

INDUSTRY PROCESS GROUP

DATE	17 April 2024
TIME	14:00 – 16:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Niall Gillespie (BT), Seng Lee (TalkTalk), David Stewart represented by deputy (Sky), Mark Delo (NowYoYo), Hema Kariyappa (Vodafone), David Stubbs (VMO2), Mel Buckley (VMO2), Marcel Horst (CWP), Lindsey Gibson (Zen), Gyanesh Pandey (iconectiv), Cristian Nita (LXS), Kaushal Kashore (Three)
MEMBERS ABSENT	Joe Karthaus (Truespeed), Jonathan Davies (TalkTalk), Richard Fletcher (Grain Connect)

AGENDA ITEMS

- 1) UPDATES ON OUTSTANDING ACTIONS AND CRS – INTRODUCTION TO NEW GROUP MEMBERS
- 2) CONTINUED REVIEW OF FWA GUIDANCE NOTE
- 3) REVIEW OF DRAFT GUIDANCE AROUND VALIDATING MESSAGE CONTENT AND OPTIONAL SWAGGER FILE UPDATE
- 4) AOB

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Update on outstanding actions and CRs
CONCLUSION/ RECOMMENDATION	TOTSCo confirmed update on group membership. New members introduced themselves TOTSCo gave update on CR progress. Change to hub only failing when a 400 is returned could still go ahead. Change to message delivery failure content not going ahead.
ACTION	

AGENDA ITEM	2
DISCUSSION POINT	Continued review of FWA guidance note
CONCLUSION/ RECOMMENDATION	Group reviewed feedback on FWA guidance note and considered the ultimate purpose of the advice
ACTION	Group to make minor clarifications and corrections in the document and group will look to publish at the beginning of next week unless there are objections

AGENDA ITEM	3
-------------	----------

DISCUSSION POINT	Review of draft guidance around validating message content and OPTIONAL swagger file update
CONCLUSION/ RECOMMENDATION	Group presented additional guidance on not over validating messages with the aim of lowering the number of messages rejected. Additional optional parameters in the swagger file added to assist with this.
ACTION	Minor wording corrections to be made prior to publication of the documents
AGENDA ITEM	4
DISCUSSION POINT	AOB
CONCLUSION/ RECOMMENDATION	Group raised issue of vulnerable customers.
ACTION	Separate discussion to take place with OTS when they are able to attend
	Upcoming Group Actions/Agenda
Open Points	- 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/>