

INDUSTRY PROCESS GROUP

DATE	20 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), David Stubbs (VMO2), Hema Kariyappa (Vodafone),
MEMBERS ABSENT	Joe Karthaus (Truespeed), David Stewart (Sky), Gyanesh Pandey (iconectiv), Marcel Horst (CWP),

AGENDA ITEMS

- 1) UPDATES ON OUTSTANDING ACTIONS
- 2) UPDATE ON ANALYSIS OF 1112 RESPONSE CODE
- 3) CONSIDERATION OF POTENTIAL GUIDANCE AROUND CODE 1214
- 4) REVIEW OF DRAFT BULLETIN AROUND HANDLING MESSAGES IN THE EVENT OF AN OUTAGE – DOCUMENT ON SHAREPOINT
- 5) CONSIDERATION OF PREVIOUSLY RAISED CRS
- 6) 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 telecare
ACTION	Group 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	Update on analysis of 1112 response code
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ACTION	TM to draft guidance on always returning text in a 1112 and that the obligation is on the LRCP to self monitor and investigate when this is returned,

AGENDA ITEM	3
DISCUSSION POINT	Consideration of potential guidance around code 1214
CONCLUSION/ RECOMMENDATION	Group considered use of 1214, how it may be used for any cease order and not only ones that have passed the PONR. Additionally, some providers have continued to send updates and triggers for orders when 1214 has already been returned.
ACTION	TM to draft guidance on when to return 1214 and what not to do after you receive it

AGENDA ITEM	4
DISCUSSION POINT	Review of draft bulletin around handling messages in the event of an outage – document on sharepoint
CONCLUSION/ RECOMMENDATION	Group reviewed document and were happy with the guidance, albeit with some additions to make
ACTION	Group to make minor changes to document before further review

AGENDA ITEM	5
DISCUSSION POINT	Consideration of previously raised CRs
CONCLUSION/ RECOMMENDATION	Time expired before discussion
ACTION	Group to review in subsequent calls

AGENDA ITEM	6
DISCUSSION POINT	AOB
CONCLUSION/ RECOMMENDATION	Group discussed importance of responding to messages and the challenges for a MAP to meet SLAs
ACTION	

	Upcoming Group Actions/Agenda
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Open Points

- GROUP TO CONSIDER TOPICS FOR FURTHER GUIDANCE
 - GROUP TO REVIEW GUIDANCE
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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/>