

INDUSTRY PROCESS GROUP

DATE	17 July 2024
TIME	14:00 – 16:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Niall Gillespie (BT), Hema Kariyappa (Vodafone), Mark Delo (NowYoYo), Jonathan Davies (TalkTalk), Richard Fletcher (Grain Connect), Gyanesh Pandey (iconectiv), Mel Buckley (VMO2)
MEMBERS ABSENT	Joe Karthaus (Truespeed), David Stewart (Sky), Marcel Horst (CWP), David Stubbs (VMO2),

AGENDA ITEMS

- 1) UPDATE ON OUTSTANDING ACTIONS
- 2) UPDATE ON PUBLICATION OF GUIDANCE DOCUMENTS
- 3) AOB

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Updates on outstanding actions
CONCLUSION/ RECOMMENDATION	TM provided overview of outstanding actions and shared list of clarifications logged for documentation after change freeze
ACTION	<p>Group to consider any questions for the GPLB presentation on bus to res / res to bus switches</p> <p>Group to add FWA message example</p> <p>Group to update appendices of NP guide</p> <p>TM to raise issue that synchronous error for suspended destination CP is not sufficient, should look at changing this to be an asynchronous message delivery failure.</p> <p>Further consideration to be given to MAP to wants to cut off a customer for non payment.</p>

AGENDA ITEM	2
DISCUSSION POINT	Further discussion around dates in messages and UTC to BST/GMT
CONCLUSION/ RECOMMENDATION	Group considered whether or not additional guidance is necessary around using local time rather than UTC. TM shared lessons learnt document where guidance has been provided. Conclusion was to not issue formal advice bulletin at this point, but to reconsider if the same mistake is made again
ACTION	TM to make minor change to lessons learnt (future date not invalid date)

	TM to draft guidance as part of technical FAQ – document to be added to share point for awareness, but is a TOTSCo task, not a group task
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AGENDA ITEM	3
DISCUSSION POINT	Discussion around response code 1215
CONCLUSION/ RECOMMENDATION	Not discussed due to absences, will be kept on agenda for future calls
ACTION	Not discussed due to absences, will be kept on agenda for future calls

AGENDA ITEM	4
DISCUSSION POINT	Further review and consideration of Message Acceptance guidance
CONCLUSION/ RECOMMENDATION	Group considered guidance bulletin draft and agreed in principle for a release this week (with minor cosmetic changes) and discussed potential config change to the match request queue to allow multi threading Group considered scenario whereby a hub outage could cause a backlog of messages being stored and sent in bulk when the hub is operational again
ACTION	TM to make minor changes to message acceptance document – no material changes TM to start draft document with scenario of hub outage and match requests being queued.

AGENDA ITEM	5
DISCUSSION POINT	OTA2 presentation regarding Telecare
CONCLUSION/ RECOMMENDATION	OTA2 presented draft telecare presentation around best practice for customer’s with telecare needs
ACTION	To be continued in subsequent calls

AGENDA ITEM	6
DISCUSSION POINT	AOB
CONCLUSION/ RECOMMENDATION	Not discussed due to time
ACTION	Not discussed due to time

	Upcoming Group Actions/Agenda
Open Points	<ul style="list-style-type: none"> - GROUP TO CONSIDER TOPICS FOR FURTHER GUIDANCE - GROUP TO REVIEW 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/>