

INDUSTRY PROCESS GROUP

DATE	21 June 2023
TIME	14.00 – 15:30
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Mark Delo (NowYoYo), Seng Lee (TalkTalk), Joe Karthaus (Truespeed), Niall Gillespie (BT), Hema Kariyappa (Vodafone), Mike Locke (INCA) James Warner (Full Fibre),
MEMBERS ABSENT	Frank Manning (Digital Infra), Paddy Paddison (Wildanet), Hema Kariyappa (Vodafone), Victoria Hansford (KCOM), David Stubbs (VMO2), David Stewart (Sky), Marcel Horst (CWP),

AGENDA ITEMS

- 1) REVIEW OF OUTSTANDING ACTIONS
- 2) CONTINUATION OF DISCUSSION FROM LAST WEEK AROUND POTENTIAL BARRIERS TO SWITCHING – REFERRING TO SCENARIOS ON SEPARATE UNHAPPY PATHS SHEET
- 3) REVIEW OF OTHER UNHAPPY PATH SCENARIOS

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Follow up on actions from last week
CONCLUSION/ RECOMMENDATION	TM reconfirmed with the group that no one can see a case for a message resend functionality after a message has been delivered and no one can see a case for the hub retaining the message body (not envelope) for any period of time after successful delivery. This is on the assumption that the envelope content is available for reporting purposes and to track message sequences.
ACTION	Group to attempt to use the SharePoint link sent by TM and to inform him if this does not work

AGENDA ITEM	2
DISCUSSION POINT	Work through unhappy path scenarios- specifically potential barriers to switching on a customer's account at the time a match request or switch order is sent
CONCLUSION/ RECOMMENDATION	
ACTION	Group to review and confirm options in Unhappy Paths spreadsheet shared by TM by the next call Group members to send TM and JA additional scenarios they would like added to the agenda

AGENDA ITEM	3
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DISCUSSION POINT	Review of other unhappy path scenarios
CONCLUSION/ RECOMMENDATION	Meeting time elapsed before items could be added
ACTION	n/a

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/>