

TOTSCO BOARD MEETING SUMMARY

DATE	19 November 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) Gita Sorensen (New Infrastructure Providers Constituency) Mark Stephens (Large Retail Providers Constituency)
DIRECTORS ABSENT	Tim Stranack (New Infrastructure Providers Constituency)
OTHERS PRESENT	Paul Bradbury (TOTSCo CEO) Rob Bratby (TOTSCo General Counsel) David Halliday (OTA2) Anne Hoytink (TOTSCo Head of Strategy and Policy) Rob Jex (TOTSCo Company Secretary)

AGENDA ITEMS

Preliminary: business of the meeting and approval of the minutes of the Board meeting on 23 October 2025

- 1) CEO's Update
- 2) Business Switching Project Update
- 3) TOTSCo Board Strategy Day
- 4) Hub Service Level Agreements (SLAs)
- 5) TOTSCo Board Terms of Reference
- 6) Handling Directors' Conflicts of Interest
- 7) Authorities Matrix Update
- 8) Papers for Noting
- 9) Any Other Business

MINUTES

AGENDA ITEM	1
DISCUSSION POINT	CEO's Update
CONCLUSION/ RECOMMENDATION	The Board discussed and noted the CEO's update on: (i) switching statistics - where it was anticipated that industry would shortly achieve two million completed switches since OTS go-live; (ii) the Hub's performance – it had continued to meet all of its latency and availability SLAs , with no P1 or P2 incidents recorded, since October; (iii) a recent visit by the Executive to Tech Mahindra; (iv) TOTSCo's current financial position; and (v) the progress of the Executive's current initiatives and projects, including TOTSCo's first Customer Satisfaction Survey.

AGENDA ITEM	2
DISCUSSION POINT	Business Switching Project Update
CONCLUSION/ RECOMMENDATION	The Board discussed and noted the CEO's latest update on TOTSCo's business switching project.
AGENDA ITEM	3
DISCUSSION POINT	TOTSCo Board Strategy Day
CONCLUSION/ RECOMMENDATION	The Board discussed and noted a paper summarising the discussions and actions arising from its Strategy Day on 30 October.
AGENDA ITEM	4
DISCUSSION POINT	Hub Service Level Agreements (SLAs)
CONCLUSION/ RECOMMENDATION	The Board discussed and noted an update on the progress of the Executive's discussions with Tech Mahindra about Hub SLAs.
AGENDA ITEM	5
DISCUSSION POINT	TOTSCo Board Terms of Reference
CONCLUSION/ RECOMMENDATION	The TOTSCo Board Terms of Reference were approved for publication on TOTSCo's website.
AGENDA ITEM	6
DISCUSSION POINT	Handling Directors' Conflicts of Interest
CONCLUSION/ RECOMMENDATION	The Board agreed a proposal to further strengthen the procedure for handling and recording conflicts of interest at TOTSCo Board meetings.
AGENDA ITEM	7
DISCUSSION POINT	Authorities Matrix Update
CONCLUSION/ RECOMMENDATION	The Board agreed an amendment to TOTSCo's Authorities Matrix.
AGENDA ITEM	8
DISCUSSION POINT	Papers for Noting
CONCLUSION/ RECOMMENDATION	The Board noted (i) a paper on Directors' and Officers' Liability Insurance; (ii) a paper explaining the anticipated timetable for a project considering TOTSCo Membership issues; and (iii) a paper explaining the timeline for consulting on and approving TOTSCo's Budget for 2026/27.
AGENDA ITEM	9
DISCUSSION POINT	Any Other Business
CONCLUSION/ RECOMMENDATION	There was none.

The next TOTSCo Board meeting will be at 2pm on Wednesday 17 December 2025.

Glossary

OTS = One Touch Switch

CP = Communications Provider

MAP = Managed Access Provider

OTA2 = Office of the Telecommunications Adjudicator

SLAs = Service Level Agreements

TOTSCo = The One Touch Switching Company Ltd