

## INDUSTRY PROCESS GROUP

DATE	29 November 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), Mike Locke (INCA), Mark Delo (NowYoYo), Joe Karthausser (Truespeed), Mel Buckley (VMO2)
MEMBERS ABSENT	Frank Manning (Digital Infra), James Warner (Full Fibre), Victoria Hansford (KCOM), Paddy Paddison (Wildanet), Joe Karthausser (Truespeed), Marcel Horst (CWP), David Stewart (Sky),

## AGENDA ITEMS

- 1) UPDATE ON STATUS OF OUTSTANDING DOCUMENTATION TASKS, SPECIFICALLY FEEDBACK ON NUMBER PORTING GUIDE.
- 2) CONSIDERATION OF WHETHER TO ADD TOTSCO AS A DUMMY ENTITY TO THE RCPID DIRECTORY.
- 3) UPDATE AND FURTHER ACTIONS ON CR TO ADD A LIST OF RESIDENTIAL BACK OFFICE URLS TO THE HUB PORTAL.
- 4) CONSIDERATION OF FURTHER TOPICS FOR BEST PRACTICE GUIDANCE.

## MINUTES/NOTES

AGENDA ITEM	<b>1</b>
DISCUSSION POINT	Update on status of outstanding documentation tasks, specifically feedback on Number Porting guide.
CONCLUSION/ RECOMMENDATION	TOTSCo gave overview of document status. Docs released last week, deadline for NP feedback is 01/12. Feedback received so far reviewed, but no action to be taken ACPID cover sheet agreed
ACTION	Group to continue working on documentation tasks and to consider wording at 5.3 of additional guidance document to see if this could be clearer. Group to review feedback for Number Porting guide once received. TOTSCo to raise ACPID cover sheet internally

AGENDA ITEM	<b>2</b>
DISCUSSION POINT	Consideration of whether to add TOTSCO as a dummy entity to the RCPID directory.
CONCLUSION/ RECOMMENDATION	Group agreed TOTSCO should appear with no processes supported underneath
ACTION	TOTSCo to raise internally

AGENDA ITEM	<b>3</b>
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DISCUSSION POINT	Update and further actions on CR to add a list of residential back office URLs to the Hub portal.
CONCLUSION/ RECOMMENDATION	Group considered additional use cases and scenarios in which back office contact details should not be used
ACTION	Group to update CR form and return to TOTSCo by end of this week

AGENDA ITEM	<b>4</b>
DISCUSSION POINT	Consideration of further topics for best practice guidance.
CONCLUSION/ RECOMMENDATION	Group has shared topics for further consideration by separate email
ACTION	Group to review and add/comment accordingly

	<b>Upcoming Group Actions/Agenda</b>
Open Points	<ul style="list-style-type: none"> <li>- NUMBER PORTING ALIGNMENT DOCUMENT TO BE RELEASED FOR FEEDBACK</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/>