

INDUSTRY PROCESS GROUP

DATE	19 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), Mike Locke (INCA), Mel Buckley (VMO2), David Stewart (Sky), David Stubbs (VMO2),
MEMBERS ABSENT	Frank Manning (Digital Infra), Paddy Paddison (Wildanet), James Warner (Full Fibre) Victoria Hansford (KCOM),

AGENDA ITEMS

- 1) DISCUSSION AROUND CONTACT INFORMATION TO BE INCLUDED IN THE HUB DIRECTORY – DETAILS TO BE SHARED ON THE CALL.
- 2) CONTINUATION OF DISCUSSION ON CHANGE REQUEST TO REMOVE THE REQUIREMENT TO RETURN A CUSTOMER ADDRESS IN A MATCH FAILURE IF SPECIFIC CIRCUMSTANCES ARE MET.
- 3) DISCUSSION AROUND MESSAGE DELIVERY POLICIES – SPECIFICALLY SUGGESTED CHANGE TO INCLUDE DATE IN SWITCH ORDER TRIGGER MESSAGE.
- 4) CONTINUE TO WORK THROUGH UNHAPPY PATHS DOCUMENT.

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Discussion around contact information to be included in the hub directory – details to be shared on the call.
CONCLUSION/ RECOMMENDATION	
ACTION	Group to prepare and review mock up example URL pages to consider whether or not this should be an optional requirement and whether it should be mandatory to be used in the event that it is provided.

AGENDA ITEM	2
DISCUSSION POINT	Continuation of discussion on change request to remove the requirement to return a customer address in a match failure if specific circumstances are met.
CONCLUSION/ RECOMMENDATION	
ACTION	Group to consider the change proposals and further discussion to take place.

AGENDA ITEM	3
DISCUSSION POINT	Discussion around message delivery policies – specifically suggested change to include date in switch order trigger message.

CONCLUSION/ RECOMMENDATION	Time expired before message delivery policy feedback could be reviewed and discussed. Group agreed with change request for addition of 'activation date' into the switch order trigger message. There were no concerns around implementation of an additional mandatory field to the body of this message type
ACTION	Group to review message delivery policy feedback in next call

AGENDA ITEM	4
DISCUSSION POINT	Continue to work through unhappy paths document
CONCLUSION/ RECOMMENDATION	Time expired before this could be discussed
ACTION	Group to review in subsequent meetings. TOTSCo updated the principles of matching table on the sharepoint. Group members to review in own time ahead of a future call to discuss.

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/>