

**2023 ISPA Annual General Meeting
Chairman's Report**

- It gives me great pleasure to welcome you all to the 2023 ISPA AGM in my first year as Chair of ISPA. I am pleased to report that ISPA has continued its role as the voice of the UK internet sector, providing support to members, promoting the industry's interests to policymakers and showcasing the sector at a critical time for our industry.
- It has been another significant twelve months for the sector. Thanks to the efforts of ISPA members gigabit-capable broadband is now available to half the UK, with a vibrant mix of ISPs providing critical and reliable services to consumers and businesses. I am particularly proud to see how members have worked to help customers during the past twelve months, from social tariffs to tailored support, especially as members have not been immune from the difficult economic headwinds we are facing, with a more challenging economic environment making the investment case more difficult and impacting customers.
- As ever, our sector does not stand still and there are a number of big strategic programmes and changes coming in that will impact members, customers and the UK as a whole - from One Touch Switch to switch off the PSTN to one day moving to all-IP - that ISPA is engaged in. This is against the backdrop of great political uncertainty, with three Prime Ministers in the past twelve months, and as we plan for a General Election in 2024.
- Working with my fellow Council members, I have identified four priorities for my chairmanship. Watch this space as ISPA develops actions and activities around these areas. As ever, I welcome feedback and input from members to deliver these.
 1. Support members with policy and regulatory compliance
 2. Forward looking and agenda setting
 3. Customer Market Education
 4. Technology
- Membership - 2022 was a solid but quieter year for membership, with fewer members added and less churn than recent years. Eleven new members joined, with five lost, making a net increase of six. This contrasts with 2021 where we saw a net increase of twelve new members, with twenty-six new members added.
- Finance - For the fifth successive year, ISPA made a surplus, with a healthy £21,055 posted in 2022, up from £8,628 in 2021. You will hear more from our Treasurer shortly.
- Secretariat - It was worth recording that the consultancy that has provided secretariat services to ISPA for many years - Political Intelligence UK - was acquired by a marketing and communications consultancy, Clarity Global, in 2022. The same team remains in place, but ISPA now has more services and skillsets available to it across marketing, communications and digital. Council and myself were kept informed of developments and are supportive of this change.
- Council - The past twelve months saw some long-standing Council members stand down, including treasurer Ali Law (Sky) and former Chair, Andrew Glover (Air Broadband). Andrew remains as an adviser to Council as our representative on the TOTSCo board. This year's AGM sees several

vacancies on Council following the completion of members' two-year terms of office and two Council members co-opted in the past year are required to stand at the AGM. I am pleased to welcome the following new and returning council members. With as many candidates as vacancies, there is no need for an election at the AGM. Welcome to new and returning council members.

1. Will Black - BT
2. Sinead Coogan-Jobes - Sky
3. Mick Everett - Blue Spider
4. Jacquie Mellor - VMO2
5. Georgina Rudak - Trenches Law
6. Emma Shearer - CityFibre
7. Ben Stone - Gigaclear
8. Gemma Whiteley - Verizon

- One of ISPA's main aims is to bring members together and allow for debate, discussion and collaboration. ISPA once again held a busy events programme, with the Parliament & Internet Conference bringing together members with parliamentarians, government officials, NGOs and others discuss pressing policy issues; the Business Summit featured a packed agenda on market issues; and ISPA's biggest event, the ISPA Awards, crowned a successful year with close to 400 guests celebrating the best and brightest industry has to offer. A series of webinars brought members and partners together on key topics such as take up and customer satisfaction.
- In addition to events, we aim to provide opportunities for members to engage with ISPA in various formats. Regular working group meetings bring together dozens of members to debate and set ISPA policy with fellow members. While regular online meetings are here to stay and make it easier for members to join and increase ISPA's membership engagement, we have reintroduced a face-to-face regular policy meeting. Introduced last year, a monthly all-member call to inform members of regulatory and industry developments at a high level.
- Policy is at the core of ISPA's work and we have continued our active policy agenda across working groups and issues. As ever, we focus on areas where there is common ground and consensus across the membership, with working groups on broadband, online harms and cyber security taking forward ISPA's work. The groups provide a platform for government, regulators and others to speak to and learn from members and help set the policy agenda in our core areas. I would encourage members to actively engage in subgroup activity, which is now easier than ever as meetings are held remotely, as well as in person.
- List of issues - Representing members on One Touch Switch as board members of TOTSCo - having helped establish TOTSCo, ISPA has continued to represent members as part of the small retail One Touch Switch, barriers to rollout, affordability, tackling fraud, take up of gigabit broadband, investment, net neutrality lots of bills, parliamentary engagement, net neutrality, work with journalists, EuroISPA work
- I would like to thank all members for their continued support of ISPA over the last year and look forward to another eventful year ahead.