

INDUSTRY PROCESS GROUP

DATE	14 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), David Stubbs (VMO2), Mel Buckley (VMO2), Jonathan Davies (TalkTalk),
MEMBERS ABSENT	Joe Karthaus (Truespeed), Marcel Horst (CWP), Richard Fletcher (Grain Connect), David Stewart (Sky), Gyanesh Pandey (iconectiv),

AGENDA ITEMS

- 1) UPDATE ON OUTSTANDING ACTIONS
- 2) CONSIDERATION OF HOW TO HANDLE MESSAGES THAT CONTAIN OPTIONAL FIELDS WITH NO VALUE, E.G. ACCOUNT: ""
- 3) REVIEW OF DRAFT BULLETIN ON QUEUEING MESSAGES IN THE EVENT OF A HUB OUTAGE ON SHARE POINT.
- 4) CONSIDERATION OF ERROR TO BE RETURNED IN THE EVENT THAT THE RECIPIENT CP IS IN 'SUSPEND' STATE
- 5) AOB

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Update on outstanding actions
CONCLUSION/ RECOMMENDATION	TM provided overview of outstanding actions.
ACTION	Group to add FWA message example Group to update appendices of NP guide. TM and OTA2 confirmed approval to announce future valued change regarding must return CUPID to should only return CUPID Group to consider feedback on telecare slides shared by OTA2

AGENDA ITEM	2
DISCUSSION POINT	Consideration of how to handle messages that contain optional fields with no value, e.g. account: ""
CONCLUSION/ RECOMMENDATION	Group discussed scenario of how to handle this. Best practice is not to do it to begin with (model messages on message examples doc), but to attempt a match if received rather than to reject message or to return a match failure for invalid account
ACTION	Group believed this did not meet the threshold for a formal best practice bulletin, but TM to raise internally around adding this, and others, to the trials/ramp lessons learnt document

AGENDA ITEM	3
DISCUSSION POINT	Review of draft bulletin on queueing messages in the event of a Hub outage on share point.
CONCLUSION/ RECOMMENDATION	Group generally happy with principle of document, but felt it should be more generic to cover all types of outage and to include scenarios where a message has been accepted, but the recipient is unable to respond correctly
ACTION	TM and Group to work on draft document to cover the above
AGENDA ITEM	4
DISCUSSION POINT	Consideration of error to be returned in the event that the recipient CP is in 'Suspend' state
CONCLUSION/ RECOMMENDATION	Group concluded that an asynchronous message delivery failure is preferable in this scenario to a synchronous hub error message
ACTION	TM to raise draft CR for after go live TM to raise internally around suspend status in relation to what will lead to it being applied and how it will be communicated
AGENDA ITEM	5
DISCUSSION POINT	AOB
CONCLUSION/ RECOMMENDATION	No AOB raised
ACTION	
	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/>