

# Quality Mark Working Group

Tue 28 Sep 21

14:00 – 16:00

Update:

New focus on standards in the market

New tasks for a “new” Working Group

Time	Item	Who
14:00	Intro	Malcolm
14:05	Select Chair	Malcolm
14:15	Proposal: rename to INCA Standards Group	Malcolm
	Review: GigaTAG, Ofcom, BSI, ASA	Mike
	BSI: Process, PAS and Kitemark	Mike
	Ofcom Working Group on Common Standards	Mike
	Align Gold Standard with Common Standards: Benefits	Mike
	Adapt Gold Standard to include gigabit-capable, traffic light	Mike
	Gold Standard: differentiate FTTP / FTTB	Mike
	Support INCA scheme or fall into line with Ofcom	
15:55	AOB, DONZ	Malcolm

The INCA Board has suggested the Group should rename itself as:

## The INCA Standards Group

In view of the increasing emphasis on “standards” from GigaTAG, Ofcom plus our initiative with BSI, that seems eminently sensible.

- Gold Standard created to counter the FTTC = Fibre confusion.
- GigaTAG report included Gold Standard as good scheme.
- Ofcom WG on “Common Standards for consumer info on broadband products” follows GigaTAG. Code for mid-22.
- ASA Broadband Code could reference Ofcom Common Standards
- Informally, Ofcom interested in the work of INCA on BSI PAS & (possibly) Kitemark. Might support their Common Standards.
- Gold Standard > BSI PAS under our control. (Ofcom WG not!)
- Updating of Gold Standard underway
- QMWG 2pm-4pm Tue 28 Sep 21
- Add gigabit-capable
- Consider Ofcom Common Standards. Tiers?



- BSI “Kitemark” often mentioned to validate products, services
  - [BSI Kitemark - UK Product and Service Quality Certification Mark](#)
  - to get a Kitemark, need either a BSI PAS or BSI Standard.
  - BSI Kitemark™ is their trademark, nothing else is a “Kitemark”.
  - Rigorous external assessment.
  - in contact with BSI over costs and process.
- BSI PAS in our sector before (PAS2016 in 2010) now out of date.
  - [Develop a PAS, your own fast-track standardization document](#)
  - “Publicly Available Specification” published within 9 – 12 months.
  - “good practice standards for a product, service or process”.
  - Process and costs received.

## • What are Standards?

- “Standards are a set of principles agreed between multiple stakeholders, developed voluntarily by technical experts and relevant stakeholders and voluntarily applied unless when taken up into legislation or contracts. Standards take many different formats from Specifications, Codes of Practice, to Guides.”

## • What is a PAS?

- Market-driven fast track standard
- Client sponsored, developed according to the sponsor’s requirements, but in accordance with BSI’s independent and transparent standards development process
- Endorsed by BSI and co-branded with sponsors
- Developed in 9 to 12 months
- Developed through a rigorous consensus-based process
- Enabled for the development of certification schemes if required

1. Key sponsor (INCA)
2. Team of Experts (Stakeholders + Influencers)
  1. should include Ofcom, DCMS, industry, user groups etc
3. Agree requirements
4. Commission BSI to produce

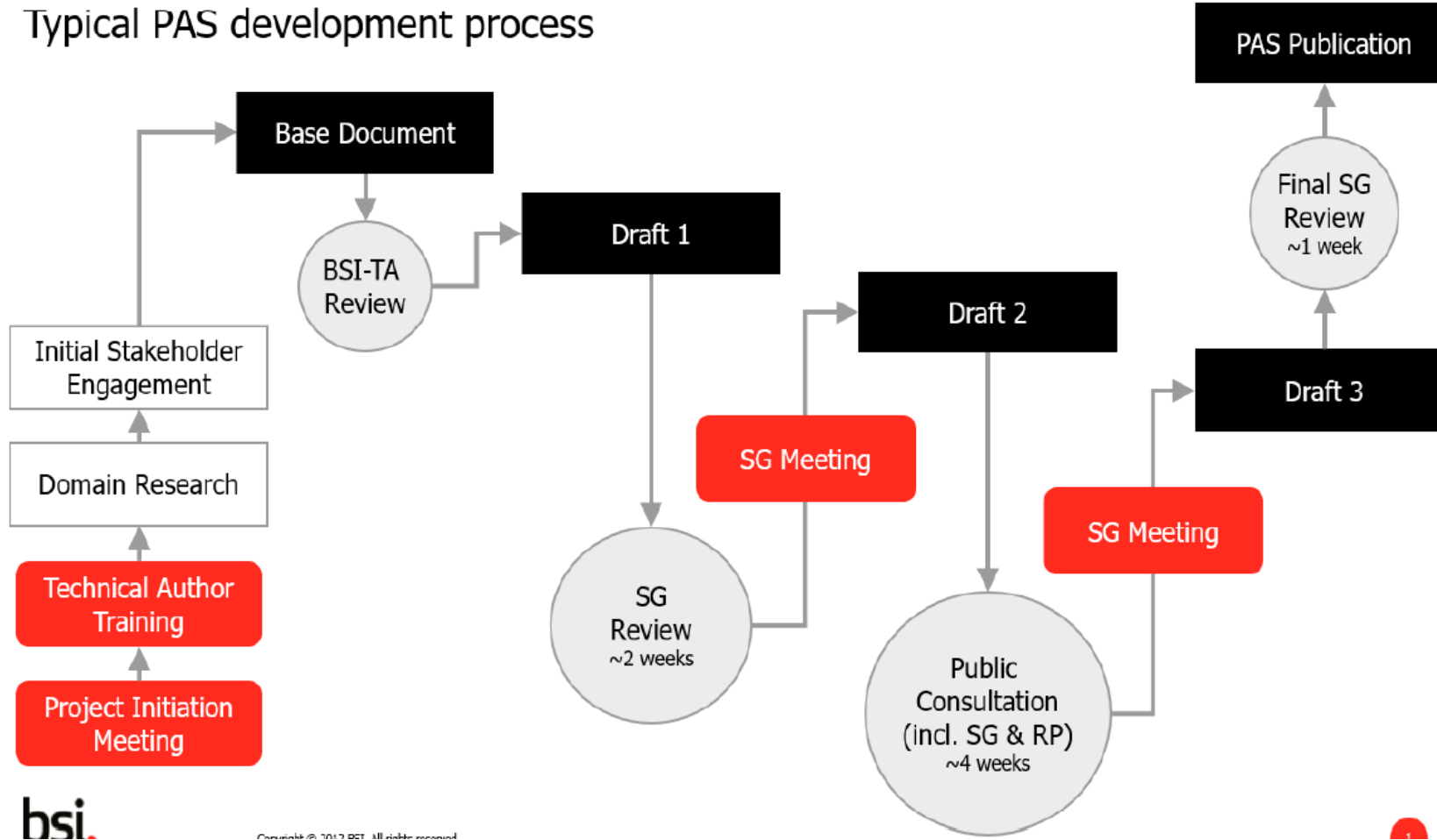
PAS Certification must allow:

- Self-certification for one-man operations
- SMEs audited externally
- LAs, National companies requiring formal accreditation (UKAS)

BSI is UK's National Standards Body and works with BEIS to use standards to deliver government policy

- Budget £91,000 + £25,000 for technical writer
- “peanuts in the grand scheme of things”

## Typical PAS development process





“To develop and agree common standards [for consumer information] the WG members will adopt and recommend.”

Following the GigaTAG report and in support of enabling gigabit capable connections.

- Regular meetings online
- from now until Feb 22
- could include consumer research
- consulting on proposed common standards “early 22”
- leading to new voluntary Code “mid 22”

- BT Group
- CityFibre
- Hyperoptic
- Independent Networks Cooperative Association (INCA)
- Internet Services Providers’ Association (ISPA)
- Federation of Communication Services (FCS)
- Ofcom
- Openreach
- Plusnet
- Sky
- TalkTalk
- Virgin Media

- Example tables were illustrative only
- Some felt tiered approach could add confusion with “new” list of terms.
- Challenging / unhelpful to allocate all products into discrete tiers
- Appetite to use clear and common terms for network technologies
- Protected term for “gigabit-capable”
- Tier 1 gigabit capable, Tier 2 others?
- Other important characteristics?
- Some not keen on common terms for network tech. Don’t confuse speed and tech
- Benefits of new tech even when delivering lower-bandwidth
- BDUK has reliability parameters for Project Gigabit
- Don’t call legacy “future-proof”



# INCA Schedule & Ofcom











INCA WG Schedule	Ofcom WG Schedule
	Wed 15 Sep 21 15:00 – 17:00
Tue 28 Sep 21 14:00 – 16:00	Wed 7 Oct 21 15:00 – 16:30
Tue 19 Oct 21 14:00 – 15:00	Wed 27 Oct 21 13:00 – 15:00
Tue 9 Nov 21 14:00 – 15:00	Wed 17 Nov 21 15:00 – 17:00
Tue 30 Nov 21 14:00 – 15:00	Wed 8 Dec 21 15:00 – 17:00
skip	Wed 5 Jan 22 15:00 – 17:00
Tue 18 Jan 22 14:00 – 15:00	Wed 26 Jan 22 15:00 – 17:00
Tue 8 Feb 22 14:00 – 15:00	Wed 16 Feb 22 15:00 – 17:00

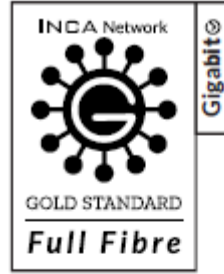
- It makes no sense to have an INCA scheme which contradicts any future Ofcom Code (as long as we're OK with the Code).
- There are benefits to adapting INCA Gold Standard to work alongside the Code (as with current Gold Standard and other Codes).
- Clearer comms for altnets to CPs and Consumers
- Encourages / enables sign-up to INCA scheme.

1. Keep to technology or move to “Tiers”?
  2. Keep technology and add “traffic light”
  3. Keep technology and add “gigabit-capable”
  4. Add FTTB as well as FTTP
- if Tiers, who monitors / validates?
  - technology has objective characteristics with associated benefits
  - these can be communicated – in fact, that’s the issue 😊

# Possible Traffic Light

	INCA spider version	INCA tick version
FFTP 1GBps and over	 INCA Standard <i>Full Fibre</i>	 INCA Standard <i>Full Fibre</i>
NGA Wireless 1GBps and over	 INCA Standard <i>Wireless</i>	 INCA Standard <i>Wireless</i>
Hybrid (eg FTTC) below 1GBps	 INCA Standard <i>Hybrid Fibre</i>	 INCA Standard <i>Hybrid Fibre</i>
connection with no rating	 INCA Standard <i>Unrated</i>	 INCA Standard <i>Unrated</i>

# Possible Gigabit Capable



BSI PAS 2016: Next generation access for new-build homes.	Gigabit Take-up Action Group: GigaTAG	Ofcom WG: Common Standards for consumer broadband info
BIS (Sponsor)	DCMS (initiator & observer)	BT Group
BRE (Technical Author)	Which?	CityFibre
BT	CBI	Hyperoptic
Derby City Council	FSB	INCA
DC-TKN	BSG	ISPA
HCA	ISPA	FCS
IFNL & NICC	Be the Business	Ofcom
Land Securities	Ofcom (observer)	Openreach, Plusnet
Miniflex, PRP	INCA also in discussion	Sky, TalkTalk
OpenHub, Wilmott Dixon		Virgin Media



- AOB
- DONZ:
  - Tue 19 Oct 21 14:00 – 15:00
  - (ahead of Ofcom's Wed 27 Oct 21 13:00 – 15:00)
- reference info [GigaTAG and Labelling | INCA](#)
- INCA Gold Standard [INCA Gold Standard Scheme | INCA](#)
- Ofcom WG [Ofcom Common Standards WG | INCA](#)
- email [goldstandard@inca.coop](mailto:goldstandard@inca.coop)