

TOTSCO BOARD MEETING SUMMARY

DATE	29 September 2025
LOCATION	Teams
DIRECTORS PRESENT	Samantha Collymore (Medium Retail 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) Ben Shaw (Large Retail Providers Constituency) Mark Stephens (Large Retail Providers Constituency) Tim Stranack (New Infrastructure Providers Constituency)
DIRECTORS ABSENT	None
OTHERS PRESENT	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 19 August 2025

- 1) Director Update
- 2) CEO's Update
- 3) Outcome of the Consultation on a Proposal to Amend the User and MAP Agreements
- 4) Gaining Provider Led Business (GPLB) Switching Programme Update
- 5) Expenses Policy
- 6) Improving OTS
- 7) TOTSCo Board Strategy Day
- 8) Committee for the Remuneration of the Independent Chair and Non-Executive Directors (CRID)
- 9) Papers for Noting
- 10) Any Other Business

MINUTES

AGENDA ITEM	1
DISCUSSION POINT	Director Update
CONCLUSION/ RECOMMENDATION	The Chair welcomed to the Board Tim Stranack, who was attending his first meeting since his election as a Director by the New Infrastructure Providers Constituency on 23 September. He also thanked Samantha Collymore for agreeing to continue to act as Director for the Medium Retail Providers Constituency while the process to elect Ana Baide's successor was continuing.
AGENDA ITEM	2
DISCUSSION POINT	CEO's Update

CONCLUSION/ RECOMMENDATION	The Board discussed and noted a report from the CEO on the key OTS and company developments since the August meeting. Directors noted, particularly, that the Hub had continued to operate within latency and availability SLAs during August, and that incidents and queries had remained at a low level. The Board also welcomed the opportunities that had been provided for direct engagement with a broad range of industry colleagues by TOTSCo's presence and activities at the Connected Britain event on 24 September.
AGENDA ITEM	3
DISCUSSION POINT	Outcome of the Consultation on a Proposal to Amend Schedule E to the User and MAP Agreements
CONCLUSION/ RECOMMENDATION	The CEO reported that two responses had been received to TOTSCo's consultation on a proposed change to Schedule E (Analytics, Reporting, Archive and Metadata Access Control) of the TOTSCo User Agreement and the TOTSCo MAP Agreement, which had been published as Bulletin 96, both of which had been supportive. Having considered the results of the consultation the Board approved the change to Schedule E and noted that Hub users would now be given 90 days' notice of it coming into effect.
AGENDA ITEM	4
DISCUSSION POINT	Gaining Provider Led Business Switching (GPLB) Programme Update
CONCLUSION/ RECOMMENDATION	The Board noted that three CPs and five MAPs had now opted in to use TOTSCo's Hub-based GPLB solution and that two of the CPs and one MAP had begun connectivity and basic testing. It was also noted that TOTSCo's customer CPs were now assessing the impact on their GPLB implementation programmes of a recent release by the GPLB-Steering Group of updated versions of its message specification and response codes. It was acknowledged that there was a risk that this could introduce a significant delay to the start of user trials and then GPLB go-live.
AGENDA ITEM	5
DISCUSSION POINT	TOTSCo Expenses Policy
CONCLUSION/ RECOMMENDATION	The Board approved an expenses policy for TOTSCo's employees and Directors.
AGENDA ITEM	6
DISCUSSION POINT	Improving OTS
CONCLUSION/ RECOMMENDATION	The Chair updated the meeting on discussions about potential areas for improving OTS process performance.
AGENDA ITEM	7
DISCUSSION POINT	TOTSCo Board Strategy Day
CONCLUSION/ RECOMMENDATION	The Board discussed and agreed a provisional agenda for its "Strategy Day" on 30 October.
AGENDA ITEM	8
DISCUSSION POINT	Committee for the Remuneration of the Independent Chair and Non-Executive Directors (CRID)

CONCLUSION/ RECOMMENDATION	The Board noted that the Chair would shortly be inviting expressions of interest from the Constituency Directors to fill a current vacancy for a third member of CRID.
AGENDA ITEM	9
DISCUSSION POINT	Papers for Noting
CONCLUSION/ RECOMMENDATION	The Board noted: (i) the Financial Pack for August 2025; (ii) a paper on how TOTSCo proposed to determine the Q1 2026 OTS fees for users who had failed to provide their June 2025 customer numbers by the deadline for doing so; and (iii) a paper summarising the outcome of TOTSCo's recent Report Refactoring Project.
AGENDA ITEM	10
DISCUSSION POINT	Any Other Business
CONCLUSION/ RECOMMENDATION	There was none.

The next TOTSCo Board meeting will be at 2pm on Thursday 23 October 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