

## INDUSTRY PROCESS GROUP

DATE	12 March 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), David Stubbs (VMO2),
MEMBERS ABSENT	Joe Karthaus (Truespeed), David Stewart (Sky), Gyanesh Pandey (iconectiv), Jonathan Davies (TalkTalk), Hema Kariyappa (Vodafone),

## AGENDA ITEMS

- 1) UPDATE ON OUTSTANDING ACTIONS
- 2) DISCUSSION AROUND USE OF 1112 IN TRIGGER FAILURE MESSAGES
- 3) DISCUSSION AROUND THE GP'S RESPONSIBILITY TO CANCEL ORDERS THAT HAVE TIMED OUT
- 4) ITEM AROUND RETURNING EMPTY "" STRINGS IN MESSAGES
- 5) ITEM AROUND POTENTIAL ADDITIONAL GUIDANCE DOCUMENT.
- 6) AOB

## MINUTES/NOTES

AGENDA ITEM	<b>1</b>
DISCUSSION POINT	Update on outstanding actions including bulletin on outages and response codes
CONCLUSION/ RECOMMENDATION	TM confirmed outage bulletin published, no feedback yet. Group provided update on plans for OTS porting. Instead of returning the CUPID, a separate list maintained by OTA2 to be used
ACTION	Group to add FWA message example Group to add Flat A1 guidance to matching guide and address examples Group to add examples to response codes bulletin

AGENDA ITEM	<b>2</b>
DISCUSSION POINT	DISCUSSION AROUND USE OF 1112 IN TRIGGER FAILURE MESSAGES
CONCLUSION/ RECOMMENDATION	Group considered the scenario of a user returning 1112 in a trigger failure due to an unexpected issue in closing the customer's account. No specific examples of the scenarios have been provided, but the group concluded that, in principle, the LP should be confirming these triggers even if manual action is required from them to close the account. The returning of a failure is to lead the GP to take a different action and, in this scenario, the GP has done everything correctly. Group concluded no action is required to document best practice as this constitutes following the process itself and is isolated to a single user
ACTION	TM to bring example situations to group for further consider if the user provides them

AGENDA ITEM	<b>3</b>
DISCUSSION POINT	DISCUSSION AROUND THE GP'S RESPONSIBILITY TO CANCEL ORDERS THAT HAVE TIMED OUT
CONCLUSION/ RECOMMENDATION	Group considered the scenario in which a GP lets 31 days pass after the planned switch date. The customer requests to cancel, but the GP does not send the cancellation request and the LP does not cancel the order locally. The customer then contacts a new GP and cannot place a switch order as the LP states an open order is in progress. Group concluded that it is the role of the GP to send the cancellation request and the LP should just return a confirmation even if they have already cancelled. Alternatively, LP can return a cancellation with a code to say the order was already cancelled/expired and the GP should treat this as a success. Moreover, the GP should control the expiry date and not let it get to the situation where it has expired and the LP should consider cancelling locally
ACTION	TM to draft short guidance note to share at next call

AGENDA ITEM	<b>4</b>
DISCUSSION POINT	ITEM AROUND RETURNING EMPTY "" STRINGS IN MESSAGES
CONCLUSION/ RECOMMENDATION	Group confirmed empty strings should be used
ACTION	

AGENDA ITEM	<b>5</b>
DISCUSSION POINT	ITEM AROUND POTENTIAL ADDITIONAL GUIDANCE DOCUMENT.
CONCLUSION/ RECOMMENDATION	Group concluded they cannot issue guidance around the number of match attempts to try before stopping as this would constitute regulatory advice
ACTION	

AGENDA ITEM	<b>6</b>
DISCUSSION POINT	AOB
CONCLUSION/ RECOMMENDATION	No AOB raised
ACTION	

	<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/>