

INDUSTRY PROCESS GROUP

DATE	07 June 2023
TIME	14.00 – 15:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Marcel Horst (CWP), Mark Delo (NowYoYo), David Stewart (Sky), Seng Lee (TalkTalk), Joe Karthaus (Truespeed), Niall Gillespie (BT), Hema Kariyappa (Vodafone), Victoria Hansford (KCOM), David Stubbs (VMO2), Melanie Buckley (VMO2), Mike Locke (INCA)
MEMBERS ABSENT	James Warner (Full Fibre), Frank Manning (Digital Infra), Paddy Paddison (Wildanet)

AGENDA ITEMS

- 1) FOLLOW UP ON ACTIONS FROM LAST WEEK
- 2) 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
- 3) ANY OTHER BUSINESS

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Follow up on actions from last week
CONCLUSION/ RECOMMENDATION	
ACTION	Group to confirm to TOTSCo by email if they have received the SharePoint request and if this is working for them
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 consider options circulated by email and to be prepared by TOTSCo and OTA2 Group members to send TOTSCo and OTA2 additional scenarios they would like added to the agenda
AGENDA ITEM	3
DISCUSSION POINT	Any other business

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/>