

INDUSTRY PROCESS GROUP

DATE	05 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), David Stubbs (VMO2), Niall Gillespie (BT)
MEMBERS ABSENT	Frank Manning (Digital Infra), Paddy Paddison (Wildanet), Victoria Hansford (KCOM), David Stewart (Sky), Marcel Horst (CWP), James Warner (Full Fibre) Mike Locke (INCA), Mel Buckley (VMO2)

AGENDA ITEMS

- 1) FOLLOW UP ON ACTIONS FROM PREVIOUS CALL
- 2) CONTINUE DISCUSSION AROUND MATCHING – SPECIFICALLY IN RELATION TO ADDRESS MATCHING ALGORITHMS
- 3) CONTINUE DISCUSSION AROUND POTENTIAL BARRIERS TO SWITCHING
- 4) IF TIME ALLOWS – DISCUSSION OF ADDITIONAL UNHAPPY PATHS

MINUTES/NOTES

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

AGENDA ITEM	2
DISCUSSION POINT	Continue discussion around matching – specifically in relation to address matching algorithms
CONCLUSION/ RECOMMENDATION	OTA2 confirmed that no address matching occurs in the 999 process
ACTION	Group members to consult with their DPOs regarding the specific circumstances that cause an address to be returned in a match failure message TOTSCo to update the table of principles of matching in line with Industry Process

AGENDA ITEM	3
DISCUSSION POINT	Continue discussion around potential barriers to switching
CONCLUSION/ RECOMMENDATION	Group agreed scenarios 1-7 in the barriers to switching table at both match request stage and again at switch order stage
ACTION	

AGENDA ITEM	4
DISCUSSION POINT	If time allows – discussion of additional unhappy paths
CONCLUSION/ RECOMMENDATION	Time expired before this agenda item could be discussed.
ACTION	

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/>