

INDUSTRY PROCESS GROUP

DATE	27 November 2024
TIME	15:00 – 16:00
LOCATION	Teams
CHAIRPERSONS	Tom Merritt (TOTSCo), Jack Abbotts (OTA2)
MEMBERS PRESENT	Niall Gillespie (BT), Mark Delo (NowYoYo), Richard Fletcher (Grain Connect), Hema Kariyappa (Vodafone),
MEMBERS ABSENT	Joe Karthaus (Truespeed), David Stewart (Sky), Gyanesh Pandey (iconectiv), Marcel Horst (CWP), Jonathan Davies (TalkTalk), David Stubbs (VMO2), Mel Buckley (VMO2),

AGENDA ITEMS

- 1) UPDATES ON OUTSTANDING ACTIONS
- 2) REVIEW OF DRAFT GUIDANCE ON RESPONSE CODES – SPECIFICALLY 1112 AND 1214
- 3) CONTINUED REVIEW OF DRAFT GUIDANCE ON HANDLING MESSAGES DURING OUTAGES
- 4) 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 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DISCUSSION POINT	Review of draft guidance on response codes – specifically 1112 and 1214
CONCLUSION/ RECOMMENDATION	Group reviewed guidance and felt additional codes could be added and while the document had the correct sentiment – a further draft was required for CP side implementation
ACTION	TM to update guidance with 1215 too. Group to add CP perspective to document with examples of text for 1112 etc

AGENDA ITEM	3
DISCUSSION POINT	Continued review of draft guidance on handling messages during outages
CONCLUSION/ RECOMMENDATION	Group reviewed document and were happy with the guidance
ACTION	Group to read in detail ahead of next week's call to finalise ahead of release

AGENDA ITEM	4
DISCUSSION POINT	AOB
CONCLUSION/ RECOMMENDATION	
ACTION	

	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/>