

INDUSTRY PROCESS GROUP

DATE	15 & 16 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), Victoria Hansford (KCOM),
MEMBERS ABSENT	Frank Manning (Digital Infra), Paddy Paddison (Wildanet), James Warner (Full Fibre), Joe Karthaus (Truespeed), Niall Gillespie (BT),

AGENDA ITEMS

- 1) UPDATE ON OUTSTANDING ACTIONS
- 2) REVIEW OF RESPONSE CODES LIST
- 3) REVIEW OF EMAIL REGARDING QUANTITY OF SORS IN MATCH CONFIRMATIONS
- 4) CONTINUE TO WORK THROUGH UNHAPPY PATHS SPREADSHEET ON SHARE POINT

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Follow up on outstanding actions from previous call.
CONCLUSION/ RECOMMENDATION	
ACTION	Group 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 of response codes list
CONCLUSION/ RECOMMENDATION	Group agreed updated wording to the Response Codes list, but are considering additions as below.
ACTION	Group to consider if additional code is required for each failure message if the incoming message is completely unreadable. TOTSCo to add wording to the response codes returned in hub message delivery failures (the ones in the 9XXX format)

AGENDA ITEM	3
DISCUSSION POINT	Review of email regarding quantity of SORs in match confirmations

CONCLUSION/ RECOMMENDATION	
ACTION	Separate call arranged for 18/08 to discuss further
AGENDA ITEM	4
DISCUSSION POINT	Continue to work through unhappy paths spreadsheet on share point
CONCLUSION/ RECOMMENDATION	
ACTION	Group to resume discussion on remaining issues Wording in the unhappy paths best practice guide to be updated accordingly.

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/>