

INDUSTRY PROCESS GROUP

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

AGENDA ITEMS

- 1) UPDATE ON OUTSTANDING ACTIONS AND CHANGE REQUESTS
- 2) REVIEW OF DRAFT BULLETIN ON ADDRESS LINES FORMATTING
- 3) DISCUSSION REGARDING NUMBER PORT SCENARIO AFTER THE GRCP HAS ALREADY SENT A MATCH REQUEST FOR IAS ONLY.
- 4) CONSIDERATION OF HTTP CODE RESPONSE SHEET PREVIOUSLY SHARED
- 5) AOB

MINUTES/NOTES

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| AGENDA ITEM | 1 |
| DISCUSSION POINT | Update on outstanding actions |
| CONCLUSION/ RECOMMENDATION | TOTSCo confirmed publication of guidance bulletin and feedback so far TOTSCo gave update on CR for separating transactional volumes for ping/heartbeat messages. Group generally happy with suggestion of Message Classification and Heartbeat in the audit data and a frequency of 5 minutes. TOTSCo gave brief update on CP communication, awaiting board discussion TOTSCo gave update on group membership changes |
| ACTION | 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 |

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| AGENDA ITEM | 2 |
| DISCUSSION POINT | Review of draft bulletin on address lines formatting |
| CONCLUSION/ RECOMMENDATION | Group presented bulletin for guidance on how CPs should format address lines. General agreement from group on the call to the document. |
| ACTION | Group to update document to include confirmation of PAF fields to be used in address lines. Upon confirmation, document to be published beginning of next week subject to any objections |

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| AGENDA ITEM | 3 |
| DISCUSSION POINT | Discussion regarding number port scenario after the GRCP has already sent a match request for IAS only. |
| CONCLUSION/ RECOMMENDATION | Email chain between group members discussed around scenario where NBICS was not included in the match request, but after receiving a response including forced cease, the customer wants to port their number. Group considered this item already discussed and agreed that best practice is to send a new match request |
| ACTION | Group to make minor update to NP guide to ensure this is explicit rather than implicit |

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| AGENDA ITEM | 4 |
| DISCUSSION POINT | Consideration of http code response sheet previously shared |
| CONCLUSION/ RECOMMENDATION | TOTSCo presented table with current behaviour and proposed behaviour in the event that the destination CP returns a particular http code to the Hub. Suggestion is to increase the number of codes that result in failures rather than retries and to include the code in the failure (while also notifying TOTSCo tech ops) |
| ACTION | TOTSCo to arrange separate call to continue review. Group to add comments to doc on share point |

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| AGENDA ITEM | 5 |
| DISCUSSION POINT | AOB |
| CONCLUSION/ RECOMMENDATION | Group discussed matching guide v1.1 |
| ACTION | Group to review at next call |

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| | Upcoming Group Actions/Agenda |
| Open Points | <ul style="list-style-type: none"> - INTER CP COMMUNICATION DISCUSSION TO CONTINUE - OUTSTANDING CR ABOUT SEPARATING PING MESSAGES FROM TRANSACTION VOLUME AND HTTP REJECTING CODES - 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/>