

## INDUSTRY PROCESS GROUP

DATE	26 and 28 September 2023
TIME	14:00 – 16:00 and 15:00 – 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), Marcel Horst (CWP),
MEMBERS ABSENT	Frank Manning (Digital Infra), James Warner (Full Fibre), Joe Karthausser (Truespeed), Victoria Hansford (KCOM), Paddy Paddison (Wildanet),

## AGENDA ITEMS

- 1) GENERAL FEEDBACK ON DOCUMENT RELEASES
- 2) SPECIFIC FEEDBACK ON 08/09 DOCUMENTATION AND ANY UPDATES MADE FOR RELEASE AS V1.0
- 3) REVIEW OF ANY COMMENTS TO OPEN ORDERS BEST PRACTICE GUIDE
- 4) PORTING PROCESS ALIGNMENT WITH OTS

## MINUTES/NOTES

AGENDA ITEM	<b>1</b>
DISCUSSION POINT	General feedback on document releases
CONCLUSION/ RECOMMENDATION	Group agreed general target of having all documentation at v1.0 prior to the end of November, with any subsequent changes being due to exceptional scenarios only.
ACTION	

AGENDA ITEM	<b>2</b>
DISCUSSION POINT	Specific feedback on 08/09 documentation and any updates made for release as v1.0
CONCLUSION/ RECOMMENDATION	Group walked through specific feedback on published draft docs and suggested amendments
ACTION	Group to add URL guidance, special character guidance and a paragraph around not forcing customers to add an account number to Matching best practice guide to remove references to 1123 to matrix and add additional scenario where account number is included and matches, but no other included data does to revise wording of response codes 1107, 1110 and to add Hub related response codes 9013-9016. to consider wording for 1214 around rejecting a switch order due to an open order past the point of no return.

AGENDA ITEM	<b>3</b>
DISCUSSION POINT	Review of any comments to Open Orders best practice guide
CONCLUSION/ RECOMMENDATION	Group reviewed document and are generally happy to publish as draft for feedback
ACTION	Group members to confirm by 12:00 on 29/09 if they have any showstopper comments that prevent publication as a draft Group members to continue considering scenarios around open orders such as guidance around when the completion of an open order could result in a switch order being confirmed or failing depending on the nature of the open order itself.

AGENDA ITEM	<b>4</b>
DISCUSSION POINT	Porting process alignment with OTS
CONCLUSION/ RECOMMENDATION	
ACTION	Time expired before discussion. Regular Wednesday call next week to be devoted to this and separate Tuesday call to cover other open items

## 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/>