

INDUSTRY PROCESS GROUP

DATE	07 August 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), Gyanesh Pandey (iconectiv), David Stubbs (VMO2), Mel Buckley (VMO2), Jonathan Davies (TalkTalk),
MEMBERS ABSENT	Joe Karthaus (Truespeed), Marcel Horst (CWP), Richard Fletcher (Grain Connect), David Stewart (Sky),

AGENDA ITEMS

- 1) FOLLOW UP ON OUTSTANDING ACTIONS INCLUDING FEEDBACK ON TELECARE SLIDES SHARED SEPARATELY.
- 2) DISCUSSION AROUND RESPONSE CODE 1215 AS PER EMAIL FROM DAVE STUBBS ON 08/07
- 3) DISCUSSION AROUND POTENTIAL OTHER METHODS OF SHARING SWITCHING IMPLICATIONS
- 4) CONSIDERATION OF ADDITIONAL GUIDANCE AROUND QUEUEING MESSAGES IN THE EVENT OF A HUB OUTAGE
- 5) AOB

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Follow up on outstanding actions including feedback on telecare slides shared separately.
CONCLUSION/ RECOMMENDATION	TM provided overview of outstanding actions.
ACTION	Group to add FWA message example Group to update appendices of NP guide Group to consider feedback on telecare slides shared by OTA2 Group to offer any recommendations on a technical FAQ to TM to produce

AGENDA ITEM	2
DISCUSSION POINT	Discussion around response code 1215
CONCLUSION/ RECOMMENDATION	Group discussed guidance around 1215 code returned in the event a switch order coincides with a tech regrade that is beyond the point of no return
ACTION	TM to add item to log of post go live discussion topics along with guidance on any other response codes where the next steps for the GRCP are not immediately apparent

AGENDA ITEM	3
DISCUSSION POINT	Discussion around potential other methods of sharing switching implications
CONCLUSION/ RECOMMENDATION	Group considered possibility of other methods being used to share switch implications with customers that are not specifically referenced in documentation
ACTION	TM to add to list of prospective doc changes for the message spec (possibly industry process too) that the list is not exhaustive and other methods can be used as long as the LRCP has taken the necessary regulatory advice that the method is in line with the GCs

AGENDA ITEM	4
DISCUSSION POINT	Consideration of additional guidance around queueing messages in the event of a hub outage
CONCLUSION/ RECOMMENDATION	TM shared initial draft of guidance document intended to recommend users queue non match related messages in the event of a potential Hub outage and that users should consider if they want to queue match requests depending on their own processes around potential customers.
ACTION	TM to add to the document and store on share point for comments

AGENDA ITEM	5
DISCUSSION POINT	AOB
CONCLUSION/ RECOMMENDATION	Group raised concerns around feedback that if some users perform duplication detection and others use the same correlation ID for multiple messages, issues will occur when those entities exchange messages. Group concluded that they were happy with the advice that has been produced and referred any adjudication issues to OTA2
ACTION	Feedback and general issue shared with OTA2

	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/>