

## TOTSCO BOARD MEETING SUMMARY

<b>DATE</b>	26 November 2024
<b>LOCATION</b>	Teams
<b>DIRECTORS PRESENT</b>	Dee Cheek (Large Retail Providers Constituency) Jeremy Chelot (New Infrastructure Providers Constituency) 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)
<b>DIRECTORS ABSENT</b>	None
<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)

### AGENDA ITEMS

Preliminary: business of the meeting and approval of the minutes of the Board meeting on 11 November 2024

- 1) OTS Update
- 2) GPLB Update
- 3) TOTSCo Membership Applications
- 4) October Finance Update
- 5) Any Other Business

### MINUTES

<b>AGENDA ITEM</b>	<b>1</b>
<b>DISCUSSION POINT</b>	OTS Update
<b>CONCLUSION/ RECOMMENDATION</b>	The CEO updated the Board on key OTS developments. It was noted that the daily average of switch orders had increased to about 6,000 a day, with a new high of over 7,000 orders received on 25 November. Completed switches were averaging just over 4,000 a day. The hub had continued to meet its SLAs with regard to latency and availability despite the continuing increase in the volume of messages being processed.
<b>AGENDA ITEM</b>	<b>2</b>
<b>DISCUSSION POINT</b>	GPLB Update
<b>CONCLUSION/ RECOMMENDATION</b>	The Board noted an update on the progress of TOTSCo's project to deliver gaining provider-led business switching.
<b>AGENDA ITEM</b>	<b>3</b>

<b>DISCUSSION POINT</b>	TOTSCo Membership Applications
<b>CONCLUSION/ RECOMMENDATION</b>	The Board approved the applications for membership of TOTSCo from three New Infrastructure Providers: Grain Connect Limited; Quickline Communications Limited; and LF Holdco2 Limited.
<b>AGENDA ITEM</b>	<b>4</b>
<b>DISCUSSION POINT</b>	October Finance Update
<b>CONCLUSION/ RECOMMENDATION</b>	The Board noted a report on TOTSCo's financial position to 31 October 2024.
<b>AGENDA ITEM</b>	<b>5</b>
<b>DISCUSSION POINT</b>	Any Other Business
<b>CONCLUSION/ RECOMMENDATION</b>	<p><b>TOTSCo Executive Staffing:</b> The Board noted that a permanent Head of Finance had been appointed.</p> <p><b>TOTSCo's Second Annual General Meeting (AGM):</b> The Board noted an update on preparations for TOTSCo's 2024 AGM, which had been rearranged to 9.30am on Tuesday 10 December.</p>

The next TOTSCo Board meeting will follow the AGM at 10.30am on Tuesday 10 December 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