

INDUSTRY PROCESS GROUP

DATE	30 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), Niall Gillespie (BT),
MEMBERS ABSENT	Frank Manning (Digital Infra), James Warner (Full Fibre), Marcel Horst (CWP), David Stubbs (VMO2), David Stewart (Sky), Paddy Paddison (Wildanet), Joe Karthaus (Truespeed),

AGENDA ITEMS

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

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Follow up on outstanding actions from previous call.
CONCLUSION/ RECOMMENDATION	
ACTION	<p>Group members to update URL section of matching guide for second version</p> <p>Group members to review and add comments to Matching best practice guide and Unhappy Paths best practice guide on share point</p> <p>Group members to review updated response codes list before publication</p> <p>Group members to consider volunteering for lead authorship of the unhappy paths best practice guide</p> <p>Group members to consider change request around validation. Please submit comments by email initially and we will discuss after publication of documentation.</p>

AGENDA ITEM	2
DISCUSSION POINT	Review of draft best practice guide and response codes
CONCLUSION/ RECOMMENDATION	<p>Group reviewed the document for matching and suggested additional updates.</p> <p>Group reviewed response codes list and updated during the call</p>
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/>