

**ISPA Conference  
8<sup>th</sup> November 2017  
BT Tower, London**

**Collaboration the theme of the day at the ISPA Conference**

The annual Conference took place last Wednesday at BT Tower in London. ISPA would like to give a big thank you to all the speakers, sponsors and delegates for making the day a big success. If you would like to get involved in ISPA's event programme in 2018 [please get in contact](#) with the team.

The event featured keynotes from senior representatives from the DCMS, NCSC, NCA, Openreach and Ofcom, a short summary of key talking points can be found below.



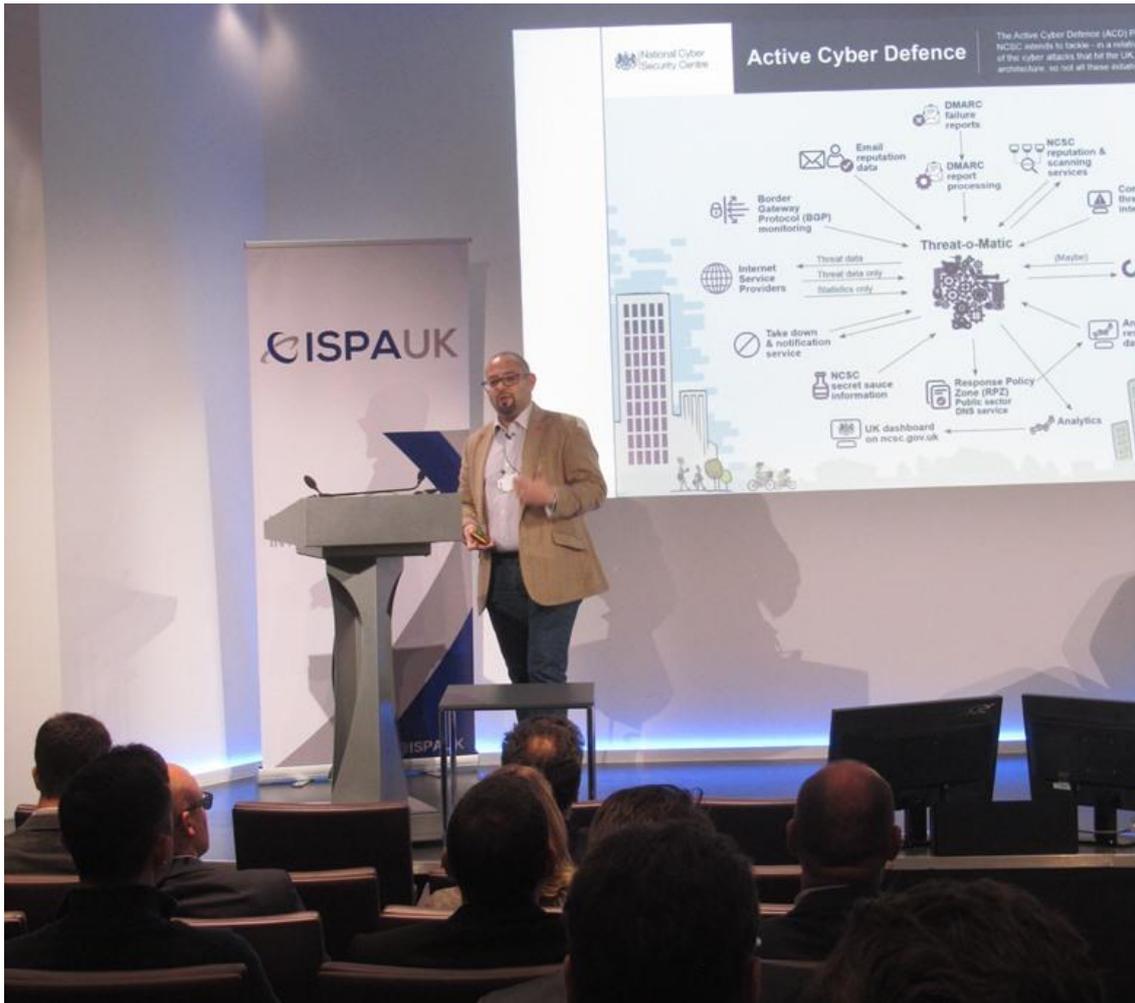
After an introduction from ISPA Chair, Andrew Glover, that set the scene for a day's discussion on connectivity, security and safety, Matthew Gould, Director General for Digital and Media Policy at the Department for Digital, Culture, Media & Sport, provided the first keynote on how Government was building the world's best digital economy by providing the building blocks but then allowing industry to innovate and deliver. This, and the subsequent Q&A, included reference to some of the key issues facing the sector: infrastructure, skills, cyber security and online safety.

The Government keynote was followed by a broadband panel that asked 'are we on the right track with our strategy for broadband rollout?' and featured Jeremy Chelot (Community Fibre), Ken Kiser (Arista Networks), Iain Wood (TalkTalk) and Mark Collins (City Fibre), all chaired by Annelise Berendt (Point Topic). In a lively session, the panel agreed that we were at an exciting time for the sector, with increased investment, infrastructure diversity and action from regulators to get incentives right. While there was some criticism of the existing infrastructure, all agreed that industry should collaborate more to maximise the opportunities.

Having heard from a panel of altnets, ISPs and software vendors, Clive Selley, CEO of Openreach, took part in a Q&A with Matt Howett. Questioned on future rollout plans, the USO and the changes to organisation's structure, Clive called 2017 a transitional year, and set out his priorities as improving service quality, expansion of superfast broadband, which is what most people still make use of, and a move to ultrafast broadband.

The second panel discussion of the day focused on customer expectations and featured contributions from Matthew Hare (Gigaclear), Paul Adams (Nokia), Oliver Johnson (Point Topic) and Gary Hough (Zen Internet), chaired by Jenny Davies (M247). The key takeaways from raising expectations included consumers expecting business grade services at consumer prices, data as a key driver for consumption, particularly video, and convenience and reliability for customers was just as important as price.

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The afternoon saw an interesting update on the first year of the National Cyber Security Centre from Technical Director, Dr Ian Levy. He touched on elements of their Active Cyber Defence programme a year after introducing them to the ISPA membership and called on industry to work collaboratively with the NCSC to tackle cyber threats to ensure the National Cyber Security Strategy can have a positive and measurable effect.

Jo Goodall and Alice Fletcher of the NCA provided an insight into the role of law

enforcement in tackling cybercrime, using examples such as WannaCry to illustrate how new levels of cyber exploitation and the combination of cybercrime and extortion in the form of ransomware greatly tested law enforcement. They also highlighted the low reporting rates of cybercrime from industry and called on members to report and share intelligence to help them provide a more robust response to cybercrime. They further outlined the issues regarding prosecutions.

This was followed by a keynote presentation from Simon McCalla from Nominet who outlined the work they are doing with their Turing network analytics tool. Working in conjunction with the NCSC, Turing was protecting 7.5m Government users through their DNS blocking technology which forms part of the ACD programme discussed by Ian Levy.

The final panel of the day was titled Rights and Responsibilities Online and featured Professor Joanna R Adler (Middlesex University), Dan Butler (Virgin Media), Craig Butler (Netsweeper), Graham Smith (Bird&Bird) and was chaired by Kat Hall (Register) and saw an interesting discussion on the pressure for intermediaries to act as gatekeepers rather than just gateways and, as seen in the Internet Safety Strategy, increasingly act in cases over harmful and even unacceptable content rather than just illegal material.

To finish the conference, Jonathan Oxley, Group director for Competition at Ofcom outlined the position of the regulator. He highlighted the work of Ofcom in duct and pole access, WLA pricing and the BT/Openreach separation as well in encouraging experimentalism and different models of competition within the market. While he was positive about the FTTP future, he emphasised the importance of encouraging take-up of superfast and ultrafast services across the country. The day was rounded off with a networking drinks reception.



## Conference Survey

As always, we are keen to get your views to help improve our events and would appreciate your feedback through this short [survey](#) from everyone who attended the Conference.

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