

NOTES AND ACTIONS

Directory Solutions Industry Operational Forum 11
Thursday 26 June 2008, 10:00 - 15:00
Room G44, Telecom House, Wolverhampton

Attendees:

BT Wholesale Directory Solutions (BTWDS)	Tim Handley (TiHa) (Chair)	Ewen Watson (EwWa)	Paulette Moses (PaMo)	Mandy Hinchliffe (MaHi)	Lee Stevens (LeSt) Minutes
Sharon Mulchay (ShMu)	Lian Cole (LiCo)				
BT Retail Directories (BTRD)	Nick Weston (NiWe)				
Virginmedia	Jeanette Clarke (JeCl)	Terry Flewitt (TeFl)	Adam Sargeson (AdSa)	Paula Cooper (PaCo)	
Carphone Warehouse	Robert Yarwood (RoYa)				

Welcome, Introductions, and Domestics

TiHa welcomed all to the meeting and introductions were made. For the benefit of people who had not attended an IOF before, TiHa explained the background to the meeting. In the interests of safety TiHa informed all of the attendees about the Fire regulations, and where the fire exit doors are situated on the ground floor.

Review of Outstanding Action Points

No	Action	Owner	Status
AP08 28/03/2006	<p>TiHa to find out what is the Non Geographical process for NPRs.</p> <ul style="list-style-type: none"> • 26.05.06 – Process under summary. Ongoing • 03.08.06 – No process at present. Ongoing • 03.11.06 - No process, on hold until present issues are resolved. Ongoing • 31.01.07 - Process to be determined once the Ofcom Final Determination has been received. Ongoing • 30.03.07 - On hold until the final Ofcom determination. • 07.06.07 - On hold until the final Ofcom determination, which was due out July 2006. Ongoing • 11.09.07 - As above still on hold due to the final Ofcom Determination. • 13.03.08 – Ofcom Determination published 10 	TiHa	Ongoing

No	Action	Owner	Status
	March 2008. Ongoing. <ul style="list-style-type: none"> • 26.06.08 – The Number and the Conduit have appealed against the determination. – Ongoing. 		
AP01 13/03/2008	PaMo to arrange for escalated data query lists to be sent to CPs. <ul style="list-style-type: none"> • 26.06.08 – PaMo informed that this is complete. Discharged. 	PaMo	New
AP02 13/03/2008	MaHi to run a SR, by CP, to show how many mismatches of mains with additionals are owned by different CPs. <ul style="list-style-type: none"> • 26.06.08 – MaHi informed that this is complete. Discharged. 	MaHi	New

Data Quality

TiHa presented Downstream feedback on the IOF datacleanse priority list to the meeting.



Data cleanse survey

BTWDS took the IOF datacleanse list which was agreed in the 07 January 2007 IOF and surveyed BTWDS customers to find out their opinions of the list's order of importance. BTWDS then ran an SR on the top six datacleanse issues.

The top six are as follows.

1. Invalid Postcodes.
2. Listings with invalid length, i.e. telephone numbers
3. Incorrect listings.
4. Fax Listings.
5. Any other surplus data in the wrong field.
6. Group entries.
 - Headers with an incorrect entry type.
 - Suspect groups.
 - Hanging headers.
 - Headers containing addresses.

The results were discussed. NiWe asked would any problems arise due to summer leave? Also he asked how long would completion times would be, and how up to date is the SR? The meeting agreed MaHi will send out (cat1) invalid postcodes to all CPs. PaMo is to discuss with all CPs their (cat 1) list. PaMo added that (cat 2) list would not be sent out until the first list is completed; she requested that she would like to be advised upon completion of each list.

Fax Listings

EwWa asked if downstream problems with Fax listings could be picked up as a data cleanse, TiHa stated yes if the Fax was put in the wrong field.

Data Queries

TiHa presented the YTD graph which was only for April. The data queries received for this period were 900, of which 600 were left open. In May there were even fewer, the decline was not due to data being correct, it was Downstream issues. TiHa is working with the commercial team to try and raise awareness with the downstream customers; the aim of this is to get more downstream customers involved in the DQ process. These datacleanses act as a 'free' quality check and should lead to fewer data queries. BTWDS is currently working on an access database which will reduce data queries. The follow on to this will be similar databases introduced to assist Upstream and Downstream Customers.

Escalated Data Queries

In relation to AP01 13/03/08, PaMo to arrange for escalated data query lists to be sent to CPs, NiWe informed the meeting that BT Retail ring will the customer once, if there is no reply they will then send a letter. BT Retail will repeat this process a maximum of three times, if there is still no reply then they will close the DQ with suitable notes because there has been no reply.

WLR3CP data queries

TiHa informed the meeting that Ofcom agreed in the Telecom Strategic Review that Openreach would manage the WLR3CP customers so that everyone would receive the same service.

TiHa then informed the meeting about the following DQ codes.

DQ01 – Number unobtainable. This has always been the number one problem; work is currently being done to reduce this problem. Steps have been put in place when a call centre receives a DQ01 They will hold it for short period of time and recheck it; they may repeat this process several times. TiHa stated that 80 per cent of these were ceased so should not have been on OSIS in the first place.

DQ06 – Incorrect entry type. This used to be the second highest entry but BTWDS have stopped these volumes being sent out.

DQ09 – Incorrect customer details. This has a high volume in P1.

PaMo requested that that if all CPs could return completed escalated spreadsheets. The reason for this is that PaMo will then know that they have been actioned.

Reject Reports

LORS generates a reject report that shows what has been accepted and rejected. Reject reports are sent in batches LORS then sends a CAR file to determine what has been accepted then rejected. Reject reports show that the CAR file is very useful. A lot of rejected are due to basic mismatches between OSIS and LORS.

DLPRs

TiHa explained the background to OSIS porting. There is no link between porting network numbers and porting directory listings - directory listing porting is only triggered by individual CP intervention. The DLPR process was created because of repeated problems in the past. In April 2008 there were 478 DLPRs. This is due to situation that the CPs can not then do what is required to their own listings.

Overdue Porting

PaMo asked to be informed immediately about any problems that arise.

Disputed Ownership

PaMo is still receiving complaints from CPs when they try to adopt a listing. PaMo suggested that they should communicate between each other to try and resolve the problem. This could save time and a lot of involvement for BTWDS.

Porting Contact list

TiHa informed the meeting that the list is vastly incorrect, the list names need to be updated and corrected. This involves BTWDS because of incorrect listings of different CPs.

System Admin

OPERATOR SERVICES INFORMATION SYSTEM (OSIS)

- March 2008 – There was no downtime on either server. However, the Ben Server had a slowtime of 2 hours 10 minutes as Online users had problems retrieving large groups. The problem was caused by the refresh failing on the group server and was rectified when the group server was refreshed.
- April 2008 – No problems reported
- May 2008 – The Ben Server had a downtime of one hour and forty minutes during May, this was due to a user id still being logged into the database when the refresh jobs ran and causing the refresh to fail. There was no downtime on the Bill Server, and no slowtime was recorded on either server.

LICENSED OPERATOR REGISTRATION SYSTEM (LORS)

- March 2008 – No problems reported
- April 2008 - No problems reported
- May 2008 - No problems reported

CONNECTIVITY TO BT FIREWALL

- High usage on the BT Firewall which is causing intermittent slow response on OSIS.

OSIS Training

All initial training enquiries should be sent to **dstrainers@bt.com**

OSIS 3 DAY COURSES (Single and Group Listings)

- **19 - 21 August 2008**
last date for applications/completed NAIFs - **15 July 2008**
- **4 - 6 November 2008**
last date for applications/completed NAIFs - **30 September 2008**
- **24 - 26 February 2009**
last date for applications/completed NAIFs - **20 January 2009**

OSIS 1 DAY COURSES (Single Listings Only)

- **3 September 2008**
last date for applications/completed NAIFs - **30 July 2008**
- **4 December 2008**
last date for applications/completed NAIFs - **30 October 2008**
- **17 March 2009**
last date for applications/completed NAIFs - **10 February 2009**

Audit Programmes

Audit Programmes, Data Cleanses, Data Cleanse Issues

Under Schedule 11, BT can issue a CP with an annual audit and at the commercial meeting CPs have been made aware that BTWDS may be contacting them to complete an audit. As there is significant work involved in completing an audit, a pragmatic approach will be to seek CPs participation in a data cleanse programme (positioned as their annual audit) to ensure that at least some key data issues are being actively addressed.

Separately, data cleanses have been discussed with commercial contacts and EwWa will be presenting a suggested quarterly programme that industry could follow. This will be based on downstream feedback on their top priorities from the list and aim would be to roll this out to Operational contacts during September 2008.

LORS/OSIS Development Cycle & OSIS Client Release

Development cycle 3 due to be released the end of March was pulled and work is on-going to complete the software build. No date has been communicated to industry, but provisionally end of September 2008 is likely. No further developments are yet planned beyond this release for the rest of the financial year.

Briefing Round Up

No briefings issued since the last meeting.

AOB

OSIS Taxonomy has two types of coverage areas, Firstly there is a PB area and secondly a DQ area. TiHa explained in detail the OSIS Taxonomy.

BTWDS

TiHa invited the meeting attendees to meet the BTWDS team on the third floor East Wing after the meeting had finished, PaMo lead the introductions.

Forum Slides



Forum Slides 26 June
08

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Date of Next Meeting: To be confirmed.