

INDUSTRY PROCESS GROUP

DATE	01 and 02 August 2023
TIME	14:00 – 16:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Seng Lee (TalkTalk), Joe Karthaus (Truespeed), Niall Gillespie (BT) Marcel Horst (CWP), Mike Locke (INCA), Mel Buckley (VMO2), David Stewart (Sky), David Stubbs (VMO2), Victoria Hansford (KCOM),
MEMBERS ABSENT	Frank Manning (Digital Infra), Paddy Paddison (Wildanet), James Warner (Full Fibre), Mark Delo (NowYoYo), Hema Kariyappa (Vodafone),

AGENDA ITEMS

- 1) REVIEW DRAFT MATCHING GUIDE AND SUGGESTION FOR ADDRESS MATCHING
- 2) UPDATE ON ACTIONS FROM LAST CALL
- 3) REVIEW OF SUGGESTED MESSAGE DELIVERY POLICIES
- 4) REVIEW OF DRAFT RESPONSE CODES LIST ON SHARE POINT (CHANGES IN RED)
- 5) DISCUSSION OF OTHER UNHAPPY PATH SCENARIOS FROM LIST ON SHARE POINT

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Review draft Matching guide and suggestion for address matching
CONCLUSION/ RECOMMENDATION	
ACTION	Group members to update address matching section of matching guide

AGENDA ITEM	2
DISCUSSION POINT	Update on actions from last call
CONCLUSION/ RECOMMENDATION	
ACTION	Group members to provide example URL for best practice guide, group to review.

AGENDA ITEM	3
DISCUSSION POINT	Review of feedback on Message Delivery Policies.
CONCLUSION/ RECOMMENDATION	Time ran out before this could be discussed
ACTION	TOTSCo to set up separate call to discuss with interested parties

AGENDA ITEM	4
DISCUSSION POINT	Review of draft Response Codes list on share point
CONCLUSION/ RECOMMENDATION	Group reviewed and updated response codes list on share point for match failure scenarios
ACTION	Group to refer scenario 1108 to their DPOs for review over concerns about data mining. Should only 1107 be used? Group to continue review of other message failure scenarios in subsequent meeting

AGENDA ITEM	5
DISCUSSION POINT	Review of further unhappy path scenarios if time allows.
CONCLUSION/ RECOMMENDATION	Time expired before this could be discussed
ACTION	Group to review in subsequent meetings. TM has updated the unhappy paths tab of spreadsheet on share point, with bold text being suggestions not yet discussed in the group.

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/>