

## INDUSTRY PROCESS GROUP

DATE	<b>10 and 11 October 2023</b>
TIME	<b>14:00 – 16:00</b>
LOCATION	<b>Teams</b>
CHAIRPERSONS	<b>Tom Merritt (TOTSCo), Jack Abbotts (OTA2)</b>
MEMBERS PRESENT	<b>Seng Lee (TalkTalk), Mike Locke (INCA), David Stewart (Sky), Mark Delo (NowYoYo), Niall Gillespie (BT), David Stubbs (VMO2), Hema Kariyappa (Vodafone), Marcel Horst (CWP), Joe Karthaus (Truespeed)</b>
MEMBERS ABSENT	<b>Frank Manning (Digital Infra), James Warner (Full Fibre), Victoria Hansford (KCOM), Paddy Paddison (Wildanet), Mel Buckley (VMO2),</b>

## AGENDA ITEMS

- 1) UPDATE ON OUTSTANDING ACTIONS
- 2) UPDATE ON REMAINING DOCUMENT TASKS
- 3) REVIEW OF CONTENT OF UNHAPPY PATHS/EDGE CASES GUIDE
- 4) PORTING PROCESS ALIGNMENT WITH OTS

## MINUTES/NOTES

AGENDA ITEM	<b>1</b>
DISCUSSION POINT	Update on outstanding actions
CONCLUSION/ RECOMMENDATION	
ACTION	TOTSCo confirmed limited feedback has been received on open orders guide. Feedback deadline is 13/10. Group members to review feedback and incorporate this into the document as v1.0

AGENDA ITEM	<b>2</b>
DISCUSSION POINT	Update on remaining document tasks
CONCLUSION/ RECOMMENDATION	
ACTION	TOTSCo discussed and agreed with the group prospective timelines of getting guidance to v1.0 by end of November. Outstanding documents being the update of the Open Orders guide and the issuance of a separate unhappy paths/edge case guide and a number porting alignment document

AGENDA ITEM	<b>3</b>
DISCUSSION POINT	Review of content of Unhappy Paths/Edge Cases guide
CONCLUSION/ RECOMMENDATION	Group agreed best practice handling of how to proceed in the scenario that no response is received to a request message

	Group agreed a general principle of continuing with the switch process as a GRCP if no response is received. GRCP to then inform the customer as part of their communications that they never got a response from the customer's existing provider
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 Group members to send suggestions for topics that they feel must be covered for the release of a first version.

AGENDA ITEM	<b>4</b>
DISCUSSION POINT	Porting process alignment with OTS
CONCLUSION/ RECOMMENDATION	Group discussed and generally agreed that porting porting and intra network transfers take precedence over OTS The GRCP is responsible for coordinating fates The LRCP should aim to auto accept the trigger (assuming it is valid) and then run their own background processes to raise cease orders, produce the final bill and base for the equipment returns
ACTION	Group members to prepare draft document for review. To be added to sharepoint when ready

	<b>Upcoming Group Actions/Agenda</b>
Open Points	<ul style="list-style-type: none"> <li>- UPLIFT OF OPEN ORDERS GUIDE TO V1.0. TARGETED FOR 27/10</li> <li>- REVIEW OF UNHAPPY PATHS/EDGE CASES GUIDE TO BE RELEASED FOR FEEDBACK AFTER REVIEW. GROUP MEMBERS TO RAISE FINAL ITEMS TO BE ADDED</li> <li>- NUMBER PORTING ALIGMENT DOCUMENT TO BE SHARED WITH THE GROUP WHEN READY, THEN RELEASED FOR FEEDBACK</li> </ul>

## 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/>