

## meeting minutes

**subject** TSP Head Group - 25 August 2011

**date** 25.08.2011 **time** 10:30 – 15:30

**place** c/o Cablecom, Zürich

**participants**

Beat Hofmann	BAKOM
Felix Weber	Colt
Roman Weisskopf	Improware
Benoît Panizzon	Improware
Marion Marty	Orange
Andreas Meier	Sunrise
Marcel Ulrich	Swisscom
Christoph Kaelin	Swisscom
Anne-Catherine Christen	Teldas GmbH
Benjamin Reichmuth	Upc Cablecom
Benno Cavegn	Upc Cablecom
Walter Hediger	Verizon (only for Abusive Call topic)

**apologies** Hugo Nyffeler Verizon

**minutes keeper** Marion Marty / minutes date: 12.09.2011

- Next meetings**
- ~~Thursday 6. October 2011~~ postponed to **Tuesday 1. November 2011**, Swisscom premises, Bern Worblaufen as from 9:30 until 15:00
  - Thursday 19. Januar 2012, Orange premises in Biel (not Renens) as from 10:00 until 15:30

### Documents



TSP Head Group  
25.08.2011\_doc for r

 Action  Decision  Information

ref	point of discussion	Decisions		
1.1	<b>Action Item review</b>			
	<b>AI</b>	<b>Action Item Issue</b>	<b>Responsible</b>	<b>Target date</b>
	169	HG Chairman: all TSP to evaluate who could take over Head Group leadership for the next period.	all	next meeting
	170	Provide Teldas with preferred rollout alternative for release 2012 and decide about non-working day	all TSP	21.06.2011
	171	Provide Teldas with priority regarding each CR for release 2012: key, important, nice to have, not needed.	all TSP	15.08.2011
	172	Provide Teldas with INA & ONP transaction estimates for 2012 and 2013: stable / increase / decrease	all TSP	21.06.2011
	173	Abusive call & spam document: M. Marty to send the consolidated version for review (main body & annexes).	M.Marty all TSP	25.08.2011
	174	CR1181 (abusive call & spamming contact): Teldas to investigate and implement a solution on Teldas website	Teldas	asap
	175	ONP document for implementation: feedback to Teldas until 21.06.11, else document considered as approved.	Teldas / all TSP	21.06.2011

176	INA industry standard tariffs: VTX to remove TC 10931, Swisscom to create the new TC for 090/18x, Swisscom to update Industry standard Tariff list and to request HP for TC 10004 change. Inform HG chairman <b>before 10.06.2011</b> about any issue.	VTX, Swisscom, all TSP	Feedback: 10.06.2011 Implementation: 1.09.2011	closed
177	INA general set-up: all TSP to assess Swisscom proposal before next Head Group meeting	all TSP	25.08.2011	closed
178	Check whether INA & ONP SLA should be updated again and make proposals for next HG meeting.	all TSP	25.08.2011	closed
179	Should users encounter any issues with the HP Helpdesk service recently migrated to Düsseldorf, please escalate directly to the Teldas Manager.	all Inet-server users	asap	new
180	All operators to come back to Teldas until 30.08.2011 regarding the preferred rollout date (see email from HG chairman dated 26.08.2011).	all TSP	30.08.2011	new
181	Please provide feedback to Teldas until 30.08.2011 regarding CR1184 & CR 1180 (see email from HG chairman dated 26.08.2011)	all TSP	30.08.2011	new
182	All operators to check the lists of abusive call contact for customers and operators on the Teldas website. VTX and Smartphone to check if OK to give a real contact name & email instead of a generic address.	All TSP / VTX Smartphone	asap	new
183	M. Marty and Teldas to publish the new update of abusive call documentation (removal of annex 2 & 3)	M. Marty / Teldas	asap	new
184	Organize a meeting for the review of the abusive call document with participation of all concerned TSP (copy HG and Asut Fachkommission Recht members)	W. Hediger, Verizon	asap	new
185	INA general set-up: Orange to communicate whether the processing of XDR files with records older than 5 days could be possible.	Orange	Next HG meeting	new
186	ONP SLA: All to check if a ONP SLA update is needed due to CR1180. Cablecom to propose a modification regarding the ONP interconnect fee topic.	all TSP / Upc Cablecom	Next HG meeting	new
1.2	<b>Minutes of the last Meeting</b> Head Group approves minutes of last meeting (17.05.2011) without any change. Minutes are available on Teldas website.			see minutes attached
2	<b>Teldas topics</b> <ul style="list-style-type: none"> <li>• <b>Teldas documentation</b> Following documents have been updated / published since last HG: <ul style="list-style-type: none"> <li>- General User Manual (GUM) for INet (pgp, mailbox and reporting, non-user with NPRN)</li> <li>- ONP Document for Implementation (PoA Appendix)</li> <li>- Functional Specifications ONP (pgp flag)</li> <li>- Industry Standard Tariffs (version dated 16.06.2011)</li> </ul> </li> <li>• <b>Teldas webpage</b> <ul style="list-style-type: none"> <li>- Web page has been improved (edit function for Supervisors, history list of the user changes done, rich text editor for CR/PR/ITB, etc..)</li> <li>- New e-mail notification service for the List of Industry Standard Tariffs (please subscribe under <a href="#">My Profile</a>.)</li> <li>- A performance issue is still under investigation.</li> <li>- Other improvements regarding search tool are planned</li> </ul> </li> <li>• <b>HP Helpdesk Service transferred to Düsseldorf</b> Transfer has been done with short term notice beginning of August. The transfer is supposed to be transparent to users: same e-mail and phone contact. Teldas negotiated</li> </ul>			see Teldas slides attached

contract amendments to ensure data protection and response times.

#### AI 179

Should users encounter any issues with the HP Helpdesk service recently migrated to Düsseldorf, please escalate directly to the Teldas Manager.

- **HP data center migration von Glattbrugg to Balsberg (Inet-server Hardware Migration)**  
Migration date still to be confirmed by HP, but should stay on 7-8 April 2012 (Easter).

- **Teldas transaction fees:**

In 2010, Teldas significantly decreased the Transaction fees on the basis of an uptrend in the ONP fixed transaction during year 2009. As ONP fixed transaction have significantly decrease in 2010 and 2011, and as the current ONP transaction trends seem to be stable, Teldas will have to compensate the expected imbalance between costs and revenues by a transaction fee increase. A 70%-80% increase is expected as from 1.01.2012. Teldas will inform all users by Mid – October through contract amendment.

- **Roll-out date of Inet-server** (alternatives A: 22.03.2012 or B: 5.07.2012)

- Teldas, Cablecom, Sunrise would prefer an early rollout (22.03.2012)
- Swisscom would prefer a later one (5.07.2012) but could live with the earlier one.
- Orange cannot commit to any date so far but would prefer a later rollout (5.07.2012).
- Colt could live with both rollout dates.

As it was not possible to find a consensus date, Teldas proposes a third alternative with a roll out earlier in June (21.07.2012).

#### AI 180

All operators to come back to Teldas until 30.08.2011 regarding the preferred rollout date (see email from HG chairman dated 26.08.2011).

- **Content of Inet-server release 2012 / Review of CR priorities**

Here the final Head Group recommendation on CR to be included in release scope:

Item	Description	Headgroup recommendation
CC1137V4	TSP reference for RET_NRH orders	yes
CC1151	Migration to new Apache (quote from 2010)	yes
CR1153	Automated tests GUI (quote ITP for a pilote)	to be discussed once alternative offer available (Begin Sept)
CC1166	SMS Application Provider Offer	yes
CC1166	Prepay process improvement (incl. Option 2)	yes
CC1166	Prepay process improvement	yes
CC1173	Managers to view users having entered a transaction	no
CC1178	Search function for number ranges (FT)	yes
CC1180	Number Range Management	yes (+ option preferred NPRN to be discussed). See simplified technical description sent to HG members
CC1180	Number Range Management	yes
CR1182	058 porting requests as DDI	nice to have (ok for CHF 1'000)
CR1183	MVNO Concept	-
CR 1184	ONP workorder selection screen (modify standard value of a field)	waiting feedback on "cookie" solution / decide about Helpdesk option if cookie not acceptable

Please note that a new CR 1185 has been raised and could be included also in the release scope (no impact on file transfer).

#### AI 181

Please provide feedback to Teldas until 30.08.2011 regarding:

- CR1184: cookie solution or HP proposal preferred? if HP proposal, option 1 or 2?
- CR 1180: please check the new HP technical solution and come back to Teldas in case the new version does not cover the needs.

AI 179

AI 172->  
closed

AI 170 ->  
closed

AI 180

decision

AI 171 ->  
closed

AI 181

<p>3</p>	<p><b>Abusive calls &amp; spamming</b></p> <ul style="list-style-type: none"> <li>• <b>Abusive call contacts (annex 2 &amp; 3 of the abusive call document)</b> <ul style="list-style-type: none"> <li>- Contacts for <u>customers</u> (as in annex 2) are now publicly available on the Teldas homepage <a href="https://www.teldas.ch/contacts/abusive-calls.html">https://www.teldas.ch/contacts/abusive-calls.html</a>.</li> <li>- Contact for <u>operators</u> (as in annex 3) are now available on the Teldas homepage to Teldas users only (after login): <a href="https://www.teldas.ch/contacts/users/abusive-calls.html">https://www.teldas.ch/contacts/users/abusive-calls.html</a>. Any modification can be managed as any other ONP &amp; INA contacts via Supervisor edit function. Please note that operators that are not Teldas users can be added in this list (request to be sent to Teldas Webmaster).</li> </ul> </li> </ul> <p><b>AI 182</b> All operators to check the lists of contact for customers and operators on the Teldas website. VTX and Smartphone to check if OK to give a real contact name &amp; email instead of a generic address as recommended. Any change must be requested by email to Teldas Webmaster.</p> <ul style="list-style-type: none"> <li>• <b>Abusive call document (main body)</b> Regarding the main body of the abusive call document, comments and change proposal have been received from Swisscom, Improware and Orange. Head Group participants all agree that Head Group is not the appropriate place to discuss in detail such changes. Head group participants agree with the following: <ul style="list-style-type: none"> <li>- The abusive call documentation will be reviewed in an ad hoc working group.</li> <li>- In the mean time, a new update will be published on the Teldas homepage with very few updates (only change reference to the list of contacts for TSP and customers and remove Annex 2 and 3).</li> </ul> </li> </ul> <p><b>AI 183</b> M. Marty / Teldas to publish the new update of abusive call document (remove annex 2 &amp; 3)</p> <p><b>AI 184</b> Walter Hediger, Verizon, organizes a meeting for the review of the abusive call document with participation of all concerned TSP. Head Group and Asut Fachkommission Recht members get a copy of the invitation.</p>	<p>AI 174 (CR 1181) -&gt; closed</p> <p><b>AI 182</b></p> <p>AI 173 -&gt; closed</p> <p>Decision</p> <p><b>AI 183</b></p> <p><b>AI 184</b></p>
<p>4</p>	<p><b>Number Portability</b></p> <ul style="list-style-type: none"> <li>• <b>ONP document for implementation:</b> new update (rev. 13.6) has been published in June 2011 by Teldas with a few changes compared to the version submitted to Head Group on 17.05.2011.</li> </ul> <p><b>Individual number allocation</b></p> <ul style="list-style-type: none"> <li>• <b>New Industry standard tariff</b> table has been published in June. Implementation due on 1.09.2011 (TC10931 removed, TC 10004 changed, TC10963 added).</li> <li>• <b>INA allocation table:</b> no new updates so far</li> <li>• <b>Approval of document "Ina general set-ups"</b> (see Swisscom proposal regarding XDR files with records older than 5 calendar days): Most of the TSP participant (Swisscom, Sunrise, Cablecom and Colt) could agree with the Swisscom proposal. Orange has an issue with the wording as the exception would necessitate a manual handling process, clarifications are still ongoing on Orange's side. The modification is not approved so far.</li> </ul> <p><b>AI 185</b> Orange to communicate whether the processing of XDR files with records older than 5 days could be possible.</p> <ul style="list-style-type: none"> <li>• <b>Issue with offline B tariffs in XDR files:</b> Orange mentions that it encounters an issue with some offline B CDR included in XDR files. These offline B CDR refer to Online Tariffs although according to INA documentation (INA general set-up and INA Technical Framework and Principles) only offline A Tariffs should be referred to in XDR files for offline B events.</li> </ul>	<p>AI 175 -&gt; closed</p> <p>AI 176 -&gt; closed</p> <p>AI 177-&gt; closed</p> <p><b>AI 185</b></p>

5	<p><b>OFCOM news</b></p> <ul style="list-style-type: none"> <li>OFCOM informs that according to a recent ICANN decision there will be soon new internet domain name extensions (top-level domain names). These extensions will be thematic ones like .hotel or .bank, geographic ones like .switzerland or featuring trademarks. The application window will open in January 2012.</li> <li>New OST revision is likely to enter into force in Q1 2012.</li> </ul>	
6	<p><b>Any other business</b></p> <ul style="list-style-type: none"> <li><b>ONP interconnect fees</b> UPC Cablecom mentions a dispute with Swisscom regarding the ONP IC fees. It seems that the IC fees (within or outside business hours) has been applied to ONP work-orders according to the transaction date where relevant should be activation date.</li> <li><b>ONP/INA SLA update</b> INA and ONP SLA can be modified once a year if needed. No update proposal has been received so far. However it could be worth it to check if an SLA update should be needed regarding CR1180. In addition Cablecom would like to add a clause in the ONP SLA in order to prevent the ONP interconnect fee issue mentioned before (Calculate the amount of orders according to “transaction date”; calculate the ONP fees (within or outside business hour) according to “activation date”). INA SLA will not be updated.</li> </ul> <p><b>AI 186</b> ONP SLA: All to check if a ONP SLA update is needed due to CR1180. Cablecom to propose a modification regarding the ONP interconnect fee topic. Deadline: next meeting</p> <ul style="list-style-type: none"> <li><b>Head Group Chairman:</b> no alternative candidate so far. AI 169 remains open.</li> </ul>	<p>AI 178 -&gt; closed</p> <p>Decision</p> <p><b>AI 186</b></p> <p>AI 169</p>

End of document