

TOTSCO BOARD MEETING SUMMARY

DATE	19 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) Katharine Wilkinson (TOTSCo Finance Controller) (items 3 and 4)

AGENDA ITEMS

Preliminary: business of the meeting and approval of the minutes of the Board meeting on 4 March 2024

- 1) Hub Programme and Industry Testing
- 2) OTS Go-Live
- 3) February 2024 Finance Report
- 4) TOTSCo Business Plan and Draft Budget for 2024/25
- 5) Industry Operations Working Group
- 6) Contact Directory for Process Queries
- 7) Business Users and the TOTSCo Hub
- 8) Appointment of Constituency Directors
- 9) Any other business
- 10) 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
CONCLUSION/ RECOMMENDATION	The CEO reported that, since the publication of TOTSCo Bulletin 51 on 12 March 2024, announcing the revised OTS planned go-live date, and publishing the

	TOTSCo Path to One Touch Switch, no further formal applications had been received to join the industry trials from CPs outside the four largest companies. It was agreed that the CEO should make clear to all CPs and MAPs that they would have to formally apply to join the trials.
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AGENDA ITEM	3
DISCUSSION POINT	February 2024 Finance Report
CONCLUSION/ RECOMMENDATION	The Board discussed and noted a report on TOTSCo's financial position to 29 February 2024.

AGENDA ITEM	4
DISCUSSION POINT	TOTSCo Business Plan and Draft Budget for 2024/25
CONCLUSION/ RECOMMENDATION	The CEO and Finance Controller presented to, and discussed with, the Board, a new version of TOTSCo's Business Plan, covering specifically the company's draft budget for the financial year 2024/25. The Board RESOLVED that the CEO should be authorised to publish the draft budget to seek feedback on it from stakeholders.

AGENDA ITEM	5
DISCUSSION POINT	Industry Operations Working Group
CONCLUSION/ RECOMMENDATION	The Board noted an update from the CEO and OTA2 on progress towards the creation of an Industry Operations Working Group.

AGENDA ITEM	6
DISCUSSION POINT	Contact Directory for Process Queries
CONCLUSION/ RECOMMENDATION	The Board noted an update on progress 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 for a very limited number of defined cases.

AGENDA ITEM	7
DISCUSSION POINT	Business Users and the TOTSCo Hub
CONCLUSION/ RECOMMENDATION	The CEO reported that funding had now been confirmed which would allow TOTSCo to take forward a discrete programme of work on business users and their potential use of the TOTSCo Hub.

AGENDA ITEM	8
DISCUSSION POINT	Appointment of Constituency Directors
CONCLUSION/ RECOMMENDATION	The Board noted an update from the Chair on the progress of the formal process to appoint successors to Justin Hornby and Gita Sorensen as Constituency

Directors for, respectively, the Medium Retail Provider and New Infrastructure Provider constituencies.

AGENDA ITEM	9
DISCUSSION POINT	Any Other Business
CONCLUSION/ RECOMMENDATION	<p>MAP Agreement: The General Counsel reported that several MAPs had expressed concerns to TOTSCo about the position in the Agreement covering MAPs' indemnities, liabilities and limitations and that an exercise was being undertaken to establish whether these concerns were held more widely amongst MAPs.</p> <p>Justin Hornby: The Chair thanked Mr Hornby for his invaluable counsel and support in the foundation and establishment of TOTSCo and for his contribution to the development of OTS to date.</p>

The next TOTSCo Board meeting will be at 9.30am on Tuesday 2 April 2024

Glossary

OTS = One Touch Switch

CP = Communications Provider

MAPs = Managed Access Providers

OTA2 = Office of the Telecommunications Adjudicator

TOTSCo = The One Touch Switching Company Ltd