

17/05/05

Meeting: ITF
Venue: Business Showcase, Brindley Place,
 Birmingham
Date: 17th May 2005
Time: 10.30

Attendees:

Dave Shaw	BT Retail
Kathy Peatroy	BT Retail
Shaun Wilson	BT Retail
Cathy Hamilton	Cable and Wireless
Stephen Prior	Cable and Wireless
David Jones	ntl
Lisa Yarnold	ntl
Liam Brown	ntl
Shirley Lapierre	ntl Business
Lynne Ewington	Telewest
Tony Crampton	Telewest
Richard Allen	Telewest
Michelle Saidler	Telewest
Stuart Forrest	Iomart
Steve Mackelden	BT Contact Head of Technology
Peter Morgan	ORS Project Director
Mark Johns	BT Contact Database Manager
Paulette Moses	BT Contact Supplier Relationship Manager
Mandy Hinchliffe	BT Contact Supplier Relationship Manager
Barry Haughton	BT Contact Sales Executive

Minutes: Martha Cheesewright ORS Project Support

1. Introduction/Agenda

BTC welcomed all to the meeting and outlined the agenda for the day.

- ORS Update
- Previous Actions
- Industry issues
- New areas/impacts-KPN ruling, mobile data
- ITF format moving forward

2. ORS Update

BTC stated that at the last ITF it had been indicated that ORS would not be launched until March 06 at the earliest. BTC went on to say that there was still an inherent amount of development work to be done before they would accept the system and that it would be at least June/July 06 before ORS was implemented.

BTC explained that timelines and dates presented previously had been based on the assumption that delivery dates and quality standards would be met. BTC said that work was continuing to ensure that their standards were met, but that they were reluctant to fix a new Go Live date until this exercise was complete.

BTC said that they would communicate the new launch date as soon as they were aware of it and that once this was announced, training/testing activity with industry would resume.

3. Action Point Review



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4. Industry Issues

Christian Name Abbreviations

Telewest said that their systems only allowed a limited number of characters for a first name and that they were referring to an abbreviation list that was out of date and so did not include what were now popular names. Telewest suggested that as this was likely to be an industry wide problem, it might be better to look at the issue collectively and determine common abbreviations, as opposed to doing this in isolation.

BTR said that they would support this activity, adding that it would be useful to get a picture of what existed in OSIS. It was agreed that it would be beneficial to review the whole of the abbreviations document a section at a time.

It was suggested that an industry working party should discuss abbreviations and bring their proposals to the ITF for wider discussion.

BTR, Telewest, ntl and Cable and Wireless all expressed a desire to be involved in the working party.

AP 01 17/05/05-BTC Supplier Relationship/Account Managers to ask whether any of their clients wish to be involved in the working party for abbreviations.

AP 02 17/05/05-MaJ to organise, own and execute the abbreviations working party.

AP 03 17/05/05-MaJ to take a sample of Christian names on OSIS so that the se can be examined.

NSEW Abbreviations

BTC stated that LORS2 automatically abbreviated street names with directions such as north in them, e.g north would become n. For example, when processing a Thoroughfare of 'North Common Rd', LORS2 will abbreviate it to 'N Common Rd'. This is causing problems for downstream operators searching for listings with these thoroughfares, often resulting in them being unable to locate the listing being searched.

BTC said that they believed the best way to combat this was to remove the automated abbreviation feature from LORS, but that they had to consult with industry before actioning this. This was unanimously supported by the attendees of the meeting.

AP 04 17/05/05-MaJ to consult with Industry on the LORS 2 NSEW vet before a final decision is made about whether to remove it.

BTC said that this should not require 6 months notice, provided there were no objections from industry.

Change Management

BTC said that they had been looking to streamline the change management process. The notice period for changes was discussed and it was said that the amount of notice required depended on the nature of the change and whether business cases etc were necessary.

AP 05 17/05/05-BTC to present on suggested alterations to the change management process at the next ITF.

BTR said that ORS was going to deliver a relaxation in vets and asked whether this could be a change management matter now ORS had been met with delay. BTC replied that it potentially could be, as the relaxation would benefit industry. It was suggested that this and other changes wanted in advance of ORS were discussed at the next ITF.

BTC explained that one of their objectives was to look at the gaps that had been left by the late delivery of ORS and that they needed industry to articulate what they needed to be implemented and highlight their priorities.

AP 06 17/05/05-Industry to articulate changes they would like made to OSIS to their account managers, in preparation for discussion at the next ITF. Sales and Supply teams to ensure those who did not attend the ITF are involved in these discussions.**Mobile Data**

BTC said that they had been accused of being obstructive in the process of getting mobile data onto OSIS by an independent consultant. The problems encountered to date have been commercial as opposed to technical.

AP 07 17/05/05-Mobile operators to be prompted by Sales and Supply teams to express their views and attend the next ITF to discuss these further.**KPN Ruling**

Please see links to case

http://europa.eu.int/eur-lex/pri/en/oj/dat/2003/c_146/c_14620030621en00180018.pdf

<http://www.stibbe.nl/upload/b6e39f0101b6616168014a5a.pdf>

http://www.debrauw.com/NR/rdonlyres/96F4E03F-BE55-4EEF-B5CF-895B86EBAFE1/0/CompetitionLawOverview_July2004.pdf

BTC said that the ruling in the European KPN case was expected to affect the way that databases such as OSIS held listings. BTC explained that KPN had petitioned that single listings were all that should be supplied and that the issue of core and non-core data was in question.

BTR said that the European court had said it was up to individual governments to interpret the ruling. BTR said that they had taken legal advice which had identified core data as name, address, postcode, phone number, and directory status. BTR said that other legal advice might differ and that the matter needed to be discussed by industry as a whole.

BTR went on to explain that the European Court had suggested that the collection of name and address was part of the daily job of a telephony company and was therefore not cost recoverable, meaning cost models would alter.

AP 08 17/05/05-DS to send the url for the KPN case to MC so that this can be issued with the ITF minutes.

It was said that the KPN ruling should be a major topic of discussion at the next ITF and that Ofcom should be asked to attend this. BTC said that they would also invite a member of their commercial team.

AP 09 17/05/05-BTC to invite Ofcom and a member of the BTC Commercial team attend the next ITF.

C&W enquired about council listings and BTR confirmed that only name and address would be listed for these.

5. AOB

It was agreed that ITFs should continue boardroom style and Steve Mackelden of BTC said that he would chair them for the time being. It was said that it would be useful to have input from both Ofcom and Commercial people. It was suggested that the ITF terms of reference should also be revisited and refreshed.

AP 10 17/05/05-Terms of Reference to be represented at the next ITF and amended as necessary on the day.

Iomart asked whether OSIS or ORS offered a facility that allowed users to say whether data was correct. BTC explained that there was a process in place whereby the query came to the BTC office and the operations team were given three attempts to solve this within a set period of time. If they could not resolve the query, this would then be passed to a Supplier Relationship Manager. BTR said that if Iomart were experiencing any problems with BTR data they would welcome their feedback.

BTC suggested that this might be better channelled through the Operation Team as opposed to through the Sales/Supply teams and that they would alert Tim Handley who was in charge of the Operations team to the matter.

BTR said that it would be extremely useful to them if Iomart could collate the feedback they had received as this information was extremely valuable to them.

AP 11 17/05/05-BTC to request that TH attends the next ITF to discuss data queries.

AP 12 17/05/05-BH of BTC to talk to Iomart and articulate the data query process to them so that they can get involved in this.

BTR said that some time ago there had been a useful forum on number portability for ORS and that porting might need to be discussed again at a future ITF. It was suggested that this be added to BTR's list of improvements they would like on OSIS.

AP 13 17/05/05-BTC to publish a list of future ITF dates.

ITF

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6. Action Point Summary



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7. Future ITF Dates

Date	Location
14 th June	Brindley Place, Birmingham
12 th July	Brindley Place, Birmingham
9 th August	Brindley Place, Birmingham
6 th September	Brindley Place, Birmingham
4 th October	Brindley Place, Birmingham
8 th November	Brindley Place, Birmingham
13 th December	Brindley Place, Birmingham