

INDUSTRY PROCESS GROUP

DATE	25 October 2023
TIME	14:00 – 16:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Seng Lee (TalkTalk), Niall Gillespie (BT), David Stubbs (VMO2), Hema Kariyappa (Vodafone), Marcel Horst (CWP), Mel Buckley (VMO2), David Stewart (Sky), Mark Delo (NowYoYo),
MEMBERS ABSENT	Frank Manning (Digital Infra), James Warner (Full Fibre), Victoria Hansford (KCOM), Paddy Paddison (Wildanet), Mike Locke (INCA), Joe Karthaus (Truespeed)

AGENDA ITEMS

- 1) UPDATE ON OPEN ORDERS GUIDE WITH INTENTION TO PUBLISH AS V1.0 THIS WEEK
- 2) UPDATE ON NUMBER PORTING GUIDE AND UNHAPPY PATHS/EDGE CASES GUIDE WITH A VIEW TO PUBLISH DRAFT VERSIONS FOR FEEDBACK
- 3) REVIEW OF FEEDBACK RECEIVED SO FAR ON MESSAGE EXAMPLES V0.1.
- 4) AOB

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Update on Open Orders Guide with intention to publish as v1.0 this week
CONCLUSION/ RECOMMENDATION	Group gave overview of changes made to the Open Orders guide. Geoup gave overview of feedback received on document around bulk transfer orders for specific service switch offs such as WLR. Suggestion was initially to a reuse of error codes 1111 and 1112 for LRCPs to be able to reject match and order requests in these scenarios due to a risk of customers being without service if a switch order was accepted. Subsequent discussion has led to the situation where 1215 should be used at order stage, but the match should be accepted.
ACTION	Group to make updates to the document Group to consider if the document needs to be published as a second draft for feedback or can move straight to v1.0

AGENDA ITEM	2
DISCUSSION POINT	Update on Number Porting Guide and Unhappy Paths/Edge Cases guide with a view to publish draft versions for feedback
CONCLUSION/ RECOMMENDATION	
ACTION	DS to inform the group when Number Porting guide is ready for review

	TM to make minor updates to Unhappy Paths/Edge Cases guide including a section on obtaining service identifier types from the relevant access network provider. TM to rename document 'Additional Guidance on Exception Scenarios' to more accurately reflect the content
AGENDA ITEM	3
DISCUSSION POINT	Review of feedback received so far on Message Examples v0.1.
CONCLUSION/ RECOMMENDATION	NG stepped through updates made to the message examples document. However, time expired before specific feedback could be discussed.
ACTION	Group members to review feedback in subsequent calls. Deadline for feedback is 03/11.
	Upcoming Group Actions/Agenda
Open Points	<ul style="list-style-type: none"> - UPLIFT OF OPEN ORDERS GUIDE TO V1.0 OR AN ADDITIONAL DRAFT VERSION. TARGETED FOR 27/10 - UNHAPPY PATHS GUIDE TO BE RENAMED ADDITIONAL GUIDANCE AND TO BE PUBLISHED FOR FEEDBACK ON 27/10 - NUMBER PORTING ALIGNMENT DOCUMENT TO BE SHARED WITH THE GROUP WHEN READY, THEN RELEASED FOR FEEDBACK - EXAMPLE MESSAGES DOCUMENT FEEDBACK TO BE REVIEWED

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/>