

TOTSCO BOARD MEETING SUMMARY

DATE	29 October 2024
LOCATION	Teams
DIRECTORS PRESENT	Dee Cheek (Large Retail Providers Constituency) Jeremy Chelot (New Infrastructure Providers Constituency) (to item 3) 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)
DIRECTORS ABSENT	None
OTHERS PRESENT	Paul Bradbury (TOTSCo CEO) Rob Bratby (TOTSCo General Counsel) David Halliday (OTA2) Rob Jex (TOTSCo Company Secretary) Toby Lovell (TOTSCo Chief-of-Staff)

AGENDA ITEMS

Preliminary: business of the meeting and approval of the minutes of the Board meeting on 15 October 2024

- 1) Jeremy Chelot
- 2) OTS Update
- 3) GPLB Update
- 4) Account Management Portal Defect
- 5) Frequency of TOTSCo Board Meetings
- 6) TOTSCo Membership Process
- 7) Any Other Business

MINUTES

AGENDA ITEM	1
DISCUSSION POINT	Jeremy Chelot
CONCLUSION/ RECOMMENDATION	Jeremy Chelot announced to the Board that he had decided to step down from his position as the representative Director for the New Infrastructure Provider constituency with effect from 28 November 2024. He explained that his decision reflected his belief that the company's primary goal of delivering the OTS process had been successfully accomplished and that, as the platform was functioning as it had been designed to do, his role had come to a natural conclusion. The Board thanked Mr Chelot for his positive contribution to Board meetings and to the delivery of OTS. It was noted that the process to appoint Mr Chelot's successor would begin immediately, and that it was anticipated that it would conclude by the end of November.
AGENDA ITEM	2

DISCUSSION POINT	OTS Update
CONCLUSION/ RECOMMENDATION	The CEO updated the Board on key OTS developments. It was noted that the hub was continuing to meet its SLAs with regard to latency and availability, and there were no hub defects inhibiting OTS. The hub was continuing to process an average of 5,000 switch orders a day, while completed switches were averaging almost 4,000 a day.
AGENDA ITEM	3
DISCUSSION POINT	GPLB Update
CONCLUSION/ RECOMMENDATION	The Board noted an update on the progress of TOTSCo's project to deliver gaining provider-led business switching.
AGENDA ITEM	4
DISCUSSION POINT	Account Management Portal Defect
CONCLUSION/ RECOMMENDATION	The Board discussed the final report on a technical issue in the Account Management Portal which had affected OTS Message Reporting between 13 and 16 September, and welcomed the significant comfort it provided that controls were now in place to prevent a similar event occurring in future.
AGENDA ITEM	5
DISCUSSION POINT	Frequency of TOTSCo Board Meetings
CONCLUSION/ RECOMMENDATION	The Board AGREED to meet monthly from January 2025 onwards. The Board acknowledged that this reflected the growing maturity of the company as it moved to business-as-usual following the successful delivery of OTS, with more of the day-to-day running of the organisation being appropriately delegated from the Board to the Executive. This would allow the Board to focus on more strategic issues.
AGENDA ITEM	6
DISCUSSION POINT	TOTSCo Membership Process
CONCLUSION/ RECOMMENDATION	The Board APPROVED proposals to streamline the administration of TOTSCo's membership process.
AGENDA ITEM	7
DISCUSSION POINT	Any Other Business
CONCLUSION/ RECOMMENDATION	<p>TOTSCo Directors' Report and Financial Statements for the period ended 31st March 2024 (2023/24 Accounts): The Board noted that the conclusion of the external audit of TOTSCo's 2023/24 accounts was imminent and thanked Shrin Honap and Executive colleagues for their contribution to the audit process.</p> <p>TOTSCo's Second Annual General Meeting: The Board noted that the company's second Annual General Meeting would be arranged on 26 November 2024.</p>

The next TOTSCo Board meeting will be at 9.30am on Monday 11 November 2024.

Glossary

OTS = One Touch Switch
CP = Communications Provider

GPLB = Gaining Provider-Led Business Switching

MAP = Managed Access Provider

OTA2 = Office of the Telecommunications Adjudicator

SLAs = Service Level Agreements

TOTSCo = The One Touch Switching Company Ltd