

# ISP Customer Experience

The new remote-working environment, increased demand, automation tools:  
 How to rise to customer expectations in 2021

Thursday 25 <sup>th</sup> March   2pm-3.30pm   <a href="#" style="color: white; text-decoration: underline;">Register</a>	
2pm-2.05pm	<b>Welcome from the chair</b> <ul style="list-style-type: none"> <li>• ISPA Council Member</li> </ul>
2.05pm-2.40pm	<p><b>PANEL – Lessons learnt from the last year and where next in meeting customer demand and service expectations in 2021</b></p> <ul style="list-style-type: none"> <li>• At a time of increased pressure and high customer demand, how have you ensured seamless customer journeys that deliver high quality services?</li> <li>• How have you helped your customer-facing teams in the new remote working environment?</li> <li>• What tools and technologies have you utilised to make it easier to carry out services remotely while keeping live interactions with customers?</li> <li>• How many of the changes put in place in the past year are here to stay?</li> <li>• What role will ISPs play in a post-Covid economic recovery?</li> </ul> <p><u>Speakers:</u></p> <ul style="list-style-type: none"> <li>• Michael Maltby, CEO, <b>Jurassic Fibre – Winner of the 2020 Best New ISP</b></li> <li>• Steve Leighton, CEO, <b>Voneus</b></li> <li>• Jon Perkins, Director of Strategy, <b>Zen Internet</b></li> <li>• <b>BT (TBC)</b></li> </ul>
2.40pm-3.00pm	<p><b>FIRESIDE CHAT – Driving operational &amp; commercial value from in-home Wi-Fi</b></p> <p>Home broadband has been one of the unsung heroes of the past 12 months in keeping us connected. Yet it hasn't always gone smoothly and users' in-home set up is often partly responsible. With home broadband performance now so critical, and the UK revolution in fibre broadband promising huge performance upgrades, WiFi mesh networks can help improve speeds and reliability.</p> <p><u>Speakers:</u></p> <ul style="list-style-type: none"> <li>• Shan Eisenberg, Chief Commercial Officer, <b>Netgem</b></li> <li>• Niall Robinson, Head of Global Channel Partners, <b>Plume Design, Inc</b></li> <li>• John Irvine, CEO, <b>WightFibre</b></li> </ul>
3.00pm-3.15pm	<p><b>THE LEGAL ANGLE – Handling your customer data in a secure and privacy compliant way in the new remote-working environment</b></p> <p><u>Speaker:</u></p> <ul style="list-style-type: none"> <li>• Anne Todd, Senior Solicitor, <b>Macfarlanes LLP</b></li> </ul>
3.15pm-3.30pm	<p><b>End remarks from the chair and Speed Networking on HOPIN</b></p> <p>How many new people have you met since you have been working from home? Stay a bit longer with us and meet your peers thanks to the one-on-one networking option of our platform. Each conversation is set up for 3min. Ready?</p>