

## TOTSCO BOARD MEETING SUMMARY

<b>DATE</b>	2 September 2024
<b>LOCATION</b>	Teams
<b>DIRECTORS PRESENT</b>	Jeremy Chelot (New Infrastructure Providers Constituency) (to item 1) Andrew Glover (Small Retail Providers Constituency) Anne Hoitink (Medium Retail Providers Constituency) Nick Holland (Business Focussed Providers Constituency) Shrin Honap (Independent Director) Claudio Pollack (Independent Chair) Jo Prowse (Independent Director) Ben Shaw (Large Retail Providers Constituency) Mark Stephens (Large Retail Providers Constituency)
<b>DIRECTORS ABSENT</b>	Dee Cheek (Large Retail Providers Constituency)
<b>OTHERS PRESENT</b>	Paul Bradbury (TOTSCo CEO) Rob Bratby (TOTSCo General Counsel) Rob Jex (TOTSCo Company Secretary) David Norbury (TOTSCo Head of Delivery) (item 1) Richard Warner (OTA2) (item 1) Richard Steele (TOTSCo Chief Technology Officer) (item 2) Joan Whitehead (TOTSCo Head of Customer Onboarding) (item 2) Keely Beecroft (TOTSCo Head of Communications) (item 6)

### AGENDA ITEMS

Preliminary: business of the meeting and approval of the minutes of the Board meeting on 12 August 2024

- 1) OTS Testing Issues
- 2) Hub Disaster Recovery Test
- 3) Tech Mahindra
- 4) Hub and Industry Testing Programmes
- 5) Business Users
- 6) OTS Go-Live Communications
- 7) OTS Go-Live Risks
- 8) Any other business
- 9) Next board meeting

### MINUTES

<b>AGENDA ITEM</b>	<b>1</b>
<b>DISCUSSION POINT</b>	OTS Testing Issues
<b>CONCLUSION/ RECOMMENDATION</b>	The Board noted an update on recent discussions between Ofcom, OTA2 and the largest RCPs about enduring OTS testing issues and their potential implications for consumers and for OTS.
<b>AGENDA ITEM</b>	<b>2</b>
<b>DISCUSSION POINT</b>	Hub Disaster Recovery Test
<b>CONCLUSION/ RECOMMENDATION</b>	The Board discussed and noted the results of the full Disaster Recovery Test that had been carried out on 26 August 2024 as part of TOTSCo's Operational

	Readiness Plan. The Board welcomed that all of the tests undertaken had been successful as the systems had responded and recovered, as planned, without the loss of any hub messages.
<b>AGENDA ITEM</b>	<b>3</b>
<b>DISCUSSION POINT</b>	Tech Mahindra
<b>CONCLUSION/ RECOMMENDATION</b>	The Board noted a report on senior TOTSCo Executive colleagues' visit to Tech Mahindra's headquarters in Pune at the end of August.
<b>AGENDA ITEM</b>	<b>4</b>
<b>DISCUSSION POINT</b>	Hub and Industry Testing Programme
<b>CONCLUSION/ RECOMMENDATION</b>	The Board discussed and noted an update from the CEO on the Hub and Industry testing programmes.
<b>AGENDA ITEM</b>	<b>5</b>
<b>DISCUSSION POINT</b>	Business Users
<b>CONCLUSION/ RECOMMENDATION</b>	The Board noted an update from the CEO on the progress of the work on Gaining Provider Led Business Switching.
<b>AGENDA ITEM</b>	<b>6</b>
<b>DISCUSSION POINT</b>	OTS Go-Live Communications
<b>CONCLUSION/ RECOMMENDATION</b>	The Board noted an update from the Head of Communications on the plans for TOTSCo's external communications in the lead up to and on the day of OTS Go-Live on 12 September.
<b>AGENDA ITEM</b>	<b>7</b>
<b>DISCUSSION POINT</b>	OTS Go-Live Risks
<b>CONCLUSION/ RECOMMENDATION</b>	The Board noted a report from Shrin Honap, the Chair of TOTSCo's Audit and Risk Assurance Committee, on the conclusions of the Committee's review of TOTSCo's principal risks at OTS go-live at its meeting on 15 August.
<b>AGENDA ITEM</b>	<b>8</b>
<b>DISCUSSION POINT</b>	Any Other Business
<b>CONCLUSION/ RECOMMENDATION</b>	There was none.

The next TOTSCo Board meeting will be at 2pm on Tuesday 10 September 2024.

## Glossary

OTS = One Touch Switch

CP = Communications Provider

MAP = Managed Access Provider

OTA2 = Office of the Telecommunications Adjudicator

TOTSCo = The One Touch Switching Company Ltd