

INDUSTRY PROCESS GROUP

DATE	05 September 2023 and 06 September 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), Niall Gillespie (BT), Marcel Horst (CWP), David Stubbs (VMO2), Paddy Paddison (Wildanet),
MEMBERS ABSENT	Frank Manning (Digital Infra), James Warner (Full Fibre), Joe Karthausser (Truespeed), Hema Kariyappa (Vodafone), Victoria Hansford (KCOM),

AGENDA ITEMS

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

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Follow up on outstanding actions from previous call.
CONCLUSION/ RECOMMENDATION	
ACTION	

AGENDA ITEM	2
DISCUSSION POINT	Review of draft best practice guide and response codes
CONCLUSION/ RECOMMENDATION	Group provided agreement for the release of the Matching Best Practice Guide, the updated Response Codes List and the Match Request and Responses matrix, along with the address examples document. Publication scheduled for 08/09
ACTION	Group to split the unhappy paths and edge cases document into two separate docs, one covering open orders and a separate FAQ style document for unhappy paths and edge cases. Wording to be expanded around scheduled ceases for non-payment and planned switch dates Group members to consider if there is any need to see in the production directory, the status of any CP who may have registered, but has not yet been through testing to access the production environment. Group members to consider raising a CR to make the STSYG message optional rather than mandatory in the industry process

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/>