

TOTSCO BOARD MEETING SUMMARY

DATE	5 February 2024
LOCATION	Teams
DIRECTORS PRESENT	Dee Cheek (Large Retail Providers Constituency) Andrew Glover (Small Retail Providers Constituency) Nick Holland (Business Focussed Providers Constituency) Shrin Honap (Independent Director) Justin Hornby (Medium Retail Providers Constituency) Claudio Pollack (Independent Chair) Jo Prowse (Independent Director) Ben Shaw (Large Retail Providers Constituency) Gita Sorensen (New Infrastructure Providers Constituency)
DIRECTORS ABSENT	None
OTHERS PRESENT	Paul Bradbury (TOTSCo CEO) Rob Bratby (TOTSCo General Counsel) David Halliday (OTA2) Rob Jex (TOTSCo Company Secretary) TOTSCo Managed Access Lead (item 1)

AGENDA ITEMS

Preliminary: business of the meeting and approval of the minutes of the Board meeting on 8 January 2024

- 1) Managed Access Provider Update
- 2) TOTSCo Hub Programme
- 3) Industry Testing Programme
- 4) OTS Go-Live Re-Planning
- 5) User Agreement and Payment of Invoices
- 6) Contact Directory for Process Queries
- 7) Ofcom Meeting
- 8) Stakeholder Forum
- 9) Any other business
- 10) Next board meeting

MINUTES

AGENDA ITEM	1
DISCUSSION POINT	Managed Access Provider (MAP) Update
CONCLUSION/ RECOMMENDATION	The Board discussed and noted an update on the progress of TOTSCo's work to date with MAPs.

AGENDA ITEM	2
DISCUSSION POINT	Hub Programme
CONCLUSION/ RECOMMENDATION	The Board discussed and noted an update on the progress of the hub programme.

AGENDA ITEM	3
DISCUSSION POINT	Industry Testing Programme
CONCLUSION/ RECOMMENDATION	The Board discussed and noted an update on progress of the industry testing programme.

AGENDA ITEM	4
DISCUSSION POINT	OTS Go-Live Re-Planning
CONCLUSION/ RECOMMENDATION	The Board discussed and noted an update on progress towards a re-planned OTS go-live date.

AGENDA ITEM	5
DISCUSSION POINT	User Agreements and Payment of Invoices
CONCLUSION/ RECOMMENDATION	The Board noted an update on progress towards securing funding for TOTSCo from the four largest CPs, to whom invoices had been issued in November 2023.

AGENDA ITEM	6
DISCUSSION POINT	Contract Directory for Process Queries
CONCLUSION/ RECOMMENDATION	The CEO updated the Board on the progress of the work to determine an appropriate technical mechanism for CPs to communicate with one another on an ad hoc basis on customer issues that could not be resolved within the hub process.

AGENDA ITEM	7
DISCUSSION POINT	Ofcom Meeting
CONCLUSION/ RECOMMENDATION	The Board noted a report from the Chair on a meeting he and the CEO had had with Ofcom on 1 February.

AGENDA ITEM	8
DISCUSSION POINT	Stakeholder Forum
CONCLUSION/ RECOMMENDATION	The Board discussed the Stakeholder Forum on 31 January and how TOTSCo might most effectively respond to the issues that were raised at the meeting.

AGENDA ITEM	9
DISCUSSION POINT	Any Other Business
CONCLUSION/ RECOMMENDATION	Justin Hornby: The Chair informed the Board that Justin Hornby had tendered his resignation as a TOTSCo Director with effect from 31 March 2024 as he was leaving his employer. He thanked Mr. Hornby for his considerable contribution to TOTSCo's foundation and formative work on OTS. It was noted that the formal process to appoint a successor to Mr. Hornby from the Medium Retail Provider

constituency, as required by section 3.4 of the company's Articles, and using the process agreed by the Board, would commence shortly.

The next TOTSCo Board meeting will be at 9.30am on Monday 19 February 2024

Glossary

OTS = One Touch Switch

CP = Communications Provider

OTA2 = Office of the Telecommunications Adjudicator

TOTSCo = The One Touch Switching Company Ltd