

TOTSCO BOARD MEETING SUMMARY

DATE	18 March 2025
LOCATION	Teams
DIRECTORS PRESENT	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) Claudio Pollack (Independent Chair) Jo Prowse (Independent Director) David Rodman (Large Retail Providers Constituency) Mark Stephens (Large Retail Providers Constituency)
DIRECTORS ABSENT	Mick Everett (Small Retail Providers Constituency) Ben Shaw (Large Retail Providers Constituency)
DIRECTORS OBSERVING	Rickard Granberg (Large Retail Providers Constituency) Neena Rupani (Large Retail Providers Constituency)
OTHERS PRESENT	Paul Bradbury (TOTSCo CEO) Rob Bratby (TOTSCo General Counsel) David Halliday (OTA2) Rob Jex (TOTSCo Company Secretary) (TOTSCo Chief Technical Officer) (item 1)

AGENDA ITEMS

Preliminary: business of the meeting and approval of the minutes of the Board meeting on 18 February 2025

- 1) TOTSCo Colleague Introduction
- 2) Declaration of Interest
- 3) OTS Update
- 4) Gaining Provider Led Business Switching: Next Steps
- 5) TOTSCo Governance
- 6) Committee Appointments
- 7) TOTSCo Board Effectiveness Review
- 8) TOTSCo Budget for 2025/26
- 9) Improving OTS
- 10) Papers for Noting
- 11) Any Other Business

MINUTES

AGENDA ITEM	1
DISCUSSION POINT	TOTSCo Colleague Introduction
CONCLUSION/ RECOMMENDATION	TOTSCo’s newly-appointed Chief Technology Officer introduced himself to, and was welcomed by, the Board.
AGENDA ITEM	2
DISCUSSION POINT	Declaration of Interest

CONCLUSION/ RECOMMENDATION	Jo Prowse reported to the Board that she had been appointed as an Independent Non-Executive Director of the New Homes Quality Board.
AGENDA ITEM	3
DISCUSSION POINT	OTS Update
CONCLUSION/ RECOMMENDATION	The Board noted that the hub had handled record volumes of switch orders in early March 2025, with more than 10,000 being placed on each of two consecutive days, and that, in the six months between OTS Go-Live and 11 March, 673,500 switches had been completed.
AGENDA ITEM	4
DISCUSSION POINT	Gaining Provider Led Business Switching
CONCLUSION/ RECOMMENDATION	The Board discussed and noted an update from the CEO on TOTSCo's GPLB programme.
AGENDA ITEM	5
DISCUSSION POINT	TOTSCo Governance
CONCLUSION/ RECOMMENDATION	The Board agreed a proposed way forward on the management and periodic review of policies relevant to TOTSCo colleagues.
AGENDA ITEM	6
DISCUSSION POINT	Committee Appointments
CONCLUSION/ RECOMMENDATION	The Board approved the appointment of Ben Shaw and Mark Stephens as members of the Committee for the Remuneration of the Independent Chair and Non-Executive Directors of TOTSCo.
AGENDA ITEM	7
DISCUSSION POINT	TOTSCo Board Effectiveness Review
CONCLUSION/ RECOMMENDATION	It was agreed that TOTSCo should undertake an internal review of the TOTSCo Board's effectiveness during 2025, with an external review following either during 2026, or else during 2027.
AGENDA ITEM	8
DISCUSSION POINT	TOTSCo Budget for 2025/26
CONCLUSION/ RECOMMENDATION	The Board noted that, as no substantive issues had been raised by stakeholders during the consultation which closed on 14 March 2025, TOTSCo's budget for 2025/26 had been confirmed.
AGENDA ITEM	9
DISCUSSION POINT	Improving OTS
CONCLUSION/ RECOMMENDATION	Prior to a meeting with Ofcom the Board reviewed a paper outlining areas where the OTS experience could be improved, and discussed what role TOTSCo might play.
AGENDA ITEM	10
DISCUSSION POINT	Papers for Noting

CONCLUSION/ RECOMMENDATION	The Board noted the following papers: (i) Financial Report to 28 February 2025; (ii) Significant Reviews to Be Discussed By The TOTSCo Board During 2025; and (iii) Proposed Corrections and Clarifications to the OTS API Specification.
AGENDA ITEM	11
DISCUSSION POINT	Any Other Business
CONCLUSION/ RECOMMENDATION	The Chair reminded the Directors about outstanding actions required of them in respect of Director Checks and the Board's 2025 Strategy Day.

The next TOTSCo Board meeting will be at 2pm on Wednesday 23 April 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