

## INDUSTRY PROCESS GROUP

DATE	25 September 2024
TIME	15:00 – 16:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Niall Gillespie (BT), Mark Delo (NowYoYo), 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), David Stubbs (VMO2),

## AGENDA ITEMS

- 1) UPDATE ON OUTSTANDING ACTIONS
- 2) POTENTIAL AREAS OF GUIDANCE AROUND DATES IN MESSAGES, EMAIL MASKING AND HOME MOVES
- 3) CONSIDERATION OF COMMENTS ON RESPONSE MATRIX AND VISIO VALIDATION FLOW (MATCHING GUIDANCE/MATCHING VALIDATION DOCS) – ADDED TO SHARE POINT, BUT WE WILL REVIEW MORE FORMALLY IN SUBSEQUENT CALLS.
- 4) AOB

## MINUTES/NOTES

AGENDA ITEM	<b>1</b>
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 add Flat A1 guidance to matching guide and address examples Group to provide feedback on telecare slides from OTA2

AGENDA ITEM	<b>2</b>
DISCUSSION POINT	Potential areas of guidance around dates in messages, email masking and home moves
CONCLUSION/ RECOMMENDATION	Group discussed use of match requests for home moves. Conclusion that process is clear that OTS is not for home moves. Data to be examined as part of OTA2's work into match success rates Group discussed email masking in match confirmations. Conclusion that no guidance is necessary as documents are clear. Group discussed guidance around dates. General agreement with principle of no past dates in planned switch date field and no future dates in activation date

	field. Further discussion to take place around back dated trigger request. Agreement on guidance around SOR expiry and planned switch date expiry
ACTION	Group to consider further

AGENDA ITEM	<b>3</b>
DISCUSSION POINT	Consideration of comments on response matrix and visio validation flow (matching guidance/matching validation docs) – added to share point, but we will review more formally in subsequent calls.
CONCLUSION/ RECOMMENDATION	TM made group aware of documents on share point for review in future calls with comments on suggested order of validation in a match request and draft visio flow for sequence
ACTION	Group to review ahead of subsequent calls where further discussion will take place

AGENDA ITEM	<b>4</b>
DISCUSSION POINT	AOB
CONCLUSION/ RECOMMENDATION	No AOB raised
ACTION	

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

## 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/>