

TOTSCO BOARD MEETING SUMMARY

DATE	21 May 2025
LOCATION	Teams
DIRECTORS PRESENT	Mick Everett (Small Retail Providers Constituency) Anne Hoytink (Medium Retail Providers Constituency) Nick Holland (Business Focussed Providers Constituency) Shrin Honap (Independent Director) Claudio Pollack (Independent Chair) Jo Prowse (Independent Director) Mark Stephens (Large Retail Providers Constituency) Wil Wadsworth (New Infrastructure Providers Constituency)
DIRECTORS ABSENT	Jeremy Chelot (New Infrastructure Providers Constituency) Ben Shaw (Large Retail Providers Constituency)
OTHERS PRESENT	Paul Bradbury (TOTSCo CEO) Rob Bratby (TOTSCo General Counsel) 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 23 April 2025

- 1) Anne Hoytink
- 2) CEO's Update
- 3) Gaining Provider Led Business (GPLB) Switching Programme Update
- 4) Constituency Director Appointment Process
- 5) Paper for Noting
- 6) Any Other Business

MINUTES

AGENDA ITEM	1
DISCUSSION POINT	Anne Hoytink
CONCLUSION/ RECOMMENDATION	Anne Hoytink informed the Directors that she would be leaving the Board on 23 May as she was taking up a new job with a company outside the Medium Retail Provider Constituency. The Chair thanked Ms Hoytink for her considerable contribution to TOTSCo during her time as a Director of the company since October 2022.
AGENDA ITEM	2
DISCUSSION POINT	CEO's Update
CONCLUSION/ RECOMMENDATION	The Board discussed and noted a report from the CEO on OTS, including the performance of the hub and an update on project and programme work in progress. The Board welcomed, particularly, that TOTSCo had recorded its millionth completed switch on 9 May.

AGENDA ITEM	3
DISCUSSION POINT	Gaining Provider Led Business Switching (GPLB) Programme Update
CONCLUSION/ RECOMMENDATION	The Board discussed and noted an update from the Chief of Staff on TOTSCo's GPLB programme.
AGENDA ITEM	4
DISCUSSION POINT	Constituency Director Appointment Process
CONCLUSION/ RECOMMENDATION	The Board approved a proposal from the Executive to further optimise the process for appointing Constituency Directors.
AGENDA ITEM	5
DISCUSSION POINT	Paper for Noting
CONCLUSION/ RECOMMENDATION	The Board noted the Financial Pack for April 2025.
AGENDA ITEM	6
DISCUSSION POINT	Any Other Business
CONCLUSION/ RECOMMENDATION	There was no substantive additional business.

The next TOTSCo Board meeting will be at 2pm on Wednesday 18 June 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