

## INDUSTRY PROCESS GROUP

DATE	23 October 2024
TIME	14:00 – 16:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Niall Gillespie (BT), Mark Delo (NowYoYo), Mel Buckley (VMO2), Hema Kariyappa (Vodafone), Jonathan Davies (TalkTalk),
MEMBERS ABSENT	Joe Karthaus (Truespeed), David Stewart (Sky), Gyanesh Pandey (iconectiv), Richard Fletcher (Grain Connect), Marcel Horst (CWP), David Stubbs (VMO2)

## AGENDA ITEMS

- 1) UPDATES ON OUTSTANDING ACTIONS
- 2) ATTEMPT TO FINALISE DRAFT OF BULLETIN AROUND DATES IN MESSAGES, SPECIFICALLY BACK DATED TRIGGER REQUESTS
- 3) AOB

## MINUTES/NOTES

AGENDA ITEM	<b>1</b>
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 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	Attempt to finalise draft of bulletin around dates in messages, specifically back dated trigger requests
CONCLUSION/ RECOMMENDATION	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. Agreement on guidance around SOR expiry and planned switch date expiry. Group were of the view that users should not accept back valued activation date messages, but proceed on the basis that the activation date was today's date. The exception being where an outage has occurred and users should consider the dates in the trigger request.
ACTION	Group to work on wording in guidance bulletin

AGENDA ITEM	<b>3</b>
DISCUSSION POINT	AOB
CONCLUSION/ RECOMMENDATION	Group considered reevaluating previously raised CRs Group considered users moving on to rolling contracts if switches take longer than anticipated Group considered exceptions processes when OTS cannot proceed
ACTION	Group to reconsider previously raised CRs in subsequent calls

	<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/>