



**Minutes for ITSPA members Meeting – Thursday 7<sup>th</sup> April 2016 (14:00 – 16:00)**

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

**Attendees:**

Eli Katz (EK) Chair	XConnect
Peter Farmer (PF)	Gamma
Colin Duffy (CD)	Voipfone
Michael Taylor (MT)	Vonage
David Cargill (DC)	Vonage
Alex Kinch (AK)	Ziron
Jon Beardmore (JB)	BT
Tracey Wright (TW)	Magrathea
Dan Winfield (DW)	Voxhub
Louise Lancaster (LL)	Zen Internet
Adrian Levin (AL)	Zen Internet
Alex Jennings (AJ)	Gradwell
Elaine Gallacher (EG)	Genius
Barry Crawford (BC)	Genius
Chris Tyson (CT)	Genius
Phil Reid (PR)	ITSPA Secretariat
Alex Mather (AM)	ITSPA Secretariat
<b><u>Apologies</u></b>	
Guy Miller (GM)	TalkTalk Business
Linus Surguy (LS)	Magrathea
Nick Lansman (NL)	ITSPA Secretariat

<b><u>Agenda Item</u></b>	<b><u>Action Points</u></b>
<p><b><u>Agree Minutes and Agenda</u></b></p> <p>The minutes of the previous meeting were <b>agreed</b>.</p>	
<p><b><u>Proposed Changes to the ITSPA Code of Practice:</u></b></p> <p>A summary of the proposed changes to the ITSPA Code of Practice (CoP) was provided with the Secretariat and PF explaining that the changes consisted of a general tidying up of the CoP and also removing references to pieces of legislation which had since been superseded. AL raised a query around the rewording of the part of the CoP on data protection. It was then clarified that this was now included in an earlier section of the CoP. The proposed changes to the CoP were then put to a vote of members and were passed unanimously.</p>	
<p><b><u>Benefits of Membership &amp; Starter Packs</u></b></p> <ul style="list-style-type: none"> <li>ITSPA membership guide &amp; Starter Packs           <ul style="list-style-type: none"> <li><b>AP: Secretariat and working Group chairs to finalise benefits of membership points and revise the vendor benefit of membership options - Ongoing</b></li> <li><b>AP: Council members to have conversations with professional services firms as a benefit of membership - Complete</b></li> </ul> </li> </ul> <p>The Secretariat explained that a first draft of an Operations Group Starter Pack and Industry Developments Regulatory Checklist had been produced. The documents were outlined with it being explained that the Operations Pack included information on key areas of work for the Group, including: telephony fraud and VoIP security,</p>	

<p>porting in the UK, nuisance calls and the ITSPA Quality Mark. It was added that the Regulatory Checklist was a non-exhaustive list of telecommunications specific regulations that ITSPA members needed to comply with. Following a brief discussion on potential additions to both packs, it was agreed that PF and DC would work with the Secretariat to finalise them. AL also suggested that Genius (a new member) might like to review the pack and provide feedback. The representatives from Genius agreed that they would be happy to do this.</p> <p>A discussion then took place on the recently produced benefits of membership brochure. Attendees agreed that this was a much improved document and had been useful in attracting prospective new members at Convergence Summit North. PF suggested that the brochure could be snappier with less text and added that it was difficult to keep it concise due to the growing number of benefits of ITSPA membership. He then added that it was likely that a member of Gamma's internal marketing team would be willing to review the brochure to create snappier key texts.</p>	<p>AP 1: PF and DC to continue to develop starter member packs with the Secretariat</p> <p>AP 2: Genius to review the finalised membership packs as a new member contributor</p> <p>AP 3: PF to discuss further with Gamma marketing team around the future re-edit of benefits of membership brochure</p>
<p><b>Promotions Working Group</b></p> <ul style="list-style-type: none"> <li>• 2016 Events Plan</li> </ul> <p>A discussion concerning ITSPA's upcoming events was discussed with possible topics for the Summer Forum being raised. PR explained that Matt Townend had been contacted to see whether he would be willing to provide his annual market update. Potential panel session topics were also discussed with encryption being raised as a particularly relevant and interesting topic. PF also added that Osborne Clarke, who were hosting the event would speak give an introductory presentation of 15-20 minutes. It was agreed that the content for the Summer Forum would require further discussion.</p> <p>The opportunity for further small-scale workshops in the style of the Ofcom workshop that was taking place later that day was discussed. PF stated that he was keen for further mini workshops and added that there were plenty of potential topics including a telecoms Brexit debate and session on phone hacking amongst other ideas. Following a brief discussion around future events and when a mini workshop could take place, it was agreed that due to other events including the Summer Forum, the first opportunity would be after the first Members meeting after the summer (likely to be in September).</p> <p>A discussion also took place on the location of ITSPA's events with AL pointing out that the events programme was slightly London-centric. PR highlighted that ITSPA had just taken part in Convergence Summit North in Harrogate. The possibility of ITSPA live streaming events was also raised. This would in part depend on the venue but could be considered.</p> <ul style="list-style-type: none"> <li>• Convergence Summit North Review + Summit South plan <i>AP: Secretariat to liaise with TD, GM and vendors on speaker options for the Convergence North panel - Complete</i></li> </ul> <p>CD, PF, AK and TD, who had been in attendance at Convergence Summit North provided an overview of how the event and ITSPA's participation had gone. They stated that both the ITSPA stand and panel session on unified communications had gone well with a number of companies expressing interest in joining. The panel session was also well attended and informative.</p>	<p>AP 4: Promotions group to finalise the Summer Forum content and consider an encryption topic</p>



<ul style="list-style-type: none"> <li>Ofcom Digital Communications Review</li> </ul> <p>PF provided a short summary of the Digital Communications Review (DCR). He highlighted Ofcom's decision not to enforce structural separation on BT and Openreach and Ofcom's review of the General Conditions of Entitlement. However, he also stated that much of the DCR consisted of a repeat of previous announcements and that it was somewhat underwhelming.</p> <ul style="list-style-type: none"> <li>Investigatory Powers Bill <b>AP: Secretariat to circulate Investigatory Powers Bill brief to PF, MT and DW for comment – Complete</b></li> </ul> <p>AM explained that the Bill was currently progressing through Parliament with a Public Bill Committee currently scrutinising the text of the Bill in detail, and that ITSPA needed to decide whether to submit evidence to the Committee. DW and DC, who had recently attended a meeting with the Home Office at which two Ministers were present, explained that they had concerns around the ambiguity in the Bill on encrypted communications. PF highlighted that up to this point the Bill had not been a major priority for ITSPA as only member companies who had already been served with a data retention notice would have to change their behaviour. However, it was then agreed that ITSPA should draft a short response to the Public Bill Committee, focussing on the issues of equipment interference and encryption.</p> <p>A discussion around RIPA then took place, specifically regarding unnecessary court appearances related to RIPA requests. PF suggested that a letter to the Home Office on this issue should be drafted. It was also suggested that information related to RIPA should be added to the Regulatory Checklist document.</p> <ul style="list-style-type: none"> <li>Current Merger activity</li> </ul> <p>PF explained that the BT/EE merger had now been approved. He then highlighted recent developments regarding the proposed merger of O2 and Three currently being investigated by the European Commission. He explained that at ITSPA's recent bilateral with Ofcom the regulator had expressed the opinion that the merger was likely to be blocked due to the short timescales around a draft decision being notified to the NRA and also the remedies being insufficient.</p> <ul style="list-style-type: none"> <li>VAT – Domestic Reverse Charge for businesses wholesaling telco services <b>AP: PF to contact a law firm around the provision of briefing around VAT reverse charging issue - Ongoing</b> <b>AP: Secretariat to draft short letter to relevant minister on the issue – Complete</b></li> </ul> <p>PF updated members on the implications of the change and also explained that BDO, the accountancy and business advisory firm had not yet drafted guidance for members on the issue but stated that he would chase them on this. AM added that ITSPA had written a letter to the relevant Minister, David Gauke MP, expressing disappointment that ITSPA has not been consulted prior to the change being announced. He explained that a response had been received which apologised for this and stated that HMRC would be happy to meet with ITSPA representatives to discuss the issue. PR also added that GM had forwarded a list of VAT-able items which he had received from HMRC which would be of use for members.</p> <ul style="list-style-type: none"> <li>Commission review of the Telecoms Framework</li> </ul> <p>JB provided a comprehensive summary of the meeting that had taken place</p>	<p>AP 7: DC, DW and the Secretariat to draft short response to the Investigatory Powers Bill Committee surrounding concerns on Equipment Interference</p> <p>AP 8: Secretariat to liaise with PF on RIPA letter to Home Office</p> <p>AP 9: Secretariat to add relevant RIPA information to Regulatory Checklist</p> <p>AP 10: PF to chase on accountancy firm around VAT – Domestic Reverse Charge guidance</p> <p>AP 11: PF and Secretariat to liaise on most appropriate way to communicate HMRC guidance on VAT Reverse Charge issue</p>
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<p>between ITSPA and DCMS on the Telecoms Framework Review. He explained that the great range of issues being looked at by the Commission and stated that DCMS believed that it was likely to get whittled down. He added that DCMS had understood ITSPA's concerns regarding ensuring that any resulting regulations were neutral and not tech specific or biased. He also explained that ITSPA and DCMS were in agreement that there was no need for a pan-European regulator and added that the broadband USO had also been discussed.</p> <ul style="list-style-type: none"> <li>Data Protection Guidance <b>AP: LL to develop high level summary of key data protection pitfalls and list of best links to review – Complete</b></li> </ul> <p>LL explained that she had drafted a short document which linked to useful data protection information. It was agreed that this should be added to the Regulatory Checklist was being drafted.</p> <ul style="list-style-type: none"> <li>Nuisance Calls</li> </ul> <p>JB stated that he had been informed that the new BT nuisance call tool was a "technical breakthrough" but he had so far been unsuccessful in his attempts to uncover further information from others at BT.</p>	
<p><b><u>Operations Working Group</u></b></p> <ul style="list-style-type: none"> <li>NICC Update <ul style="list-style-type: none"> <li>Membership</li> </ul> </li> </ul> <p>PF confirmed that ITSPA's membership form had been submitted and was in the process of being approved.</p> <ul style="list-style-type: none"> <li>Prioritisation of Emergency Calls</li> </ul> <p>TW explained that the NICC were still looking for more information on how VoIP providers prioritise emergency calls. It was suggested that there may be ways of anonymously providing this information ITSPA member companies and DC stated that he would liaise with the Secretariat on this point. It was also agreed that the Secretariat would circulate a final reminder on this request.</p> <ul style="list-style-type: none"> <li>SIP ALG update</li> </ul> <p>DC confirmed that good progress was being made with the NICC's workstream on SIP ALG and it was explained that DW had signed up to participate on this on behalf of ITSPA.</p> <ul style="list-style-type: none"> <li>IP PBX Document</li> </ul> <p>DC explained that the IP PBX document just needed to be reviewed by Rob Pickering from IP Cortex and would then be ready for circulation.</p> <ul style="list-style-type: none"> <li>SPOC Courses <b>AP: AK to provide details of the RIPA course for CPs</b></li> </ul> <p>AK stated that he had attended a SPOC/RIPA training course run by the Royal College of Policing and had found it very useful. He added that his attempts to</p>	<p>AP 12: DC to liaise with the Secretariat around sending anonymous entries to the NICC on the prioritisation of 999 calls</p> <p>AP 13: Secretariat to circulate final reminder to members on the 999 prioritisation request</p> <p>AP 14: DC and DW to update on SIP ALG progress within NICC</p> <p>AP 15: IP PBX Document to be circulated to Council approval following final review from Rob Pickering (IP Cortex)</p> <p>AP 16: Secretariat, TW</p>

<p>liaise with the organisers over possible training sessions for ITSPA members had been unsuccessful. TW added that she had received a positive response from the Police and that this could now progress.</p> <ul style="list-style-type: none"> <li>Quality Mark</li> </ul> <p>DC explained that five members had now successfully applied for the new Quality Mark and that, although the process of reviewing the applications had taken longer than expected, he had been very impressed by the quality of the applications and the information provided. He then added that the Secretariat would proceed to launch the new Quality Mark in the following days.</p> <ul style="list-style-type: none"> <li>VoIP number blacklist</li> </ul> <p>DC outlined that the number blacklist project was ongoing but progress was being made. He explained that an Operations Group call specifically on the blacklist would take place in the near future.</p> <ul style="list-style-type: none"> <li>Fraud reporting</li> </ul> <p>DC stated that progress on this had been slightly delayed due to changing personnel at the National Fraud Intelligence Bureau (NFIB), run by the City of London Police. He added that ITSPA had applied for membership of the NFIB and he would chase up on the progress of this.</p>	<p>and AK to liaise on a SPOC training session for ITSPA members</p> <p>AP 17: Secretariat to proceed with launch of new Quality Mark</p> <p>AP 18: Ops Group to hold call on blacklist</p> <p>AP 19: DC to chase NFIB on membership</p>
<p><b><u>AOB and date of next meeting</u></b></p> <ul style="list-style-type: none"> <li>Vendors' Quality Mark</li> </ul> <p>There was one item discussed under AOB which related to the possibility of a Quality Mark equivalent for vendors related to equipment. Some attendees expressed that it might be difficult to determine what exactly should be measured and there could be a cost associated with this. There was, however, general agreement that a Vendors' Quality Mark would be a valuable addition for vendor members of ITSPA and that it was worth discussing further.</p> <ul style="list-style-type: none"> <li>Next meeting</li> </ul> <p>It was agreed that the date of the next meeting would be confirmed in due course.</p>	<p>AP 20: Operations Group to discuss possibility of Vendors' Quality Mark further</p>
<p>Director Approval of Minutes:</p> <p>Eli Katz:.....</p> <p>Colin Duffy:.....</p> <p>Peter Farmer:.....</p>	