

INDUSTRY PROCESS GROUP

DATE	03 and 04 October 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), Paddy Paddison (Wildanet), Marcel Horst (CWP),

AGENDA ITEMS

- 1) REVIEW OF OUTSTANDING ACTIONS FROM PREVIOUS CALL.
- 2) REVIEW OF DOCUMENTATION READY TO BE UPLIFTED TO V1.0
- 3) REVIEW OF UNHAPPY PATHS/EDGE CASES FAQ STYLE DOCUMENT AND SUGGESTED ADDITIONS TO ITS CONTENT.
- 4) PORTING PROCESS ALIGNMENT WITH OTS

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Review of outstanding actions from previous call
CONCLUSION/ RECOMMENDATION	
ACTION	TOTSCo confirmed no feedback has yet been received on open orders guide

AGENDA ITEM	2
DISCUSSION POINT	Review of documentation ready to be uplifted to v1.0
CONCLUSION/ RECOMMENDATION	
ACTION	All documentation is updated and on share point to be published 06/10 unless there is objection

AGENDA ITEM	3
DISCUSSION POINT	Review of Unhappy Paths/Edge Cases FAQ style document and suggested additions to its content
CONCLUSION/ RECOMMENDATION	Group agreed best practice handling of duplicate messages as a combination of the previously shared options 1 and 2 Group agreed that the handling of message delivery failures for timeouts does not need to be included in best practice guide and can be covered by the expected action in the response codes list

	Group discussed handling of scenarios where a switch has seemingly been requested fraudulently and what action the LRCP can take in this scenario if they are informed by the customer. Specific reference to scenarios where the GRCP will not deal directly with the customer as they are not the customer of record. Group raised CR for addition of back office contact details to handle these scenarios.
ACTION	TOTSCo to update document ahead of next week, but group members to consider if they will volunteer for lead authorship of the document, or for lead authorship of specific sections CR for addition of back office contact details to be considered Group members to send suggestions for topics that they feel must be covered for the release of a first version.

AGENDA ITEM	4
DISCUSSION POINT	Porting process alignment with OTS
CONCLUSION/ RECOMMENDATION	
ACTION	Discussion to continue next week

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/>