

## INDUSTRY PROCESS GROUP

DATE	24 January 2024
TIME	14:00 – 16:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Niall Gillespie (BT), Mike Locke (INCA), Mark Delo (NowYoYo), Mel Buckley (VMO2), David Stubbs (VMO2), David Stewart (Sky), Seng Lee (TalkTalk),  Joan Whitehead (TOTSCo), Richard Steele (TOTSCo)
MEMBERS ABSENT	Frank Manning (Digital Infra), James Warner (Full Fibre), Victoria Hansford (KCOM), Paddy Paddison (Wildanet), Marcel Horst (CWP), Joe Karthausser (Truespeed), Hema Kariyappa (Vodafone),

## AGENDA ITEMS

- 1) UPDATE ON DISCUSSION LAST WEEK REGARDING BACK OFFICE URL/TICKETING SYSTEM
- 2) UPDATE FROM TOTSCO ONBOARDING ON VARIOUS ISSUES
- 3) REVIEW OF DECISION TO ADD TOTSCO TO DIRECTORY
- 4) CONSIDERATION OF GUIDANCE ON TIME BETWEEN SERVICE PROVISION AND SENDING OF SWITCH ORDER TRIGGER REQUEST
- 5) CONTINUATION OF REVIEW OF POTENTIAL GROUP TASKS/AOB

## MINUTES/NOTES

AGENDA ITEM	<b>1</b>
DISCUSSION POINT	Update on discussion last week regarding back office URL/ticketing system
CONCLUSION/ RECOMMENDATION	TOTSCo gave update on back office URL/ticketing system request from this week's board meeting and presented various options with the group's pros and cons stated
ACTION	TOTSCo to document other options as discussed on the call and add the pros and cons and add to the share point Group to continue reviewing and developing a recommendation in subsequent calls

AGENDA ITEM	<b>2</b>
DISCUSSION POINT	Update from TOTSCo Onboarding on Various issues
CONCLUSION/ RECOMMENDATION	TOTSCo Onboarding provided an update on issues around hub changes, maintenance, user outages, brand name
ACTION	TOTSCo Onboarding requested volunteers to test service desk voice service TOTSCo Onboarding to arrange separate call to continue discussion, Group members to email queries

AGENDA ITEM	<b>3</b>
DISCUSSION POINT	Review of decision to add TOTSCo to directory
CONCLUSION/ RECOMMENDATION	Time expired before item was discussed
ACTION	TOTSCo circulated email on the topic. Group to consider in advance of later meetings

AGENDA ITEM	<b>4</b>
DISCUSSION POINT	Consideration of guidance on time between service provision and sending of switch order trigger request
CONCLUSION/ RECOMMENDATION	Time expired before item was discussed
ACTION	

AGENDA ITEM	<b>5</b>
DISCUSSION POINT	Continuation of review of potential group tasks/AOB
CONCLUSION/ RECOMMENDATION	Time expired before item was discussed
ACTION	Group to send any additional topics to TOTSCo and OTA2 for consideration at future calls

	<b>Upcoming Group Actions/Agenda</b>
Open Points	<ul style="list-style-type: none"> <li>- INTER CP COMMUNICATION DISCUSSION TO CONTINUE</li> <li>- OUTSTANDING CR ABOUT SEPARATING PING MESSAGES FROM TRANSACTION VOLUME</li> <li>- MATCHING GUIDE UPDATES TO BE REVIEWED</li> <li>- ACPID COVER SHEET TO BE AGREED</li> <li>- GROUP TO CONSIDER TOPICS FOR FURTHER GUIDANCE</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/>