

INDUSTRY PROCESS GROUP

DATE	11 September 2024
TIME	14:00 – 16:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Absent - Jack Abbotts (OTA2)
MEMBERS PRESENT	Niall Gillespie (BT), Mark Delo (NowYoYo), David Stubbs (VMO2), Mel Buckley (VMO2), Jonathan Davies (TalkTalk), Richard Fletcher (Grain Connect),
MEMBERS ABSENT	Joe Karthaus (Truespeed), David Stewart (Sky), Gyanesh Pandey (iconectiv), Hema Kariyappa (Vodafone), Marcel Horst (CWP),

AGENDA ITEMS

- 1) UPDATES ON OUTSTANDING ACTIONS
- 2) REVIEW OF GUIDANCE ON OUTAGES
- 3) AOB

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Update on outstanding actions
CONCLUSION/ RECOMMENDATION	TM provided overview of outstanding actions and confirmed bulletin summarising advice from the group
ACTION	Group to add FWA message example Group to update appendices of NP guide. TM and JA confirmed approval to announce future valued change regarding must return CUPID to should only return CUPID Group to provide feedback on telecare slides from OTA2
AGENDA ITEM	2
DISCUSSION POINT	Review of guidance on outages
CONCLUSION/ RECOMMENDATION	Group generally happy with first part of document on queueing messages during outages. Potentially releasing this part separately from second part around how to proceed if you have accepted a message and then experience an outage that prevents you from responding.
ACTION	Group to work on guidance, but to hold off release until after go live has settled
AGENDA ITEM	3
DISCUSSION POINT	AOB

CONCLUSION/ RECOMMENDATION	<p>Group considered scenarios around sending multiple requests if the first is not answered. Conclusion that is not necessary as the Hub will deliver the request.</p> <p>Group considered addresses like Flat A1 which are not covered in guidance. Currently false positives may be returned in this scenario so it requires adding to the address matching guidance</p> <p>Group considered whether update requests should be sent prior to order confirmations</p> <p>Group considered that a failure to match UPRN is a neutral, not negative point of contact</p>
ACTION	<p>TM to draft lesson learnt about sending multiple requests</p> <p>Group to make additions to address matching section of matching guide</p>

	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/>