

INDUSTRY PROCESS GROUP

DATE	13 November 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), Richard Fletcher (Grain Connect), Jonathan Davies (TalkTalk), Marcel Horst (CWP), Hema Kariyappa (Vodafone),
MEMBERS ABSENT	Joe Karthaus (Truespeed), David Stewart (Sky), Gyanesh Pandey (iconectiv), David Stubbs (VMO2),

AGENDA ITEMS

- 1) UPDATES ON OUTSTANDING ACTIONS
- 2) FURTHER CONSIDERATION OF ADVICE AROUND RESPONSE CODE 1112
- 3) DISCUSSION ON ASSISTURLS AND IF ADDITIONAL GUIDANCE IS NECESSARY
- 4) REVIEW OF PREVIOUSLY RAISED CRS
- 5) AOB

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Update on outstanding actions
CONCLUSION/ RECOMMENDATION	TM provided overview of outstanding actions and publication of bulletin on dates
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

AGENDA ITEM	2
DISCUSSION POINT	Consideration of response to response code 1112
CONCLUSION/ RECOMMENDATION	Group considered 1112 and if the action should be on the LRCP to investigate rather than for the GRCP to contact them about this when it is used. Group considered how much priority to give this as while a low frequency code, it can lead to high handling times and the next action is not clear on the GRCP Group discussed whether they can provide any guidance to reduce the number of 1112s and to guide users on what information to provide when they return a 1112 and when they receive a 1112

ACTION	Group to consider this further and to analyse their own instances of returning 1112
AGENDA ITEM	3
DISCUSSION POINT	Discussion on assistURLs and if additional guidance is necessary
CONCLUSION/ RECOMMENDATION	Group considered existing guidance and were satisfied that there was no need to amend the content.
ACTION	TM and JA to review URLs provided and to try encourage uptake of them
AGENDA ITEM	4
DISCUSSION POINT	Review of previously raised CRs
CONCLUSION/ RECOMMENDATION	Time expired before discussion
ACTION	Group to review on sharepoint ahead of subsequent discussion
AGENDA ITEM	5
DISCUSSION POINT	AOB
CONCLUSION/ RECOMMENDATION	TM raised the possibility of returning to previous draft bulletin about handling messages in the event of an outage
ACTION	Group to review document on share point ahead of next call
	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/>