

TOTSCO BOARD MEETING SUMMARY

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| DATE | 19 February 2024 |
| LOCATION | Teams |
| DIRECTORS PRESENT | Andrew Glover (Small Retail Providers Constituency) Nick Holland (Business Focussed Providers Constituency) 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) Mark Stephens (Alternate for Large Retail Providers Constituency) |
| DIRECTORS ABSENT | Dee Cheek (Large Retail Providers Constituency) Shrin Honap (Independent Director) |
| OTHERS PRESENT | Paul Bradbury (TOTSCo CEO) Rob Bratby (TOTSCo General Counsel) David Halliday (OTA2) Rob Jex (TOTSCo Company Secretary) Co-Chairs of the Industry Process Group (item 1) Anthony Hardy (Sky UK Limited) (item 2) David Norbury (TOTSCo Head of Delivery) (items 2 to 5) Katharine Wilkinson (TOTSCo Finance Controller) (item 6) |

AGENDA ITEMS)

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

- 1) Contact Directory for Process Queries
- 2) OTS Go-Live Re-Planning
- 3) Industry Trials Proposal: Request for Feedback
- 4) Hub Programme and Industry Testing
- 5) User Agreement and the Payment of Invoices
- 6) January 2024 Finance Report
- 7) Any other business
- 8) Next board meeting

MINUTES

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| AGENDA ITEM | 1 |
| DISCUSSION POINT | Contact Directory for Process Queries |
| CONCLUSION/ RECOMMENDATION | Following a discussion involving the Co-Chairs of the Industry Process Group the Board agreed the next steps towards introducing 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 | 2 |
| DISCUSSION POINT | OTS Go-Live Re-Planning |
| CONCLUSION/ RECOMMENDATION | Anthony Cross joined the meeting and discussed with the Board the progress of the work being undertaken by the four largest CPs to develop those companies' |

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| | end-to-end plan for testing, trialling and implementing OTS. The Board agreed to arrange an additional meeting on 26 February to further discuss progress towards a re-planned OTS go-live date. |
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| AGENDA ITEM | 3 |
| DISCUSSION POINT | Industry Trials Programme: Request for Feedback |
| CONCLUSION/ RECOMMENDATION | The Board discussed a summary of the responses to TOTSCo Bulletin 42, which had sought feedback from stakeholders on a proposal for an Industry Trials Programme. The Board resolved that the CEO should be authorised to publish TOTSCo's response to the consultation. |

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| AGENDA ITEM | 4 |
| DISCUSSION POINT | Hub Programme and Industry Testing |
| CONCLUSION/ RECOMMENDATION | The Board discussed and noted an update on the Hub Programme and the progress of Industry Testing. |

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| AGENDA ITEM | 5 |
| DISCUSSION POINT | User Agreement 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. |

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| AGENDA ITEM | 6 |
| DISCUSSION POINT | January 2024 Finance Report |
| CONCLUSION/ RECOMMENDATION | The Board discussed and noted a report on TOTSCo's financial position to 31 January 2024. |

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| AGENDA ITEM | 7 |
| DISCUSSION POINT | Any Other Business |
| CONCLUSION/ RECOMMENDATION | There was none. |

The next TOTSCo Board meeting will be at 3pm on Monday 26 February 2024

Glossary

OTS = One Touch Switch

CP = Communications Provider

OTA2 = Office of the Telecommunications Adjudicator

TOTSCo = The One Touch Switching Company Ltd