

INDUSTRY PROCESS GROUP

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| DATE | 26 July 2023 |
| TIME | 14:00 – 16:00 |
| LOCATION | Teams |
| CHAIRPERSONS | Tom Merritt (TOTSCo), Jack Abbotts (OTA2) |
| MEMBERS PRESENT | Mark Delo (NowYoYo), Seng Lee (TalkTalk), Joe Karthaus (Truespeed), Hema Kariyappa (Vodafone), Niall Gillespie (BT) Marcel Horst (CWP), Mike Locke (INCA), Mel Buckley (VMO2), David Stewart (Sky), David Stubbs (VMO2), |
| MEMBERS ABSENT | Frank Manning (Digital Infra), Paddy Paddison (Wildanet), James Warner (Full Fibre) Victoria Hansford (KCOM), |

AGENDA ITEMS

- 1) FOLLOW UP ON ACTIONS FROM LAST WEEK.
- 2) FURTHER DISCUSSION AROUND CHANGE REQUEST TO REMOVE REQUIREMENT TO RETURN ADDRESSES IN SPECIFIC MATCH FAILURE SCENARIOS.
- 3) REVIEW OF FEEDBACK ON MESSAGE DELIVERY POLICIES.
- 4) REVIEW OF MATCHING PRINCIPLES GRID
- 5) REVIEW OF FURTHER UNHAPPY PATH SCENARIOS IF TIME ALLOWS.

MINUTES/NOTES

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| AGENDA ITEM | 1 |
| DISCUSSION POINT | Follow up on actions from last week. |
| CONCLUSION/ RECOMMENDATION | |
| ACTION | Group members to prepare mock up example URL pages for the group to review and consider whether or not this should be an optional requirement and whether it should be mandatory to be used in the event that it is provided. Group members to share draft matching best practice guide with group for review (shared 26/07). Group to provide comments. TM to arrange optional separate call next week specifically for address matching discussion and comments on draft document. |

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| AGENDA ITEM | 2 |
| DISCUSSION POINT | Further discussion around change request to remove requirement to return addresses in specific match failure scenarios. |
| CONCLUSION/ RECOMMENDATION | |
| ACTION | Group members that raised CR to attempt to get corroboration from DPOs or an estimate on volumes of how likely this is to occur to support CR. |

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| AGENDA ITEM | 3 |
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| DISCUSSION POINT | Review of feedback on Message Delivery Policies. |
| CONCLUSION/ RECOMMENDATION | |
| ACTION | TOTSCo circulated revised message delivery policy proposal for consideration in next call |

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| AGENDA ITEM | 4 |
| DISCUSSION POINT | Review of Matching Principles grid |
| CONCLUSION/ RECOMMENDATION | |
| ACTION | Group to discuss in subsequent meeting, but members to review in own time between calls. |

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| AGENDA ITEM | 5 |
| DISCUSSION POINT | Review of further unhappy path scenarios if time allows. |
| CONCLUSION/ RECOMMENDATION | |
| 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/>