

TOTSCO BOARD MEETING SUMMARY

DATE	4 March 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) David Norbury (TOTSCo Head of Delivery) (items 1 and 2) Joan Whitehead (TOTSCo Head of Customer Onboarding) (items 5 and 6)

AGENDA ITEMS

Preliminary: business of the meeting and approval of the minutes of the Board meeting on 26 February 2024

- 1) Hub Programme and Industry Testing
- 2) OTS Go-Live Re-Planning
- 3) TOTSCo Delegated Financial Authorities
- 4) TOTSCo Remuneration Committee
- 5) Managing operational and technical challenges in live running
- 6) Industry Operations Working Group
- 7) Any other business
- 8) Next board meeting

MINUTES

AGENDA ITEM	1
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.

AGENDA ITEM	2
DISCUSSION POINT	OTS Go-Live Re-Planning
CONCLUSION/ RECOMMENDATION	The Board discussed and noted an update from the Chair and CEO about progress towards the development of an industry-wide end-to-end testing and trialling plan and a new OTS Go-Live date.

AGENDA ITEM	3
DISCUSSION POINT	TOTSCo Delegated Financial Authorities
CONCLUSION/ RECOMMENDATION	The Board resolved that Shrin Honap should be authorised to amend TOTSCo’s matrix of delegated financial authorities, to reflect recent changes in the organisation’s structure and operational maturity.

AGENDA ITEM	4
DISCUSSION POINT	TOTSCo Remuneration Committee
CONCLUSION/ RECOMMENDATION	The Board noted a report from Jo Prowse, the Chair of TOTSCo’s Remuneration Committee, on that Committee’s first meeting on 29 February.

AGENDA ITEM	5
DISCUSSION POINT	Managing operational and technical challenges in live running
CONCLUSION/ RECOMMENDATION	The Board discussed and noted a presentation which explored TOTSCo’s anticipated approach to dealing with a range of technical and operational challenges, covering how it was proposed that potential issues would be monitored and identified and how, once identified, they would be notified and communicated to stakeholders and resolved. The Board agreed that TOTSCo’s approach should be communicated to stakeholders in due course.

AGENDA ITEM	6
DISCUSSION POINT	Industry Operations Working Group
CONCLUSION/ RECOMMENDATION	The Board discussed and noted an initial proposal to create an Industry Operations Working Group to consider operational and service delivery issues that were outside the current remit and beyond the expertise of the Industry Process Group as currently constituted. The proposal would be discussed further at the next Board meeting.

AGENDA ITEM	7
DISCUSSION POINT	Any Other Business
CONCLUSION/ RECOMMENDATION	<p>Gita Sorensen: Ms Sorensen informed the Directors that she had, with regret, tendered her resignation as the New Infrastructure Providers’ Constituency Director on the TOTSCo Board with effect from the end of March 2024, due to a change in funding arrangements. The Chair thanked Ms Sorensen for her considerable and invaluable contribution to the creation of TOTSCo and the work to date on OTS.</p> <p>Board Directors: The Board noted that the formal process to appoint Gita Sorensen’s successor and also a successor to Justin Hornby as the Medium Retail Providers’ Constituency Director was scheduled to begin on 5 March.</p>

The next TOTSCo Board meeting will be at 9.30am on Tuesday 19 March 2024

Glossary

OTS = One Touch Switch

CP = Communications Provider

OTA2 = Office of the Telecommunications Adjudicator

TOTSCo = The One Touch Switching Company Ltd