

INDUSTRY PROCESS GROUP

DATE	22 & 23 August 2023
TIME	14:00 – 16:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Seng Lee (TalkTalk), Mike Locke (INCA), Mel Buckley (VMO2), David Stewart (Sky), Mark Delo (NowYoYo), Hema Kariyappa (Vodafone), Victoria Hansford (KCOM), Paddy Paddison (Wildanet), Joe Karthaus (Truespeed), Niall Gillespie (BT),
MEMBERS ABSENT	Frank Manning (Digital Infra), James Warner (Full Fibre), Marcel Horst (CWP), David Stubbs (VMO2), Victoria Hansford (KCOM),

AGENDA ITEMS

- 1) UPDATE ON OUTSTANDING ACTIONS
- 2) REVIEW OF DRAFT BEST PRACTICE GUIDE

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 review updated response codes list before publication Group members to consider volunteering for lead authorship of the unhappy paths best practice guide
AGENDA ITEM	2
DISCUSSION POINT	REVIEW OF DRAFT BEST PRACTICE GUIDE
CONCLUSION/ RECOMMENDATION	Group reviewed the document for matching and suggested additional updates
ACTION	Group members to update document accordingly and Group to review accordingly before publication

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/>