

## INDUSTRY PROCESS GROUP

DATE	20 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), David Stubbs (VMO2), Hema Kariyappa (Vodafone)
MEMBERS ABSENT	Frank Manning (Digital Infra), James Warner (Full Fibre), Joe Karthausser (Truespeed), Victoria Hansford (KCOM), Marcel Horst (CWP), Paddy Paddison (Wildanet),

## AGENDA ITEMS

- 1) UPDATE ON DRAFTING OF BEST PRACTICE GUIDES AND PLANS FOR NEXT DOCUMENTS TO PUBLISH.
- 2) FEEDBACK ON PUBLISHED DOCUMENTATION SO FAR (DEADLINE FOR COMMENTS IS 22/09 SO WE CAN CONTINUE NEXT WEEK).
- 3) DISCUSSION AROUND DUPLICATE MESSAGE HANDLING.
- 4) ANY OTHER BUSINESS

## MINUTES/NOTES

AGENDA ITEM	<b>1</b>
DISCUSSION POINT	Update on drafting of best practice guides and plans for next documents to publish.
CONCLUSION/ RECOMMENDATION	Group agreed that if a customers services cease due to a billing issue after a switch order confirmation has been sent, the LP will continue to confirm any subsequent update, cancellation or trigger requests received from the GP despite no longer providing service to the customer in question.
ACTION	Group to update Open Orders guide accordingly and to inform group when this is ready for review Group to remove references to open orders from the unhappy paths document Group to consider suggestions for items that need to be included in the draft unhappy paths document

AGENDA ITEM	<b>2</b>
DISCUSSION POINT	Feedback on published documentation so far (deadline for comments is 22/09 so we can continue next week).
CONCLUSION/ RECOMMENDATION	TOTSCo mentioned that no specific feedback has been received so far, but a few questions have been asked (TOTSCo and Group members have reviewed and responded to the questions separately)
ACTION	Group to review feedback in subsequent sessions (if received) and then documents to be updated and released as v1.0

	Group to draft additional content around help URLs and special characters Minor corrections to be made to response codes and match matrix and shared with group
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AGENDA ITEM	<b>3</b>
DISCUSSION POINT	Discussion around duplicate message handling.
CONCLUSION/ RECOMMENDATION	
ACTION	Group to discuss in a subsequent call. TOTSCo have updated tab 'Path 13' on the unhappy paths spreadsheet with two options. Group to review

AGENDA ITEM	<b>4</b>
DISCUSSION POINT	AOB
CONCLUSION/ RECOMMENDATION	
ACTION	Time expired before any other business could be addressed in detail Group requested separate call to discuss number porting to be arranged

## 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/>