

TOTSCO BOARD MEETING SUMMARY

| | |
|--------------------------|---|
| DATE | 23 October 2025 |
| LOCATION | Teams |
| DIRECTORS PRESENT | Simon Burckhardt (Business Focussed Providers Constituency) Mick Everett (Small Retail 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 | Samantha Collymore (Medium Retail Providers Constituency) Nick Holland (Business Focussed Providers Constituency) |
| OTHERS PRESENT | Lawrence Wardle (Medium Retail Providers Constituency) (to item 8) Paul Bradbury (TOTSCo CEO) Rob Bratby (TOTSCo General Counsel) Ross Carswell (TOTSCo Head of Finance) (item 8) 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 29 September 2025

- 1) Director Update
- 2) CEO's Report
- 3) Committee for the Remuneration of the Independent Chair and Non-Executive Directors (CRID)
- 4) Gaining Provider Led Business (GPLB) Switching Project Update
- 5) TOTSCo Board Strategy Day
- 6) TOTSCo Annual General Meeting
- 7) CP-to-CP Communications
- 8) Financial Pack for September 2025 and Quarterly Financial Review
- 9) Any Other Business

MINUTES

| | |
|---------------------------------------|--|
| AGENDA ITEM | 1 |
| DISCUSSION POINT | Director Update |
| CONCLUSION/ RECOMMENDATION | The meeting noted that Samantha Collymore had been elected by the members of the Medium Retail Provider Constituency as Director for that Constituency. As Ms Collymore was unable to attend the meeting and had not yet formally appointed an Alternate Director, Lawrence Wardle had been invited to observe this meeting. |
| AGENDA ITEM | 2 |

| | |
|---------------------------------------|---|
| DISCUSSION POINT | CEO's Report |
| CONCLUSION/ RECOMMENDATION | The Board discussed and noted a report from the CEO on key OTS and company developments since September. Directors noted, particularly, that the Hub had operated within latency and availability SLAs in September and that incidents and queries had remained at a low level, while the rolling 12-month switching volume had reached 1.748m on 20 October and that it was anticipated that this would peak between 1.8 and 1.9m in the first quarter of 2026. It was also noted that TOTSCo was about to undertake an OTS Customer Satisfaction Survey which was scheduled for completion by Christmas 2025. |
| AGENDA ITEM | 3 |
| DISCUSSION POINT | Committee for the Remuneration of the Independent Chair and Non-Executive Directors (CRID) |
| CONCLUSION/ RECOMMENDATION | The Board appointed Mick Everett as a member of the Committee. |
| AGENDA ITEM | 4 |
| DISCUSSION POINT | Gaining Provider Led Business Switching (GPLB) Project Update |
| CONCLUSION/ RECOMMENDATION | The CEO took the Board through the latest update. It was noted, particularly, that while three CPs and six MAPs had now opted-in to use TOTSCo's Hub-based GPLB solution, there had only been one opt-in (by a MAP) since September, while basic testing had only been completed by two MAPs and partially by two CPs. TOTSCo's customer CPs were continuing to assess the impact on their systems of the GPLB-Steering Group's release of updated versions of its message specification and response codes, and it was anticipated that this might delay implementation testing until Q1 2026. TOTSCo was continuing to engage with other potential users of TOTSCo's solutions to better understand their current reluctance to opt-in. |
| AGENDA ITEM | 5 |
| DISCUSSION POINT | TOTSCo Board Strategy Day |
| CONCLUSION/ RECOMMENDATION | The Board noted the draft agenda for its Strategy Day on 30 October. |
| AGENDA ITEM | 6 |
| DISCUSSION POINT | TOTSCo's Annual General Meeting |
| CONCLUSION/ RECOMMENDATION | The Board noted the agenda, papers and arrangements in hand for TOTSCo's Third Annual General Meeting on 19 November. |
| AGENDA ITEM | 7 |
| DISCUSSION POINT | CP-to-CP Communications |
| CONCLUSION/ RECOMMENDATION | The Board noted a paper which provided an update on the status and usage of, and development options for, the current CP-to-CP communications tool. The Board welcomed the intention to take forward its future evolution through a working group drawn from and reporting to the OTS Operations Forum. |
| AGENDA ITEM | 8 |
| DISCUSSION POINT | Financial Pack for September 2025 and Quarterly Financial Review |

| | |
|---------------------------------------|--|
| CONCLUSION/ RECOMMENDATION | The Board discussed and noted a report on TOTSCo's financial position to 30 September 2025 and a review of the July to September 2025 quarter. |
| AGENDA ITEM | 9 |
| DISCUSSION POINT | Any Other Business |
| CONCLUSION/ RECOMMENDATION | The Board discussed and noted updates on several matters arising from previous meetings. |

The next TOTSCo Board meeting will be at 2pm on Wednesday 19 November 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