

TOTSCO BOARD MEETING SUMMARY

DATE	10 December 2024
LOCATION	Teams
DIRECTORS PRESENT	Dee Cheek (Large Retail Providers Constituency) Andrew Glover (Small Retail Providers Constituency) Anne Hoitink (Medium Retail Providers Constituency) Nick Holland (Business Focussed Providers Constituency) (from item 3) Shrin Honap (Independent Director) Claudio Pollack (Independent Chair) Jo Prowse (Independent Director) Ben Shaw (Large Retail Providers Constituency) Wil Wadsworth (New Infrastructure Providers Constituency)
DIRECTORS ABSENT	Jeremy Chelot (New Infrastructure Providers Constituency)
OTHERS PRESENT	Paul Bradbury (TOTSCo CEO) David Halliday (OTA2) Rob Jex (TOTSCo Company Secretary) (except item 4) Toby Lovell (TOTSCo Chief-of-Staff) (except item 4) John Abbotts (OTA2) (item 3) Ross Carswell (TOTSCo Head of Finance) (item 5) TOTSCo Interim Head of HR (items 4 and 7) Industry Expert Adviser (item 6)

AGENDA ITEMS

Preliminary: business of the meeting and approval of the minutes of the Board meeting on 26 November 2024

- 1) TOTSCo's Second Annual General Meeting
- 2) OTS Update
- 3) OTA2's Switch Matching Project
- 4) TOTSCo Organisational Design
- 5) Executive Colleague Introduction
- 6) GPLB Update
- 7) TOTSCo's Purpose and Values
- 8) Any Other Business

MINUTES

AGENDA ITEM	1
DISCUSSION POINT	TOTSCo's Second Annual General Meeting
CONCLUSION/ RECOMMENDATION	The Board noted the key issues arising from discussions at the Annual General Meeting, which had immediately preceded this meeting.
AGENDA ITEM	2
DISCUSSION POINT	OTS Update
CONCLUSION/ RECOMMENDATION	The Board noted that the hub was continuing to meet its SLAs with regard to latency and availability and that a record number of switch order requests

	(9,000) had been made on and around Black Friday on 29 November, increasing the 7-day moving average to almost 7,000.
AGENDA ITEM	3
DISCUSSION POINT	OTA2 OTS Switch Matching Review
CONCLUSION/RECOMMENDATION	The Board welcomed a presentation from OTA2 on its approach to, and results of, its work with CPs on improving switch match request rates. OTA2's Report had been released to CPs under a covering letter from Ofcom on 2 December and had been further publicised in TOTSCo Bulletin 76, published on 4 December.
AGENDA ITEM	4
DISCUSSION POINT	TOTSCo Organisational Design
CONCLUSION/RECOMMENDATION	The Board discussed and noted proposals for the evolution of the future structure of TOTSCo, now that the organisation was moving into "business as usual" following the successful implementation of OTS, and associated staffing issues.
AGENDA ITEM	5
DISCUSSION POINT	Executive Colleague Introduction
CONCLUSION/RECOMMENDATION	The Board welcomed Ross Carswell, TOTSCo's new Head of Finance, to the company.
AGENDA ITEM	6
DISCUSSION POINT	GPLB Update
CONCLUSION/RECOMMENDATION	The Board noted an update on GPLB developments since its last meeting, and particularly that TOTSCo Bulletin 77, setting out TOTSCo's approach to GPLB, had been published on 6 December.
AGENDA ITEM	7
DISCUSSION POINT	TOTSCo's Purpose and Values
CONCLUSION/RECOMMENDATION	The Board discussed and noted the outcome of an internal project to define a draft purpose for TOTSCo and a set of values and associated behaviours that TOTSCo employees would be expected to exhibit.
AGENDA ITEM	8
DISCUSSION POINT	Any Other Business
CONCLUSION/RECOMMENDATION	There was none.

The next TOTSCo Board meeting will be at 9.30am on Wednesday 22 January 2025.

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