

INDUSTRY PROCESS GROUP

DATE	12 February and 26 February 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), Marcel Horst (CWP), Mel Buckley (VMO2), Hema Kariyappa (Vodafone),
MEMBERS ABSENT	Joe Karthaus (Truespeed), David Stewart (Sky), Gyanesh Pandey (iconectiv), Jonathan Davies (TalkTalk), David Stubbs (VMO2),

AGENDA ITEMS

- 1) UPDATE ON OUTSTANDING ACTIONS INCLUDING BULLETIN ON OUTAGES AND RESPONSE CODES
- 2) REVIEW OF PREVIOUSLY RAISED CRS
- 3) DISCUSSION ON LACK OF SENDING TRIGGER MESSAGES
- 4) AOB

MINUTES/NOTES

AGENDA ITEM	1
DISCUSSION POINT	Update on outstanding actions including bulletin on outages and response codes
CONCLUSION/ RECOMMENDATION	TM provided overview of outstanding actions and stepped through draft bulletins to be published. Outages bulletin to be published
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 add examples to response codes bulletin
AGENDA ITEM	2
DISCUSSION POINT	Review of previously Raised Crs
CONCLUSION/ RECOMMENDATION	Group reviewed previously raised CRs and agreed that none are required to proceed now, but that TOTSCo need to revisit the process of suspending users and the way in which messages will be handled in this scenario
ACTION	TM and JA to raise within TOTSCo
AGENDA ITEM	3
DISCUSSION POINT	Discussion on lack of sending trigger messages

CONCLUSION/ RECOMMENDATION	Group considered the scenario in which a GP does not send a trigger, but begins to provide service to the customer whilst claiming the trigger has been sent. The customer then complains to the LP to cease their services, but from the LP's perspective, this is an open switch awaiting a trigger or cancellation
ACTION	TM, JA to take to ops forum

AGENDA ITEM	4
DISCUSSION POINT	AOB
CONCLUSION/ RECOMMENDATION	Group considered the previously discussed change to the IP regarding CUPIDs to indicate that you support OTS Porting
ACTION	TM and JA to discuss and provide an update

	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/>