

## INDUSTRY PROCESS GROUP

DATE	08 January 2025
TIME	14:00 – 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), David Stubbs (VMO2), Mel Buckley (VMO2), Marcel Horst (CWP),
MEMBERS ABSENT	Joe Karthaus (Truespeed), David Stewart (Sky), Gyanesh Pandey (iconectiv), Jonathan Davies (TalkTalk),

## AGENDA ITEMS

- 1) UPDATE ON OUTSTANDING ACTIONS
- 2) DISCUSSION AROUND PENDING BULLETINS ON BEHAVIOUR DURING OUTAGES AND HANDLING SPECIFIC RESPONSE CODES
- 3) REVIEW OF OTA2'S MATCHING REPORT TO CONSIDER ADDITIONS TO MATCHING BEST PRACTICE GUIDE
- 4) 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

AGENDA ITEM	<b>2</b>
DISCUSSION POINT	Discussion around pending bulletins on behaviour during outages and handling specific response codes
CONCLUSION/ RECOMMENDATION	Group happy with guidance, but minor changes to be made to docs
ACTION	Group to trim repeated content from outage guidance bulletin. Group members to add context and examples to response code guidance.

AGENDA ITEM	<b>3</b>
DISCUSSION POINT	Review of OTA2's Matching Report to consider additions to matching best practice guide
CONCLUSION/ RECOMMENDATION	Group reviewed document and considered additions regarding GRCP sales journeys capturing good quality information and reiterating previous advice.
ACTION	Group to consider additions to existing guidance.

AGENDA ITEM	<b>4</b>
DISCUSSION POINT	AOB
CONCLUSION/ RECOMMENDATION	Group briefly discussed MAP customers moving between MAPs or ceasing trading
ACTION	Separate discussions to be had on this

	<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/>