

INDUSTRY PROCESS GROUP

DATE	24 July 2024
TIME	15:00 – 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), David Stewart (Sky),
MEMBERS ABSENT	Joe Karthaus (Truespeed), Marcel Horst (CWP), David Stubbs (VMO2),

AGENDA ITEMS

- 1) UPDATE ON OUTSTANDING ACTIONS
- 2) CONTINUED REVIEW OF TELECARE GUIDANCE SLIDES FROM OTA2
- 3) AOB

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Updates on outstanding actions
CONCLUSION/ RECOMMENDATION	TM provided overview of outstanding actions and highlighted the feedback provided on the recently published Bulletin 66. Particular consideration was given to the correlation ID and whether or not this should be unique.
ACTION	<p>TM and group to consider rewording of bulletin 66 to clarify and potentially remove duplication identification section.</p> <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>Further consideration to be given to MAP to wants to cut off a customer for non payment.</p>

AGENDA ITEM	2
DISCUSSION POINT	OTA2 presentation regarding Telecare
CONCLUSION/ RECOMMENDATION	OTA2 presented draft telecare presentation around best practice for customers with telecare needs
ACTION	<p>Group to consider guidance on the topic</p> <p>To be continued in subsequent calls</p>

AGENDA ITEM	3
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/>