA ITEM	2
DISCUSSION POINT	Discuss potential new 'service information' option in the service identifier field of residential switch match confirmation messages
CONCLUSION/ RECOMMENDATION	Group were in agreement to the proposed change. Any updates to the documentation need to provide guidance that the field should be used to concisely display information that will be clear and easily understandable by an end customer.
ACTION	Group to raise formal change request

AGENDA ITEM	3
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DISCUSSION POINT	Discuss additional unhappy paths from the unhappy paths sheet
CONCLUSION/ RECOMMENDATION	Group discussed scenario in which a CP is not present in the Hub directory. General agreement was reached that if the existing provider is not in the directory, it should first be confirmed with the customer that they are not using an old name for the company and that their existing service is a residential service. If so and the CP is definitely not in the hub directory, it would only be possible to provide a new service to the customer
ACTION	Group to review the suggested special character mapping guidance and let TOTSCo know if they see any errors or omissions.

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/>