

OTS INDUSTRY PROCESS GROUP (“GROUP”) DRAFT TERMS OF REFERENCE

Purpose:

- To help refine and improve the OTS Industry Process within the framework of the published Change Control Process.

Tasks

- Consider the implications of changes suggested by any party, after initial triage by TOTSCo in line with the Change Control Process.
- Propose ideas for modifications and clarifications to the Industry Process, to be triaged by TOTSCo in line with the published Change Control Process.
- Identify and propose any guidance required to aid CPs implement OTS, including best practise guides.

Membership

- Suggested maximum of 10 members.
- Membership is personal, but members should represent a CP that uses the OTS process for residential switching, or a relevant Trade Association or relevant industry body.
- Each Member may nominate a single Deputy to attend calls in their absence. All nominated Deputies will be subject to the same criteria as Members. Deputies may only attend calls occasionally when Members are unable to do so and as much notice as possible must be given to the co-chairs. The co-chairs reserve the right to withdraw invitations to Deputies if they feel it is becoming detrimental to the group’s activities.
- TOTSCo will chair the group and may appoint a neutral co-Chair.
- TOTSCo’s Business Analyst will attend meetings.
- TOTSCo will invite applications for membership of the Group. Weight will be given to achieving a membership that is representative of all relevant sectors of the industry, as well as to the skills and experience required of members.
- Membership changes to the Group will normally be by consensus. The TOTSCo Board may decide on changes where consensus cannot be found.
- Nominees need appropriate authorisation from their employer to join the Group.
- Members or their Deputies should have appropriate knowledge of OTS and switching processes within their own organisation.
- Members or their Deputies must have the time to participate at the majority of meetings and to contribute reasonable time as required to achieve the goals of the Group.

Modus Operandi

- Meetings will be monthly unless otherwise required.
- The TOTSCo Board remains the ultimate decision maker on all Industry Process changes, as shown in the Change Control Process.
- Any issue raised by the Group must go through the Change Control Process before then being fully considered by the Group.
- A Code of Practise for conduct of its meetings will be developed by Group.
- Members will be given training in relevant compliance matters, including competition.
- Members should provide facilities as required (e.g.meeting rooms)

Relationships with other bodies

- TOTSCo will consult the Group as shown in the Change Control Process.
- The Group will appear on an updated version of the Change Control Process.
- Industry: Group members are drawn from industry and are expected to network with other CPs and industry bodies as appropriate.

Transparency and communications

- The agenda and minutes of each meeting will be made available on the TOTSCo website.

Financing

- No party will receive payment for participation in the Group.
- No funding requirement for the group is anticipated.

Notes

OTS = One Touch Switch

CP = Communications Provider

OTA2 = Office of the Telecommunications Adjudicator

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/>