



Minutes for ITSPA members Meeting – Thursday 21st January 2016 (15:00 – 17:00)

ITSPA Secretariat, 69 Wilson Street, London, EC2A 2BB

Attendees:

Peter Farmer (PF) Chair	Gamma
Colin Duffy (CD)	Voipfone
Michael Taylor (MT)	Vonage
Alex Kinch (AK)	Ziron
Guy Miller (GM)	TalkTalk Business
Jon Beardmore (JB)	BT
Tracey Wright (TW)	Magrathea
Dan Winfield (DW)	Voxhub
Jolyon Parsons (JP)	Ciptex
Mike Shephard (MS)	Sangoma
Mike O'Brien (MOB)	Comms Dealer
Phil Reid (PR)	ITSPA Secretariat
Alex Mather (AM)	ITSPA Secretariat
<u>Apologies</u>	
Eli Katz (EK)	XConnect
Trefor Davies (TD)	Babelisk
Jon Beardmore (JB)	BT
Louise Lancaster (LL)	Zen Internet
Linus Surguy (LS)	Magrathea
David Cargill (DC)	RealCalls
Nick Lansman (NL)	ITSPA Secretariat

Agenda Item	Action Points
<p><u>Agree Minutes and Agenda</u></p> <p>The minutes of the previous meeting were agreed.</p>	
<p><u>Comms Dealer intro and partnership options:</u></p> <p>GM began the meeting by providing a brief overview of the working agreement that had been agreed between him, representing ITSPA and Lesley Hanson (a freelance PR consultant) to provide press support. It was explained that the three-month contract would begin from 1st February and that she had already drafted more targeted press release templates for different types of publication amongst other activities.</p> <p>There was also a discussion around recent positive press coverage and the fact that certain publications were wanting interviews with ITSPA. AM indicated that one interview was still possible and would put the contact in touch with PF. There was agreement that a procedure around speaking opportunities should be agreed.</p> <p>GM then gave an introduction to his recent discussions with Comms Dealer regarding a possible future working relationship between the publication and ITSPA. He then introduced MOB who was attending from Comms Dealer.</p> <p>MOB explained that he and Comms Dealer had a history of working with trade associations and trying to help spread their messages. He highlighted that ITSPA could provide content on key issues, trends and market developments which would be seen by the full channel community and also provided an overview of the events</p>	<p>AP 1: Promotions Group to develop procedure around speaking opportunities</p> <p>AP 2: GM and Secretariat to arrange conference call around next steps for Comms Dealer content partnership</p>

<p>that Comms Dealer put on and the possible availability of panel slots. JP highlighted the strength of their events.</p> <p>MOB then left the room for members to make a decision regarding what type of relationship ITSPA should pursue with Comms Dealer. It was agreed that a suitable first step would be to agree to produce a monthly piece on a topic of interest and for further conversations with Comms Dealer regarding a development of the relationship.</p>	
<p><u>Benefits of Membership Discussion</u></p> <ul style="list-style-type: none"> • Benefits of Membership for CPs and Resellers/ Starter Pack for members <i>AP: TW to draft a Resellers benefits of membership one pager and an internal paper on the requirements needed, considerations and proposed strategy of how to approach resellers - Complete</i> <i>AP: TW and Secretariat to chase on Magrathea resellers who had expressed interest in ITSPA - Ongoing</i> <i>AP: Review of reseller membership rates to be reviewed at next Council meeting - Complete</i> <p>PR explained what progress had been made regarding the update to the benefits of membership pack and also the refresh of the starter pack which is sent to members upon joining ITSPA. It was added that the working group chairs and deputy chairs had been approached to provide feedback on what should be added to the benefit of membership pack and that this was in the process of being received.</p> <p>Additionally, all those present thanked PF and TW for their work in updating the benefit of membership list for CPs and resellers respectively. A brief run through of the new additions to the benefits of membership list was then given.</p> <p>PF added that MT (who had sent his apologies) had negotiated for Osborne Clarke to produce a template standard form Code of Practice covering the various requirements of Ofcom under GC14 and that, as this had been approved by Council would be a further benefit of membership.</p> <p>Access to a panel of specialist telecommunications law firms and other firms offering professional services at a reduced rate was also mentioned as a potential benefit to be added, but it was added that Council members would need to have further conversations with such firms in order to negotiate this.</p> <p>GM added some feedback he had received from Matt Townend that ITSPA could attract further new members through building the level of commercial advice provided and through ensuring that the Industry Developments Group focuses on a broad range of issues and not just regulatory ones.</p> <p>The key benefits of ITSPA membership for vendor members was also discussed with MS stating that it was not just access to other members that was a key benefit, but also helping to stay ahead of the game.</p> <p>The refresh of the ITSPA membership guide was also discussed with it confirmed by PR that this would mainly involve ensuring the content and photos were up to date, including a revision of the quotes.</p>	<p>AP 3: Working Group Chairs to develop ITSPA membership pack guide</p> <p>AP 4: Secretariat and working Group chairs to finalise benefits of membership points and revise the vendor benefit of membership options</p> <p>AP 5: Council members to have conversations with professional services firms as a benefit of membership</p>

<u>Industry Developments Working Group</u>	
<ul style="list-style-type: none"> • VAT – Domestic Reverse charge for businesses wholesaling telco services <p>GM and PF provided a summary of the change and implications for member companies. It was highlighted that the change would have significant consequences for ITSPA members and there was agreement that it was disappointing that HMRC had not engaged at all with industry on the decision. Attendees also expressed dissatisfaction with the very short timescales between the announcement of the decision and the implementation of the change (two weeks).</p> <p>Discussions took place on the possibility of Council members drafting a short briefing on the implications of the changes and it was also suggested that it might be beneficial if a law firm drafted guidance for ITSPA members on the consequences of the change. PF indicated he would look into seeing whether he could arrange a law firm to help. GM indicated he would also seek guidance internally from TalkTalk, subject it to eternal distribution being allowed to be distributed. There was agreement that this could be difficult, given timescales and the ability to gain the necessary advice.</p> <p>It was agreed that the Secretariat should draft a one-page letter to the relevant Minister with responsibility for HMRC outlining ITSPA’s disappointment with the process around the change.</p> <ul style="list-style-type: none"> • Investigatory Powers Bill <i>AP: MT, DW, DC (maybe AK) and Secretariat to follow up on ITSPA queries at the further Home Office meeting - Complete</i> <p>AM gave a brief update on recent progress regarding the draft Investigatory Powers Bill, with it explained that the Joint Bill Committee had recently finished its evidence sessions and was due to report its findings on the 11th February. Some members raised concerns that there was still a lack of clarity from the Government regarding the draft Bill’s provisions around end-to-end encryption. AM added that the Secretariat had just finished drafting a guide to the Bill which would be circulated to Council members for comment.</p> <ul style="list-style-type: none"> • Current merger activity <ul style="list-style-type: none"> ○ BT/EE <p>PF reminded attendees that BT/EE deal had been approved and welcomed the press coverage that ITSPA had received for its press release reacting to the news.</p> <ul style="list-style-type: none"> ○ O2/Three <i>AP: Secretariat to send follow up letter surrounding the O2/Three merger review to the Commission - Complete</i> <p>PF stated that this would now be a major focus for the group and added that the resale of spectrum had been raised by several parties as a possible remedy if the merger was to go ahead. He also stated that Ofcom had expressed a preference towards the creation of a fourth MNO as a remedy. AM added that the Secretariat had sent a further short letter to the European Commission on the proposed merger since the previous Members’ meeting.</p> <ul style="list-style-type: none"> • Commission review of the Telecoms Framework <i>AP: Secretariat to review relevant sections of the Telecoms Questionnaire – Complete</i> 	<p>AP 6: PF to contact a law firm around the provision of briefing around VAT reverse charging issue</p> <p>AP 7: Secretariat to draft short letter to relevant minister on the issue</p> <p>AP 8: Secretariat to circulate Investigatory Powers Bill brief to PF, MT and DW for comment</p>

<p>AP: PF and JB to develop generic position paper to help complete relevant sections on the Telecoms Framework Review Questionnaire - Complete</p> <p>The Secretariat explained that, despite its enormous length, JB had completed the entire European telecoms framework questionnaire.</p> <ul style="list-style-type: none"> Data Protection Guidance AP: Secretariat to make amendments to the proposed CMS cyber security response and send to the Committee - Complete AP: LL to draft initial guidance for members around data protection for the industry developments group to review - Ongoing <p>LL explained that the task of producing data protection guidance was rather ambitious and highlighted that there were a number of existing comprehensive guides produced by organisations including the ICO, Ofcom. As a result, it was suggested that LL instead draft a one-page document listing the essential steps that ITSPA members should take and also providing hyperlinks to the existing guides.</p> <p>AK added that he had attended a course intended for communications providers on how to comply with RIPA. It was mentioned that this might be of interest to members.</p>	<p>AP 9: LL to develop high level summary of key data protection pitfalls and list of best links to review</p> <p>AP 10: AK to provide details of the RIPA course for CPs</p>
<p><u>Promotions Working Group:</u></p> <ul style="list-style-type: none"> 2016 Events Plan <p>As it had been discussed in detail at the Promotions Strategy meeting, the events plan for 2016 was only briefly discussed.</p> <ul style="list-style-type: none"> Convergence Summit North <p>An explanation of the recent Promotions Group call, which focused on Convergence Summit North, was provided. The Secretariat explained that title of the panel session would be 'UC Checkpoints: What's hot, what's not and how to sell it'. GM initially expressed concern over the change of topic from a regulatory focus and questioned as to whether it would be possible to find panellists with the relevant expertise. However, it was explained that representatives from Comms Business had made it clear that they were not looking for a regulatory session and felt that this would not be an attractive subject area for potential attendees. GM suggested that the event would provide a good opportunity for vendor members to participate and it was agreed that this would be an angle to pursue.</p> <ul style="list-style-type: none"> Members Pick <p>PF referenced the issue of the ITSPA Members pick and the need to start thinking of a potential shortlist sooner rather than later. It was suggested that each table at the ITSPA Christmas lunch should be asked to provide some shortlist ideas as part of the ITSPA Christmas Quiz.</p> <ul style="list-style-type: none"> ITSPA Awards Members Pick + Council Pick AP: Members pick suggestions to be requested at the ITSPA Christmas lunch - Complete <p>The Secretariat confirmed that Members Pick suggestions had been sought at the Christmas lunch, but this had been of limited success. The Broadband Stakeholder</p>	<p>AP 11: Secretariat to liaise with TD, GM and vendors on speaker options for the Convergence North panel</p>

<p>Group and Cavell Group had both been nominated. It was agreed that further thought was needed on nominations.</p> <ul style="list-style-type: none"> ITSPA Members Survey <p>AM provided a very brief summary of the key findings of the 2016 Members Survey so far. He confirmed that fraud & security and mobile VoIP were the two most popular topics for future events, and that members were in favour of the Industry Developments Group prioritising the Ofcom Review and porting.</p>	<p>AP 12: Secretariat to re-circulate 2016 Members Survey</p>
<p><u>Operations Working Group</u></p> <p>In the absence of DC, the Operations agenda points and actions update was kept very brief. PR provided the update as DC had sent over a summary of progress on the various actions.</p> <ul style="list-style-type: none"> NICC Update <ul style="list-style-type: none"> Emergency Location Task Group <i>AP: Operations group to look into NICC request around how members prioritise 999 calls - Ongoing</i> SIP Security Guidelines <p>PR explained that DC had spoken to Andy Rawnsley from Gamma on the NICC initiative that he is planning to head up. However, as the project is very much in the planning stage, further pressure is needed and DC would chase him further.</p> <ul style="list-style-type: none"> Quality Mark <i>AP: Secretariat to chase existing QM applicants with the aim of launching new QM holders in early January - Ongoing</i> <p>PR stated that 5 QM applications had been received. Attendees felt that this was a satisfactory number and that the Secretariat should proceed to review these and launch the new QM as soon as possible.</p> <ul style="list-style-type: none"> IP PBX Document <i>AP: DC to clarify IP PBX changes and then circulate for Council approval - Ongoing</i> <p>It was explained that an updated version had been provided and was ready for circulation.</p>	<p>AP 13: Secretariat to proceed with Quality Mark reviews and launch as soon as possible</p>
<p><u>AOB and date of next meeting</u></p> <p>There was no AOB and it was confirmed that the next meeting would take place on 7th April from 3pm.</p>	
<p>Director Approval of Minutes:</p> <p>Eli Katz:.....</p> <p>Colin Duffy:.....</p> <p>Peter Farmer:.....</p>	