

## INDUSTRY PROCESS GROUP

DATE	<b>07 February 2024</b>
TIME	<b>14:00 – 16:00</b>
LOCATION	<b>Teams</b>
CHAIRPERSONS	<b>Tom Merritt (TOTSCo), Jack Abbotts (OTA2)</b>
MEMBERS PRESENT	<b>Niall Gillespie (BT), Mike Locke (INCA), Mark Delo (NowYoYo), Mel Buckley (VMO2), David Stubbs (VMO2), Seng Lee (TalkTalk), Hema Kariyappa (Vodafone), David Stewart (Sky),  Joan Whitehead (TOTSCo)</b>
MEMBERS ABSENT	<b>Frank Manning (Digital Infra), James Warner (Full Fibre), Victoria Hansford (KCOM), Paddy Paddison (Wildanet), Marcel Horst (CWP), Joe Karthaus (Truespeed),</b>

## AGENDA ITEMS

- 1) UPDATE ON OUTSTANDING ACTIONS
- 2) REVIEW OF GUIDANCE AROUND REJECTING MESSAGES
- 3) CONSIDERATION OF ADDITIONAL GUIDANCE ON FORMATTING THE ADDRESS LINES FIELD OF A MATCH REQUEST
- 4) AOB/REVIEW OF SUGGESTED GROUP TASK LIST

## MINUTES/NOTES

AGENDA ITEM	<b>1</b>
DISCUSSION POINT	Update on outstanding actions
CONCLUSION/ RECOMMENDATION	TOTSCo gave update on CR for separating transactional volumes for ping/heartbeat messages. TOTSCo gave update on CP communication, awaiting board discussion TOTSCo gave update on directory issues around brand mapping and data model TOTSCo informed group that TOTSCo will arrange separate operational calls for the coming weeks TOTSCo confirmed group membership is under review along with possibility of adding deputies
ACTION	Group to consider suggestion of ‘Message Classification’ and ‘Heartbeat’ to identify heartbeat/ping messages and frequency recommendations. TOTSCo to provide further updates on data model issues and suggested field to add brand name and AKA/FKA Group to add any suggested changes to CP communication wording and use cases Group to provide TOTSCo with any feedback or missing sections from the User Guide Separate operational calls to be arranged by TOTSCo Group to provide written request for deputies to be considered

AGENDA ITEM	<b>2</b>
DISCUSSION POINT	Review of guidance around rejecting messages
CONCLUSION/ RECOMMENDATION	Group members presented bulletin for guidance on how CPs should validate messages and when and why rejecting them should be used. General agreement from group on the call to the document. TOTSCo gave update on CR to add more http codes for rejecting messages and to include the code and any text in the asynchronous failure message returned by the hub
ACTION	Document to be published at the end of the week/beginning of next week subject to any objections TOTSCo to obtain a full suggestion of http codes and suggested hub behaviour when received

AGENDA ITEM	<b>3</b>
DISCUSSION POINT	Consideration of additional guidance on formatting the address lines field of a match request
CONCLUSION/ RECOMMENDATION	Group members presented scenario in which address lines are being presented in one long, comma delineated array rather than multiple quote delineated arrays. E.g. "x, y, z" rather than "x", "y", "z" Agreement from group that guidance should be prepared to reinforce specification
ACTION	Group Members to prepare short guidance note/bulletin for group review

AGENDA ITEM	<b>4</b>
DISCUSSION POINT	AOB/Review of suggested group task list
CONCLUSION/ RECOMMENDATION	Time expired before item was reached
ACTION	

	<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 AND HTTP REJECTING CODES</li> <li>- ACPID COVER SHEET TO BE AGREED</li> <li>- GROUP TO CONSIDER TOPICS FOR FURTHER GUIDANCE</li> </ul>

## Glossary

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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/>