

INDUSTRY PROCESS GROUP

DATE	17 January 2024
TIME	14:00 – 16:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Niall Gillespie (BT), Hema Kariyappa (Vodafone), Mike Locke (INCA), Mark Delo (NowYoYo), Mel Buckley (VMO2), David Stubbs (VMO2), David Stewart (Sky),
MEMBERS ABSENT	Frank Manning (Digital Infra), James Warner (Full Fibre), Victoria Hansford (KCOM), Paddy Paddison (Wildanet), David Stewart (Sky), Marcel Horst (CWP), Seng Lee (TalkTalk), Joe Karthaus (Truespeed)

AGENDA ITEMS

- 1) UPDATE ON OUTSTANDING TASKS AND ACTIONS
- 2) DISCUSSION AROUND INTER CP COMMUNICATION
- 3) FURTHER CONSIDERATION OF UPDATES TO MATCHING BEST PRACTICE GUIDE
- 4) REVIEW OF FUTURE GROUP TASKS/AOB

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Update on various documentation tasks Update on outstanding actions
CONCLUSION/ RECOMMENDATION	TOTSCo gave overview of outstanding actions: update given that CR for separation of ping data from real transaction data is ongoing and being assessed. Updated given that the post implementation review process is being considered, but suggestions are welcomed and encouraged.
ACTION	Group to suggest priorities for post implementation review process Group to consider raising CR to separate self and inter pings from general volumes data. Self pings excluded by destination and source being identical, inter pings being excluded by another envelope method, possibly Audit data

AGENDA ITEM	2
DISCUSSION POINT	Discussion around inter CP communication
CONCLUSION/ RECOMMENDATION	Group members raised topic of the CR to add backoffice url functionality to the portal against ticketing system functionality. Group considered the pros of the ticketing system being a uniform process which is fully auditable and removes the risk of contact details falling into the public domain
ACTION	Item on the agenda to be considered at the next meeting. Group to consider next steps after a summary of the board discussion has been provided.

AGENDA ITEM	3
DISCUSSION POINT	Further consideration of updates to Matching Best Practice Guide
CONCLUSION/ RECOMMENDATION	Time expired before item was discussed
ACTION	

AGENDA ITEM	4
DISCUSSION POINT	Review of future group tasks/AOB
CONCLUSION/ RECOMMENDATION	Group discussed potential areas for additional guidance around proceeding in scenarios where the hub is available and how incidents will be reported and managed
ACTION	Group to provide specific questions and topics for discussion around the onboarding/incident management/hub availability side. TOTSCo to collate questions and try to get TOTSCo representation on a future call or arrange a separate call.

	Upcoming Group Actions/Agenda
Open Points	<ul style="list-style-type: none"> - MATCHING GUIDE UPDATES TO BE REVIEWED - ACPID COVER SHEET TO BE AGREED - GROUP TO CONSIDER TOPICS FOR FURTHER GUIDANCE

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/>