

## TOTSCO BOARD MEETING SUMMARY

<b>DATE</b>	30 September 2024
<b>LOCATION</b>	Teams
<b>DIRECTORS PRESENT</b>	Dee Cheek (Large Retail Providers Constituency) Jeremy Chelot (New Infrastructure Providers Constituency) (to item 5) Andrew Glover (Small Retail Providers Constituency) Anne Hoitink (Medium Retail Providers Constituency) (to item 5) Shrin Honap (Independent Director) Claudio Pollack (Independent Chair) Jo Prowse (Independent Director) Ben Shaw (Large Retail Providers Constituency)
<b>DIRECTORS ABSENT</b>	Nick Holland (Business Focussed Providers Constituency)
<b>OTHERS PRESENT</b>	Paul Bradbury (TOTSCo CEO) Rob Bratby (TOTSCo General Counsel) David Halliday (OTA2) Rob Jex (TOTSCo Company Secretary) Toby Lovell (TOTSCo Chief-of-Staff) (TOTSCo Interim Head of Human Resources) (item 1) David Norbury (TOTSCo Head of Delivery) (item 5) Joan Whitehead (TOTSCo Head of Customer Onboarding) (item 5)

### AGENDA ITEMS

Preliminary: business of the meeting and approval of the minutes of the Board meeting on 10 September 2024

- 1) Colleague Introduction
- 2) OTS Update
- 3) Business Switching Update
- 4) Human Resources Budget
- 5) Account Management Portal Defect
- 6) August 2024 Financial Report
- 7) Any other business
- 8) Next board meeting

### MINUTES

<b>AGENDA ITEM</b>	<b>1</b>
<b>DISCUSSION POINT</b>	Colleague Introduction
<b>CONCLUSION/ RECOMMENDATION</b>	The Board welcomed TOTSCo's newly-appointed Interim Head of Human Resources, who outlined the priorities for the company for the next six months.
<b>AGENDA ITEM</b>	<b>2</b>
<b>DISCUSSION POINT</b>	OTS Update
<b>CONCLUSION/ RECOMMENDATION</b>	The CEO updated the Board on key OTS developments, including the progress of the initiatives to increase the percentage of residential switches using OTS. It was noted that the hub was continuing to meet its Service Level Agreements with regard to availability and latency, while processing up to 60,000 messages a

	day, including a daily average of almost 5,000 switch orders, and that 336 RCPs' brands had now onboarded with TOTSCo, 233 of whom were now in the Live Directory, of which 198 were connecting to the hub via a MAP.
<b>AGENDA ITEM</b>	<b>3</b>
<b>DISCUSSION POINT</b>	Business Switching Update
<b>CONCLUSION/ RECOMMENDATION</b>	The Board noted an update on the continuing preparatory work on TOTSCo's project to deliver gaining provider-led business switching via the hub.
<b>AGENDA ITEM</b>	<b>4</b>
<b>DISCUSSION POINT</b>	Human Resources Budget
<b>CONCLUSION/ RECOMMENDATION</b>	The Board approved the expenditure for the Interim Head of Human Resources.
<b>AGENDA ITEM</b>	<b>5</b>
<b>DISCUSSION POINT</b>	Account Management Portal Defect
<b>CONCLUSION/ RECOMMENDATION</b>	The Board discussed and noted an interim report on a technical issue in the Account Management Portal which had affected OTS Message Reporting between 13 and 16 September.
<b>AGENDA ITEM</b>	<b>6</b>
<b>DISCUSSION POINT</b>	August 2024 Financial Report
<b>CONCLUSION/ RECOMMENDATION</b>	The Board noted a report on TOTSCo's financial position to 31 August 2024.
<b>AGENDA ITEM</b>	<b>7</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 15 October 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