

Introduction

Broadband or network rollout and related policy issues are covered by several trade bodies and, due to an element of competition involved within members, tend to be partially addressed by ISPA members on an individual basis. It is important for ISPA to ensure that any action taken by ISPA in this area complements and supports already ongoing member activities. The current consultation around fibre rollout provides a good starting point for this but ISPA could also put a particular focus on business broadband

While not technically a network issue, we believe that the ongoing debate around customer service and satisfaction and in particular speeds are an issue that ISPA should engage with and try to coordinate their actions as the debate is undermining the reputation of broadband providers.

Themes

Broadband and network rollout

- Public funding: BDUK, Digital Infrastructure Investment Fund, USO (potentially).
- Barriers to rollout: Communications code, wayleaves, permit schemes, relationship with developers.
- BT-Openreach Reform.
- Support for (pure) fibre rollout (current consultation on demand and supply-side measures).

Speeds and consumer issues

- Broadband speeds: ASA review of advertising guidance, Ofcom review of speeds code.
- Switching.
- Business broadband: Government and Ofcom have started to put a greater emphasis on business broadband, as evidenced in the Business Broadband Speeds Code of Practice and the DCMS review of business broadband.

Other

- Reporting requirement under DE Bill.
- Ofcom implementation of Regulation 2015/2120 – net neutrality compliance, transparency of contracts requirements.

Objectives

- ISPA to intensify contact and relationship with key stakeholders, including Ofcom and DCMS.
- ISPA coordinate positions with other relevant associations to identify the issues where ISPA should take a lead to integrate other positions where possible (e.g. BSG is conducting a research exercise into barriers to rollout which could be integrated into ISPA lobbying efforts).
- ISPA to continue coordinating industry response on ASA review and consider developing this into a wider campaign around industry reputation.
- ISPA to coordinate members' views on business broadband.