

TOTSCO BOARD MEETING SUMMARY

DATE	22 January 2025
LOCATION	Teams
DIRECTORS PRESENT	Dee Cheek (Large Retail Providers Constituency) Jeremy Chelot (New Infrastructure Providers Constituency) Anne Hoitink (Medium Retail Providers Constituency) Nick Holland (Business Focussed Providers Constituency) Shrin Honap (Independent Director) Andrew Kernahan (Small Retail Providers Constituency) (to item 3) Claudio Pollack (Independent Chair) Jo Prowse (Independent Director) Ben Shaw (Large Retail Providers Constituency)
DIRECTORS ABSENT	Andrew Glover (Small Retail Providers Constituency)
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 10 December 2024

- 1) Declarations of Interest
- 2) Dee Cheek
- 3) GPLB
- 4) Consultation on Changes to the User Agreement and MAP Agreement for GPLB
- 5) OTA2's Switch Matching Project Update
- 6) Financial Pack: December 2024
- 7) Introduction to TOTSCo's 2025/26 Budget
- 8) OTS Update
- 9) Strategic Board Items Schedule
- 10) TOTSCo Membership Applications
- 11) Any Other Business

MINUTES

AGENDA ITEM	1
DISCUSSION POINT	Declarations of Interest
CONCLUSION/ RECOMMENDATION	The Chair reported to the Board that he had been appointed as a Non-Executive Director of the Solicitors Regulation Authority. Shrin Honap reported to the Board that he had been appointed as an Executive Director of Ampa Holdings LLP.

	The Board noted the declarations which would be included in the Register of Interests.
AGENDA ITEM	2
DISCUSSION POINT	Dee Cheek
CONCLUSION/ RECOMMENDATION	Dee Cheek reported to the Board that, as she would be leaving her employment with BT at the end of February, she would also be resigning from the TOTSCo Board. The Chair thanked Ms Cheek for all that she had done for TOTSCo, particularly during the creation and subsequent development of the company and for her contribution to the successful implementation of OTS. It was anticipated that, as the process to elect a successor from the Large Retail Provider Constituency would conclude before the next TOTSCo Board meeting, this would be her final meeting.
AGENDA ITEM	3
DISCUSSION POINT	GPLB
CONCLUSION/ RECOMMENDATION	The Board discussed a paper which provided an update on recent GPLB developments and sought agreement to a series of next steps to implement a TOTSCo solution for GPLB. The Board asked the Executive to present, to its February meeting, further analysis on the next steps.
AGENDA ITEM	4
DISCUSSION POINT	Consultation on Changes to the User Agreement and MAP Agreement for GPLB
CONCLUSION/ RECOMMENDATION	The Board noted that TOTSCo had published, on 10 January 2025, for 21 days' consultation with stakeholders, Bulletin 78, which proposed changes to the User Agreement and MAP Agreement to better enable TOTSCo to adapt those agreements for GPLB. The Board RESOLVED that the Chair and CEO should be authorised to approve the changes to the agreements to be implemented, provided that the responses to the consultation raised no substantive issues that would require further discussion by the Board. It was noted that, following approval, the changes to contracts would be subject to a further 90 days' notification period before coming into effect.
AGENDA ITEM	5
DISCUSSION POINT	OTA2's OTS Switch Matching Project Update
CONCLUSION/ RECOMMENDATION	The Board noted an update from David Halliday about recent discussions regarding potential further work with CPs and MAPs to coordinate and facilitate improvements to switch matching success rates.
AGENDA ITEM	6
DISCUSSION POINT	Financial Pack: December 2024
CONCLUSION/ RECOMMENDATION	The Board noted a paper which analysed TOTSCo's financial position to the end of December 2024, including the company's performance against its year-to-date budget, its cash balance and current financial risks.
AGENDA ITEM	7
DISCUSSION POINT	Introduction to TOTSCo's 2025/26 Budget

CONCLUSION/ RECOMMENDATION	The Board noted a paper which introduced the assumptions the Executive had made in formulating TOTSCo's draft budget for 2025/26. It was noted that the final budget proposal would be considered at the February Board meeting.
AGENDA ITEM	8
DISCUSSION POINT	OTS Update
CONCLUSION/ RECOMMENDATION	The Board noted the update and, particularly, a new analysis of customer service statistics that showed that MAPs were effective in reducing the number of incoming enquiries to TOTSCo's service desk.
AGENDA ITEM	9
DISCUSSION POINT	Strategic Board Items Schedule
CONCLUSION/ RECOMMENDATION	The Directors commented on an initial list of the strategic questions the Board might want to consider during 2025.
AGENDA ITEM	10
DISCUSSION POINT	TOTSCo Membership Applications
CONCLUSION/ RECOMMENDATION	The Board approved the applications for membership of TOTSCo from Liberty-izone Limited, a Business Focused Provider and AJ Technology Limited, a New Infrastructure Provider.
AGENDA ITEM	11
DISCUSSION POINT	Any Other Business
CONCLUSION/ RECOMMENDATION	There was none.

The next TOTSCo Board meeting will be at 9.30am on Tuesday 18 February 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