

INDUSTRY PROCESS GROUP

DATE	09 August 2023
TIME	14:00 – 16:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Seng Lee (TalkTalk), Marcel Horst (CWP), Mike Locke (INCA), Mel Buckley (VMO2), David Stewart (Sky), David Stubbs (VMO2), Mark Delo (NowYoYo), Hema Kariyappa (Vodafone),
MEMBERS ABSENT	Frank Manning (Digital Infra), Paddy Paddison (Wildanet), James Warner (Full Fibre), Joe Karthaus (Truespeed), Niall Gillespie (BT), Victoria Hansford (KCOM),

AGENDA ITEMS

- 1) FOLLOW UP ON OUTSTANDING ACTIONS FROM PREVIOUS CALL.
- 2) REVIEW PROPOSED WORDING CHANGES TO THE INDUSTRY PROCESS
- 3) REVIEW PROPOSED CHANGE REQUEST REGARDING ADDITIONAL VALUE TO USE A DN AS AN IDENTIFIER WITHOUT PORTING OR CEASE THE LINE.
- 4) FINISH REVIEW OF RESPONSE CODES LIST ON SHARE POINT
- 5) CONTINUE TO WORK THROUGH REMAINING UNHAPPY PATH SCENARIOS ON SHARE POINT IF TIME ALLOWS.

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Follow up on outstanding actions from previous call.
CONCLUSION/ RECOMMENDATION	
ACTION	Group members to update URL section of matching guide Group members to review and add comments to Matching best practice guide and Unhappy Paths best practice guide on share point Group members to consider volunteering for lead authorship of the unhappy paths best practice guide

AGENDA ITEM	2
DISCUSSION POINT	Review proposed wording changes to the Industry Process
CONCLUSION/ RECOMMENDATION	Group agreed wording updates to the industry process in relation to change requests raised by the group as well as some clarifications
ACTION	TOTSCo to share additional wording for CR in relation to “identify” as an action for NBICS in a match request

AGENDA ITEM	3
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DISCUSSION POINT	Review proposed Change Request regarding additional value to use a DN as an identifier without porting or cease the line
CONCLUSION/ RECOMMENDATION	Group were in agreement to the change. It was felt the impact of implementation was outweighed by the benefit of customers being able to use their DN as an identifier in a match request without having to request to cease or port their service.
ACTION	

AGENDA ITEM	4
DISCUSSION POINT	Finish review of Response Codes list on share point
CONCLUSION/ RECOMMENDATION	Time expired before this could be discussed
ACTION	Group to refer scenario 1108 to their DPOs for review over concerns about data mining. Should only 1107 be used? TOTSCo to arrange separate call to finish review

AGENDA ITEM	5
DISCUSSION POINT	Continue to work through remaining unhappy path scenarios on share point if time allows.
CONCLUSION/ RECOMMENDATION	Time expired before this could be discussed
ACTION	Group to review in subsequent meetings. TOTSCo have 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/>