

## TOTSCO BOARD MEETING SUMMARY

<b>DATE</b>	19 August 2025
<b>LOCATION</b>	Teams
<b>DIRECTORS PRESENT</b>	Samantha Collymore (Medium Retail Providers Constituency) Domhnall Dods (New Infrastructure Providers Constituency) Mick Everett (Small Retail Providers Constituency) Nick Holland (Business Focussed Providers Constituency) Shrin Honap (Independent Director) Claudio Pollack (Independent Chair) Jo Prowse (Independent Director) Neena Rupani (Large Retail Providers Constituency) Ben Shaw (Large Retail Providers Constituency)
<b>DIRECTORS ABSENT</b>	Ana Baide (Medium Retail Providers Constituency) Mark Stephens (Large Retail Providers Constituency)
<b>OTHERS PRESENT</b>	Paul Bradbury (TOTSCo CEO) Rob Bratby (TOTSCo General Counsel) David Halliday (OTA2) Rob Jex (TOTSCo Company Secretary)

### AGENDA ITEMS

Preliminary: business of the meeting and approval of the minutes of the Board meeting on 22 July 2025

- 1) Director Update
- 2) CEO's Update
- 3) Operations Forum Terms of Reference
- 4) OTS Charging Structure and Pricing for Calendar Year 2026
- 5) Credit Insurance, Earlier Billing and Pre-Payment
- 6) TOTSCo Constituency Boundaries
- 7) Ofcom Information Requests: Amendment to the User and MAP Agreements
- 8) Improving OTS
- 9) TOTSCo Board Strategy Day
- 10) Gaining Provider Led Business (GPLB) Switching Programme Update
- 11) Other Updates
- 12) Paper for Noting
- 13) Any Other Business

### MINUTES

<b>AGENDA ITEM</b>	<b>1</b>
<b>DISCUSSION POINT</b>	Director Update
<b>CONCLUSION/ RECOMMENDATION</b>	The meeting noted that Jeremy Chelot had stepped down from the Board as the Constituency Director for the New Infrastructure Providers, with effect from 11 August 2025, due to competing priorities. The Board thanked Domhnall Dods for agreeing to act as the Director for the Constituency until a successor was elected.

	The Board noted that Ana Baide’s resignation from the Board as the Director for the Medium Retail Providers Constituency would take effect from 21 August 2025. The Board thanked Samantha Collymore for agreeing to act as the Director for the Constituency until a successor was elected.
<b>AGENDA ITEM</b>	<b>2</b>
<b>DISCUSSION POINT</b>	CEO’s Update
<b>CONCLUSION/ RECOMMENDATION</b>	The Board discussed and noted a report from the CEO on the performance of the Hub and the progress of current Executive initiatives and projects. Directors noted, particularly, that the industry had reached 1.5 million cumulative completed switches on 17 August 2025 and that there had been no significant interruptions to Hub message flows in the previous month.
<b>AGENDA ITEM</b>	<b>3</b>
<b>DISCUSSION POINT</b>	Operations Forum Terms of Reference
<b>CONCLUSION/ RECOMMENDATION</b>	The Board approved a revised Terms of Reference for the Operations Forum which included moving to a single chair provided by TOTSCo.
<b>AGENDA ITEM</b>	<b>4</b>
<b>DISCUSSION POINT</b>	OTS Charging Structure and Price for Calendar Year 2026
<b>CONCLUSION/ RECOMMENDATION</b>	The Board noted that seven responses had been received to TOTSCo’s consultation (published as Bulletin 91) on the proposal that the OTS charging structure would remain unchanged during 2026 and beyond, all of which were broadly in favour of continuing to charge based on customer numbers. The Board therefore confirmed its decision at the July meeting (section 5 of that summary refers) that the OTS price should remain unchanged at 28p per residential customer for 2026.
<b>AGENDA ITEM</b>	<b>5</b>
<b>DISCUSSION POINT</b>	Credit Insurance, Earlier Billing and Pre-Payment
<b>CONCLUSION/ RECOMMENDATION</b>	The Board considered a paper from the Executive which explored a number of potential options for potentially further mitigating TOTSCo’s legal and financial exposure to the risk of “bad debt.” The Board approved the Executive’s recommendation that none of the options reviewed should be taken forward.
<b>AGENDA ITEM</b>	<b>6</b>
<b>DISCUSSION POINT</b>	TOTSCo Constituency Boundaries
<b>CONCLUSION/ RECOMMENDATION</b>	The Board agreed that the Executive should consider the appropriateness of the boundaries of the Medium Retailers Constituency (currently defined as CPs with between 100,000 and 2 million customers who are not New Infrastructure or Business Providers) once the implications of the submitted 2025 customer numbers had been considered.
<b>AGENDA ITEM</b>	<b>7</b>
<b>DISCUSSION POINT</b>	Ofcom Information Requests: Proposal to Amend Schedule E to the User and MAP Agreements
<b>CONCLUSION/ RECOMMENDATION</b>	The Board agreed that TOTSCo should consult Hub users on a proposed change to Schedule E (Analytics, Reporting, Archive and Metadata Access Control) of the TOTSCo User Agreement and the TOTSCo MAP Agreement.

<b>AGENDA ITEM</b>	<b>8</b>
<b>DISCUSSION POINT</b>	Improving OTS
<b>CONCLUSION/ RECOMMENDATION</b>	The Board noted an update from the CEO on discussions about potential areas for improving OTS process performance.
<b>AGENDA ITEM</b>	<b>9</b>
<b>DISCUSSION POINT</b>	TOTSCo Board Strategy Day
<b>CONCLUSION/ RECOMMENDATION</b>	The meeting noted an update on the potential topics for discussion at the Board's Strategy Day on 30 October.
<b>AGENDA ITEM</b>	<b>10</b>
<b>DISCUSSION POINT</b>	Gaining Provider Led Business Switching (GPLB) Programme Update
<b>CONCLUSION/ RECOMMENDATION</b>	The Board noted an update from the CEO on TOTSCo's GPLB programme and noted, particularly, that two CPs and four MAPs had "opted-in" to use TOTSCo's Hub-based solution, while the Executive was continuing to engage with other potential users.
<b>AGENDA ITEM</b>	<b>11</b>
<b>DISCUSSION POINT</b>	Other Updates
<b>CONCLUSION/ RECOMMENDATION</b>	<b>Board Effectiveness:</b> The Board noted an update on the work a Board Sub-Group had been undertaking to review and take forward the actions arising from the annual Board effectiveness review. <b>Audit and Risk Assurance Committee:</b> The Board noted an update from the Committee's Chair, Shrin Honap, on the key issues discussed at its meeting on 30 July.
<b>AGENDA ITEM</b>	<b>12</b>
<b>DISCUSSION POINT</b>	Paper for Noting
<b>CONCLUSION/ RECOMMENDATION</b>	The Board noted the Financial Pack for July 2025.
<b>AGENDA ITEM</b>	<b>13</b>
<b>DISCUSSION POINT</b>	Any Other Business
<b>CONCLUSION/ RECOMMENDATION</b>	There was none.

The next TOTSCo Board meeting will be at 10am on Monday 29 September 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