

TOTSCO BOARD MEETING SUMMARY

DATE	16 September 2024
LOCATION	Teams
DIRECTORS PRESENT	Simon Burckhardt (Business Focussed Providers Constituency) Dee Cheek (Large Retail Providers Constituency) Jeremy Chelot (New Infrastructure Providers Constituency) (to item 2) Andrew Glover (Small Retail Providers Constituency) Anne Hoitink (Medium Retail Providers Constituency) Shrin Honap (Independent Director) Claudio Pollack (Independent Chair) Jo Prowse (Independent Director) Ben Shaw (Large Retail Providers Constituency)
DIRECTORS ABSENT	Nick Holland (Business Focussed Providers Constituency)
OTHERS PRESENT	Paul Bradbury (TOTSCo CEO) Rob Bratby (TOTSCo General Counsel) David Halliday (OTA2) Rob Jex (TOTSCo Company Secretary) Katharine Wilkinson (TOTSCo Financial Controller) (item 1)

AGENDA ITEMS

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

- 1) OTS Pricing for 2025
- 2) OTS Update
- 3) Business Switching Update
- 4) Any other business
- 5) Next board meeting

MINUTES

AGENDA ITEM	1
DISCUSSION POINT	OTS Pricing for 2025
CONCLUSION/ RECOMMENDATION	TOTSCo's Financial Controller joined the meeting to present, with the CEO, the results of a budget reforecasting exercise to March 2028 to support a recommendation on TOTSCo's pricing for the calendar year 2025. The Board APPROVED the recommendation, based on the results of the reforecast, that pricing should remain unchanged for 2025.
AGENDA ITEM	2
DISCUSSION POINT	OTS Update
CONCLUSION/ RECOMMENDATION	The CEO updated the Board on developments on and following OTS Go-Live. It was noted that, on 12 September, the hub had processed 43,000 messages, including nearly 4,500 switch orders and that the hub had met, and had continued to meet, its availability and latency requirements since Go-Live. 167 residential CP brands had been present in the Production Directory at launch, up from 21 in the Ramp. The Board acknowledged that, while OTS Go-Live had gone

	as well as could have been expected from a TOTSCo hub perspective, significant short-term challenges remained, particularly how to increase the percentage of residential switches using OTS to 100 per cent. It was noted that a number of initiatives were underway in which TOTSCo would play a full part, including the work being led by Ofcom and OTA2 to improve rates of address matching.
AGENDA ITEM	3
DISCUSSION POINT	Business Switching Update
CONCLUSION/ RECOMMENDATION	The Board noted an update on the continuing preparatory work on TOTSCo's project to deliver business switching via the hub.
AGENDA ITEM	4
DISCUSSION POINT	Any Other Business
CONCLUSION/ RECOMMENDATION	<p>TOTSCo Human Resources: The Board noted that TOTSCo's newly-appointed Interim Head of Human Resources would be joining the company from 17th September.</p> <p>TOTSCo Board Meetings: The Board noted that, while the frequency and duration of TOTSCo Board meetings was likely to remain unchanged to the end of 2024, particularly while significant OTS issues remained to be resolved, this would be kept under review for the remainder of the year and in setting the schedule for 2025.</p>

The next TOTSCo Board meeting will be at 9.30am on Monday 30 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