

Registration

08:00 - 09:30

Chair's Opening Remarks

09:30 - 09:40

FREE: Keynotes

Providing Next-Generation Network Coverage and Speeds for Businesses and Consumers across Hungary

09:40 - 10:00

FREE: Keynotes

Participants

Károly Balázs Solymár - Deputy State Secretary for Infocommunication, Ministry for Innovation and Technology, Republic of Hungary

Providing a Brighter Future with Full Fiber Connectivity

10:00 - 10:20

FREE: Keynotes

Participants

Jeffrey Zhou - President of Access Network Product Line, Huawei

Analyst Overview: 2020 – The year it all changed for the demand in home broadband

10:00 - 10:15

PREMIUM: Connected Home Summit

Home working is nothing new in 2020, but this year's pandemic has turned a growing trend into a social experiment of global proportions. This has put unprecedented strains on service providers to provide all their services consumer and enterprise to a truly captive audience. Here we focus on what this means for telcos providing home broadband services, and what impact this will have on the future connectivity and service demands in the connected home.

Participants

Michael Philpott - Senior Practice Leader, Consumer Services, Omdia

The Holistic Paradigm Shift for Service Providers

10:15 - 10:30

PREMIUM: Connected Home Summit

The global pandemic has reinforced in dramatic fashion the importance of our homes being a safe haven. Consumers want and need better and more secure connections, but their worries about the online security and privacy of their devices has grown. So they are turning to you – their trusted service providers. We'll reveal the holistic way to unlock the value customers need while avoiding challenges they fear. Please join us to explore...

- How can connected home security relieve consumer worries and improve the value of your service?
- What strategies can Service Providers pursue to secure consumers' homes?
- What are three things you must consider when choosing a connected home partner?

Participants

Paul Palmer - VP Business Development, Consumer Business Unit, F-Secure

Amplifying Subscriber Experiences in the Gigabit Society

10:20 - 10:40

FREE: Keynotes

Operator Keynote: Extending the MESH – bringing seamless connectivity out of the home

10:30 - 10:45

PREMIUM: Connected Home Summit

While MESH solutions have been increasing in popularity in managing home networks, consumers are putting increasing pressure on CSPs to extend their experience and services beyond the home. This session will look at how operators can look to further their touchpoints and offerings beyond the home.

The Home Network a New Frontier – COVID-19 Reaction

10:40 - 11:20

FREE: Keynotes

- How much of a surge have we seen in Wi-Fi usage and how has it been managed?
- Varying offers and business models in reaction to the crisis
- Initiatives to keep residential and small businesses connected
- Will demand shift from 'good enough' connections, to robust and overprovisioned networks?

Participants

Enrique Blanco - CTIO, Telefonica

Charles Davies - Managing Director, ISP, Hyperoptic

Maximize Wi-Fi performance in the home with end-to-end management

10:45 - 11:00

PREMIUM: Connected Home Summit

Panel: Managing the software of the connected home to deliver better customer experience

11:00 - 11:45

PREMIUM: Connected Home Summit

Consumers are looking for a seamless experience in the home across a growing range of services, applications, and devices. This is putting increasing demands on the software and requires enhanced analysis and AI capabilities built into home platforms, along with increased threat detection and prevention as digital footprints grow. In this panel we will discuss how service providers are continuing to add functionality to their service platforms, and can break down organisational silos to deliver a better experience for their customers, and reduce churn for their services.

Participants

Moderator: Michael Philpott - Senior Practice Leader, Consumer Services, Omdia

Philippe Alcaras - CEO, AirTies

Nicolas Fortineau - Director in-home Connectivity Products, Liberty Global

Jim Phillipoff - Head of Global Business Development, Video Entertainment, Irdeto

Chair's Closing Remarks

11:20 - 11:25

FREE: Keynotes

Analyst Briefing and Panel Discussion: Full Fibre Full Steam Ahead

12:00 - 12:45

PREMIUM: Intelligent Connectivity

Fibre deployment has recently been rapidly increasing as operators race to offer consumers higher bandwidth, supported by ambitious government targets. This session will take an international focus and ask:

- What are the bottlenecks slowing deployment?
- Meeting the challenges of deployment in different geographies (urban vs rural)
- Small player strategy
- What more should regulators be doing to help?

Participants

Mohammad AL Taani - Regulatory Advisor, Telecommunications Regulatory Authority in the Sultanate of Oman

Tony Mitchell - Director - Hyperoptic Network Platform, Hyperoptic

Branimir Marić - CTIO, T-Mobile Czech Republic & Slovak Telekom

Moderator: Jean-Luc Lemmens - Research Director, Head of Media & Telecom Business Unit, IDATE DigiWorld

Sarah Huang - Connected Home, Broadband PU Product Manager, Technicolor

Panel: Open source initiatives to enable and build the modern telecoms operator

12:00 - 12:45

PREMIUM: Network Modernization

- Development models
- Increasing collaboration in the industry
- How do existing initiatives feed into solutions and other projects?

Participants

Moderator: Aseem Parikh - VP, Solutions and Partnerships, ONF

Paul Gunning - Principal Researcher, BT Applied Research

Manuel Paul - Senior Expert, International Standardization, Deutsche Telekom

Cemil Soylu - Senior Architect, Fixed Access Network, Türk Telekom

Is Full Fibre Connectivity the Key to Rebooting Local Economies?

12:45 - 13:05

PREMIUM: Intelligent Connectivity

Participants

Greg Mesch - Founder & Chief Executive Officer, CityFibre

Partner Presentation - Driving Towards Network Automation

12:45 - 13:05

PREMIUM: Network Modernization

Broadband Forum Takeover: Deploying Real Services in the Connected Home

13:00 - 14:30

PREMIUM: Connected Home Summit

Discussion focussing on the technical ways the "USP Industry standard" is enabling many specific use cases in the entire connected home experience and how it benefits the end-user and service provider alike.

Interview: Beyond Fibre: Transitioning from the Dumb Pipe to a Multi-Service Network

13:05 - 13:30

PREMIUM: Intelligent Connectivity

As fibre deployment moves steadily forward, and in some markets nears completion, should telcos be looking for new partnerships, new acquisitions, or creating new bundles with in-house offerings?

- The shift towards service enablement
- Partnerships and acquisitions to expand offerings
- New offerings – security, expansion into media, new bundles

Participants

Elsa Chen - Chief Customer Officer, CityFibre

Partner Presentation - Supporting continuous network evolution over the next 10 years

13:05 - 13:25

PREMIUM: Network Modernization

Panel: Moving from Virtualization to Cloudification

14:25 - 15:10

PREMIUM: Network Modernization

- Examples of moving to micro-services and preparing for containers
- Overcoming legacy network elements
- Public and private clouds, hybrid clouds and cloudifying operations

Participants

Moderator: Jeff Heynen - Research Director, Dell'Oro Group

AirPON : Lighting Up Wireless Sites to Quickly Build Fixed Networks

14:30 - 14:50

PREMIUM: Intelligent Connectivity

PANEL: PON Short- and long-term goals

14:50 - 15:15

PREMIUM: Intelligent Connectivity

PON has emerged as an essential piece of equipment for modern fixed networks. 2.5GPON is being deployed on mass, but what are the speed bumps? Looking further ahead, companies are already debating which of the next versions of PON which will need to be rolled out.

- 2.5GPON roll out challenges
- What to go for next... 10GPON, XGSPON, NGPON2?
- PON standardization challenges and timelines

Participants

Hongseok Shin - Manager, SK Telecom

Next-Gen Networks to Support Social Inclusion, Education and Innovation

15:00 - 15:30

FREE: Broadband World News Theatre

Participants

Wanda Tankersley - COO, Matanuska Telephone Association

Lindsey Omelon - Senior Strategist, Digital Experience, Rogers

Moderator: Paul Hjul - Director, Hjul Consulting

Panel: Network Automation – The Big Picture

15:10 - 16:00

PREMIUM: Network Modernization

Communication service providers fully accept that network automation is central to network transformation drives. The growing strain on CSPs to provide existing and new services is reaching a volume and complexity that can no longer be based on manual operations. The question is what does automation really mean, and how can it be done?

- Enable reduction in both capital and operational expenditure
- Reduce product time to market
- Achieve end-to-end multidomain orchestration

Participants

Dr. Ibrahim Gedeon - Chief Technology Officer, TELUS

Moderator: Jeff Heynen - Research Director, Dell'Oro Group

Asim Zakria - Director, Product Development & Management (Network), Verizon

SESSIONS

DAY 1 - 13/10/2020

Broadband World Forum

13-15 October 2020
Virtual Event

FTTH Deployment in Europe: Latest Panorama Findings from the FTTH Council

15:15 - 15:30

PREMIUM: Intelligent Connectivity

Participants

Eric Festraets - President, FTTH Council Europe

PANEL: Cable operator strategy and future challenges

15:30 - 16:05

PREMIUM: Intelligent Connectivity

With the increasing expansion of fibre now beyond question, cable operators are faced with a choice – join the fray and develop their own fibre or focus on existing cable networks. Both have costs and benefits, and the right answer will depend on a number of areas which differ from country to country and city to city.

Participants

Moderator: Stuart Thomson - Editor, Digital TV Europe

Neil Geary - Director of Network Evolution, Virgin Media

Marrying Diversity and Inclusion Initiatives with Business Needs

15:30 - 15:50

FREE: Broadband World News Theatre

- How does D&I fit into wider business strategy?
- Measuring impact: what does success look in the business?
- How should we be inspiring the next generation of telecoms and tech professionals?
- How can businesses ensure that D&I initiatives aren't just a box ticking exercise?

Participants

Steve White - President, West Division, Comcast

Executive Interview: What Does the Gender Gap Look like in Telecoms?

16:50 - 17:10

FREE: Broadband World News Theatre

Participants

Moderator: Kelsey Ziser - Senior Editor, Light Reading

Executive Interview: How has the Global Black Lives Matter Movement Helped Refocus Discussions around Diversity within Telecoms Businesses?

17:10 - 17:30

FREE: Broadband World News Theatre

Participants

Moderator: Kelsey Ziser - Senior Editor, Light Reading

Executive Interview: How is the Importance of Mentorship and Role-models Being Realised Within Organisations?

17:30 - 17:50

FREE: Broadband World News Theatre

Participants

Moderator: Kelsey Ziser - Senior Editor, Light Reading

Srilakshmi Valisammagari - Senior Manager, Verizon Business Group

SCHEDULE

DAY 1 - 13/10/2020

Broadband World Forum

13-15 October 2020
Virtual Event

TIME	FREE: BROADBAND WORLD NEWS THEATRE	FREE: KEYNOTES	PREMIUM: CONNECTED HOME SUMMIT	PREMIUM: INTELLIGENT CONNECTIVITY	PREMIUM: NETWORK MODERNIZATION
08:00	08:00 - Registration	08:00 - Registration	08:00 - Registration	08:00 - Registration	08:00 - Registration
09:00		09:30 - Chair's Opening Remarks 09:40 - Providing Next-Generation Network Coverage and Speeds for Businesses and Consumers across Hungary			
10:00		10:00 - Providing a Brighter Future with Full Fiber Connectivity 10:20 - Amplifying Subscriber Experiences in the Gigabit Society 10:40 - The Home Network a New Frontier – COVID-19 Reaction	10:00 - Analyst Overview: 2020 – The year it all changed for the demand in home broadband 10:15 - The Holistic Paradigm Shift for Service Providers 10:30 - Operator Keynote: Extending the MESH – bringing seamless connectivity out of the home 10:45 - Maximize Wi-Fi performance in the home with end-to-end management		
11:00		11:20 - Chair's Closing Remarks	11:00 - Panel: Managing the software of the connected home to deliver better customer experience		
12:00				12:00 - Analyst Briefing and Panel Discussion: Full Fibre Full Steam Ahead 12:45 - Is Full Fibre Connectivity the Key to Rebooting Local Economies?	12:00 - Panel: Open source initiatives to enable and build the modern telecoms operator 12:45 - Partner Presentation - Driving Towards Network Automation

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Broadband World Forum

13-15 October 2020
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TIME	FREE: BROADBAND WORLD NEWS THEATRE	FREE: KEYNOTES	PREMIUM: CONNECTED HOME SUMMIT	PREMIUM: INTELLIGENT CONNECTIVITY	PREMIUM: NETWORK MODERNIZATION
13:00			13:00 - Broadband Forum Takeover: Deploying Real Services in the Connected Home	13:05 - Interview: Beyond Fibre: Transitioning from the Dumb Pipe to a Multi-Service Network	13:05 - Partner Presentation - Supporting continuous network evolution over the next 10 years
14:00				14:30 - AirPON : Lighting Up Wireless Sites to Quickly Build Fixed Networks 14:50 - PANEL: PON Short- and long-term goals	14:25 - Panel: Moving from Virtualization to Cloudification
15:00	15:00 - Next-Gen Networks to Support Social Inclusion, Education and Innovation 15:30 - Marrying Diversity and Inclusion Initiatives with Business Needs			15:15 - FTTH Deployment in Europe: Latest Panorama Findings from the FTTH Council 15:30 - PANEL: Cable operator strategy and future challenges	15:10 - Panel: Network Automation – The Big Picture
16:00	16:50 - Executive Interview: What Does the Gender Gap Look like in Telecoms?				
17:00	17:10 - Executive Interview: How has the Global Black Lives Matter Movement Helped Refocus Discussions around Diversity within Telecoms Businesses? 17:30 - Executive Interview: How is the Importance of Mentorship and Role-models Being Realised Within Organisations?				

Registration

08:00 - 08:30

Chair's Opening Remarks

09:00 - 09:05
FREE: Keynotes

Collaboration Panel – Integrating Start-ups to Become Operation Ready

09:00 - 09:45
FREE: Start-up Showcase

Participants

Moderator: Nicolai Schättgen - CEO, Match-Maker Ventures

Yogesh Malik - Former Group CTO, VEON

Shaping Business Models in the Convergence Era

09:05 - 09:50
FREE: Keynotes

- Broadband as a utility – how does this impact operator strategy?
- Exploring service differentiation for the next generation of customers
- Seeking proof of deployment; how does this interplay with customer trends?
- What is the impact of 5G on the global broadband landscape?

Participants

Moderator: Benoit Felten - Chief Research Officer, Diffraction Analysis

Matteo Gatta - Technology Strategy & Innovation Director, Proximus

Chris Hill - Group Owner - Broadband & Mobile, Telstra

Enterprise use case: Delivering the Ultimate In-Stadium Experience for Fans

09:50 - 10:10
FREE: Keynotes

Analyst Presentation: What Services do SPs need to offer in the Home?

10:00 - 10:15
PREMIUM: Connected Home Summit

Innovating to Unleash the Value of Fixed Networks in the 5G Era

10:10 - 10:30
FREE: Keynotes

Operator Keynote – It's Worth It! Articulating the telco service value to the consumer

10:15 - 10:30
PREMIUM: Connected Home Summit

While operators are continuing to increase the functionality and value of their services, this will have little ROI if their customers don't know about it. This thought leading presentation will dive into how CSPs can and should build engagement with their customers to fully articulate their crucial value proposition.

Chair's Closing Remarks

10:30 - 10:35
FREE: Keynotes

PANEL: Managing the Home User Interface to enhance customer engagement

10:30 - 11:15
PREMIUM: Connected Home Summit

The home user interface is consumers main touchpoint to manage, engage with and discover new operator services. These have got to become both more sophisticated as more devices and services are added, but also simpler and more intuitive to engage with as the number of users increases. There is great potential for operators to develop these platforms to utilize and monetize their existing assets and touchpoints in the home, but they will need to get these right, and respond to accelerating consumer preferences such as moves to voice activation, otherwise they will see a decrease in customer satisfaction to match.

What are the Innovative Network Technologies Most Interesting to Operators Right Now?

11:00 - 11:30
FREE: Start-up Showcase

Pitch 1: Network Technology

11:30 - 11:40
FREE: Start-up Showcase

Pitch 2: Network Technology

11:40 - 11:50
FREE: Start-up Showcase

Pitch 3: Network Technology

11:50 - 12:00
FREE: Start-up Showcase

Chair's Opening Remarks

12:00 - 12:05
PREMIUM: Seamless Connectivity

Analyst Industry Briefing

12:00 - 12:20
PREMIUM: Secure World

Participants

Speaker: Maxine Holt - Senior Research Director, Cybersecurity, Omdia

Presentation: Fibre as Foundation and Key Findings on Fibre Development Index

12:05 - 12:25
PREMIUM: Seamless Connectivity

Participants

Michael Philpott - Senior Practice Leader, Consumer Services, Omdia

The cyber threat landscape in 2020 and beyond

12:20 - 13:05
PREMIUM: Secure World

- Analysing the take up of managed security services as an enterprise security strategy
- Attitudes to risk governance from the board to security specialists
- The impact of Covid-19 on enterprise networks

Participants

Moderator: Maxine Holt - Senior Research Director, Cybersecurity, Omdia

Panellist: Kevin Brown - Managing Director, Security, BT

Panellist: Vittorio Maier - Chief Architect and CISO, Vanquis Bank

Erno Doorenspleet - Vice President, Security Strategy, KPN

Fibre to Everything & Everywhere - updated progress of ISG F5G

12:25 - 12:45
PREMIUM: Seamless Connectivity

Participants

Luca Pesando - Chairman ISG F5G, ETSI

OTT Overview: What home is next for us?

12:45 - 13:00
PREMIUM: Connected Home Summit

This session will focus on how OTT's are changing their view of the home environment, and what is their imperative on how they want to deliver services to consumers.

Panel: Use Cases and Applications for F5G

12:45 - 14:00

PREMIUM: Seamless Connectivity

- What are the key service scenarios that F5G will enable?
- Creating a framework to support the next generation of fixed networks
- Combining the evolution of existing technologies with the new characteristics of F5G

Participants

Luca Pesando - Chairman ISG F5G, ETSI

Partner Presentation – Welcome to the new service landscape

13:00 - 13:15

PREMIUM: Connected Home Summit

Service providers need to be able to develop and rollout more services for the connected home to capitalise on their position. This does not necessarily just mean to their consumers. By tailoring services to enhance growing OTT provider offerings they will be able to grow B2B2C revenues and grow their place in the home content value stream.

Panel: Delivering not just the next new service, but the next suite of services that your consumers need

13:15 - 14:00

PREMIUM: Connected Home Summit

Participants

Livia Rosu - Marketing Work Group Chair, HomeGrid Forum

Changing the Game by Making the Home Gateway an Application Platform

13:30 - 14:00

FREE: Start-up Showcase

Aligning infrastructure security with business requirements

14:00 - 14:45

PREMIUM: Secure World

- As more businesses move to the cloud, how can enterprises best secure hybrid and multi-cloud environments
- Mitigating vulnerability in cloud networks
- Weighing the risk of cloud-based security vs on-premise security deployments
- Approaches to on-prem vs off-prem security

Participants

Moderator: Maxine Holt - Senior Research Director, Cybersecurity, Omdia

Panellist: Alberto Sempere - Global Director of Security Products, Telefonica

Panellist: Sami Said - Chief Security Officer, Tunisie Telecom

Pitch 1: Customer Gateway

14:00 - 14:10

FREE: Start-up Showcase

Pitch 2: Customer Gateway

14:10 - 14:20

FREE: Start-up Showcase

Pitch 3: Customer Gateway

14:20 - 14:30

FREE: Start-up Showcase

Presentation: How future-ready networks will enable the digital enterprise

14:30 - 14:50

PREMIUM: Seamless Connectivity

- Running seamless operations across bandwidth-heavy applications
- Reacting fast to unexpected events
- Becoming more informed about the network to make faster, better decisions

Participants

Pierpaolo Marchese - Board Member, ETSI

Keeping safe and secure amidst a changing threat dynamic

14:45 - 15:30

PREMIUM: Secure World

- With an increase in cyber-attacks during Covid-19, how did businesses protect themselves and educate workers from hostile attacks?
- How could tokenisation help protect data security measures further?
- Identity as the new perimeter and securing new modes of working
- Organisational readiness in ensuring robust risk-based authentication polices
- Innovation in securing sites with new authentication methods

Participants

Moderator: Maxine Holt - Senior Research Director, Cybersecurity, Omdia

Panellist: Imran Hajimusa - Head of Payments Platform, Silicon Valley Bank

Panellist: Abu Saleh Shah Mohammed Niamutullah - Head of Security, Banglalink

Presentation: Complementing Fixed with Wireless Access

14:50 - 15:10

PREMIUM: Seamless Connectivity

Panel: Is there a business model for 5G FWA?

15:10 - 15:55

PREMIUM: Seamless Connectivity

- Will FWA cannibalise or compliment FTTX?
- How are regulators taking FWA into their plans?
- Do we have sufficient CPE – what are the manufacturers providing?

Participants

Moderator: Jean-Luc Lemmens - Research Director, Head of Media & Telecom Business Unit, IDATE DigiWorld

Mike Stacey - Chief Technology & Innovation Officer, Imagine Communications Group

Hani Yassin - Senior Director, Technology Strategy, Etisalat

Kimmon Pentikäinen - Vice President Business Development, Elisa

Chair's closing remarks

15:30 - 15:35

PREMIUM: Secure World

Participants

Speaker: Maxine Holt - Senior Research Director, Cybersecurity, Omdia

SESSIONS

DAY 2 - 14/10/2020

Broadband World Forum

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Virtual Event

Identifying Best practice in Customer Engagement

16:00 - 16:30
FREE: Start-up Showcase

Pitch 1: Customer Engagement

16:30 - 16:40
FREE: Start-up Showcase

Pitch 2: Customer Engagement

16:40 - 16:50
FREE: Start-up Showcase

Pitch 3: Customer Engagement

16:50 - 17:00
FREE: Start-up Showcase

SCHEDULE

DAY 2 - 14/10/2020

Broadband World Forum

13-15 October 2020
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10:00	10:10 - Innovating to Unleash the Value of Fixed Networks in the 5G Era 10:30 - Chair's Closing Remarks		10:00 - Analyst Presentation: What Services do SPs need to offer in the Home? 10:15 - Operator Keynote – It's Worth It! Articulating the telco service value to the consumer 10:30 - PANEL: Managing the Home User Interface to enhance customer engagement		
11:00		11:00 - What are the Innovative Network Technologies Most Interesting to Operators Right Now? 11:30 - Pitch 1: Network Technology 11:40 - Pitch 2: Network Technology 11:50 - Pitch 3: Network Technology			

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DAY 2 - 14/10/2020

Broadband World Forum

13-15 October 2020
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TIME	FREE: KEYNOTES	FREE: START-UP SHOWCASE	PREMIUM: CONNECTED HOME SUMMIT	PREMIUM: SEAMLESS CONNECTIVITY	PREMIUM: SECURE WORLD
12:00			12:45 - OTT Overview: What home is next for us?	12:00 - Chair's Opening Remarks 12:05 - Presentation: Fibre as Foundation and Key Findings on Fibre Development Index 12:25 - Fibre to Everything & Everywhere - updated progress of ISG F5G 12:45 - Panel: Use Cases and Applications for F5G	12:00 - Analyst Industry Briefing 12:20 - The cyber threat landscape in 2020 and beyond
13:00		13:30 - Changing the Game by Making the Home Gateway an Application Platform	13:00 - Partner Presentation – Welcome to the new service landscape 13:15 - Panel: Delivering not just the next new service, but the next suite of services that your consumers need		
14:00		14:00 - Pitch 1: Customer Gateway 14:10 - Pitch 2: Customer Gateway 14:20 - Pitch 3: Customer Gateway		14:30 - Presentation: How future-ready networks will enable the digital enterprise 14:50 - Presentation: Complementing Fixed with Wireless Access	14:00 - Aligning infrastructure security with business requirements 14:45 - Keeping safe and secure amidst a changing threat dynamic
15:00				15:10 - Panel: Is there a business model for 5G FWA?	15:30 - Chair's closing remarks

SCHEDULE

DAY 2 - 14/10/2020

Broadband World Forum

13-15 October 2020
Virtual Event

TIME	FREE: KEYNOTES	FREE: START-UP SHOWCASE	PREMIUM: CONNECTED HOME SUMMIT	PREMIUM: SEAMLESS CONNECTIVITY	PREMIUM: SECURE WORLD
16:00		<p>16:00 - Identifying Best practice in Customer Engagement</p> <p>16:30 - Pitch 1: Customer Engagement</p> <p>16:40 - Pitch 2: Customer Engagement</p> <p>16:50 - Pitch 3: Customer Engagement</p>			

Chair's Opening Remarks

08:30 - 08:35
FREE: Keynotes

Positive Frameworks for Fibre Deployment

08:35 - 09:20
FREE: Keynotes

- What barriers remain that stand in the way of faster fibre roll out?
- What we can learn from start-ups and smaller players
- Should fibre expansion be government or entrepreneur led? Who is best place to understand societal needs?
- How can we pick up fibre deployment in the wake of COVID-19?

Participants

Moderator: Alzbeta Fellenbaum - Principal Analyst & Manager - Research & Analysis, Service Providers & Platforms, Omdia

Christian Gacon - VP Fixed Networks Design, Orange France

Agnieszka Gladysz - Director, Department of Strategy & Analysis, UKE Poland

Vincent Garnier - Director General, FTTH Council Europe

Education and Progression - Addressing Sustainable Metrics for True Diversity in the Telecoms Industry

09:20 - 09:35
FREE: Keynotes

Participants

Anna Brailsford - CEO, Code First: Girls

Chair's Closing Remarks

09:35 - 09:40
FREE: Keynotes

Green Broadband

09:40 - 10:00
FREE: Keynotes

Reducing carbon footprint is as crucial to the future of broadband as any other industry. Most developed countries either have or will have net zero targets for the next decades. As bandwidth increases in the fixed access arena, so will energy usage – this session looks at the European Green Deal and what can be done by telcos.

Participants

Lise Fuhr - Director General, ETNO - European Telecommunications Network Operators' Association

Connected Home Round Table Sessions 1

10:00 - 11:00
PREMIUM: Connected Home Summit

Home CPE strategies

Delivering Home Security

Managing Intelligent Home Networks

"For today's customers experience is everything" – covering similarities and differences B2B/B2C and core principles for getting it right.

12:00 - 12:20
PREMIUM: Customer Experience

Participants

Speaker: Jeremy Cox - Principal Analyst, Customer Engagement Strategies and Platform, Omdia

Know Your Customer: Driving increased service innovation through a bigger data picture

12:20 - 12:40
PREMIUM: Customer Experience

- Building a data picture of their customers, consumer or enterprise, is at the heart of service innovation within hyperscalers like AWS, Google and Facebook
- Telcos must also improve their ability to monitor and action data insights from their customers to improve customer experience, and to drive service innovation and new revenue growth
- Case study on how building a better data picture of a client has led to new business and deepening engagement

Participants

Speaker: Sorabh Saxena - Executive Vice President - Customer Service & Operations, AT&T Business

Partner Presentation – Performance Monitoring: How to build the best picture of your clients' needs

12:40 - 12:50
PREMIUM: Customer Experience

- Overview of how customer-centric data sources are created
- Some examples of these data sources in action and optimisation use cases
- Monetisation of data

PANEL: AI for CX – how can telcos move beyond chatbots and build further intelligence into their customer interactions

12:50 - 13:30
PREMIUM: Customer Experience

- Telcos need to grow more successful at optimizing and advancing their customer journeys
- How they can continue to shift their organisation to one lead by AI and customer insights
- The data infrastructure they need to build on to deliver AI/ML capabilities
- What tools and platforms can they build out to enhance AI and customer insights?

Participants

Panellist: Suman Kargupta - Senior Vice President and Head Customer Experience, Reliance Jio

Panellist: Mian Omer Shah - EVP - Customer Care, Pakistan Telecommunication Company Limited

Moderator: Charlotte Patrick - Telecoms Industry, Analyst

Connected Home Round Table Sessions 2

13:00 - 14:00
PREMIUM: Connected Home Summit

Smart Home, Smart Health opportunities

Telco Gaming Partnerships

Smart Home Customer Empowerment & Interfaces

Keeping customer experience at the heart of digital transformation

14:15 - 14:35
PREMIUM: Customer Experience

- Building an intuitive CX engine to drive greater NPS
- Transforming the consumer lifetime cycle through digitising self-care
- Improving CX through a proactive incident response approach

Participants

Speaker: Regina Urbani - Director Customer Experience Design, Swisscom

SESSIONS

DAY 3 - 15/10/2020

Broadband World Forum

13-15 October 2020
Virtual Event

PANEL: Customer Experience in Peak Demand – the 'New' Normal

14:35 - 15:20

PREMIUM: Customer Experience

- This year has seen many networks at their best, having been able to successfully manage a year's increase of traffic in days and weeks
- How will the traffic fluctuations of this year change telco responses to future crises?
- What long term effects to day-2-day services to telco executives think this will make to operators customer experience?

Participants

Panellist: Jun Liao - Head of Network Intelligence, China Unicom

Panellist: Bart Vercammen - General Manager of Software Product Line, Airties

Daragh McDemott - Managing Director, Jersey Telecom

Moderator: Michael Philpott - Senior Practice Leader, Consumer Services, Omdia

Strategies in Emerging Markets

15:00 - 15:30

FREE: Broadband World News Theatre

Participants

Juanita Clark - CEO, Digital Council Africa

Gunadi Dwi Hantoro - Vice President, R&D, PT Telkom Akses Indonesia

Moderator: Paul Hjul - Director, Hjul Consulting

End of Customer Experience Stage

15:20 - 15:25

PREMIUM: Customer Experience

Ensuring a resilient and future-proof FTTx network

15:30 - 15:50

FREE: Broadband World News Theatre

Broadband rollout - Lessons from around the globe

15:50 - 16:20

FREE: Broadband World News Theatre

Participants

Moderator: Akos Bona - Digital Skills & Jobs EU Coalition, European Commission

Leo Lundy - Chief Technology Officer, Imagine Communications

Roberto Guenzburger - Marketing Director, Oi

Future Predictions for Emerging Consumer Patterns

16:30 - 16:50

FREE: Broadband World News Theatre

Participants

Faith Popcorn - Chief Futurist & CEO, Faith Popcorn's BrainReserve

Applying future trends with what is already happening in reality

16:50 - 17:10

FREE: Broadband World News Theatre

Participants

Michael Soileau - Vice President, Strategy and Planning, Xfinity Consumer Services, Comcast

SCHEDULE

DAY 3 - 15/10/2020

Broadband World Forum

13-15 October 2020
Virtual Event

TIME	FREE: BROADBAND WORLD NEWS THEATRE	FREE: KEYNOTES	PREMIUM: CONNECTED HOME SUMMIT	PREMIUM: CUSTOMER EXPERIENCE
08:00		<p>08:30 - Chair's Opening Remarks</p> <p>08:35 - Positive Frameworks for Fibre Deployment</p>		
09:00		<p>09:20 - Education and Progression - Addressing Sustainable Metrics for True Diversity in the Telecoms Industry</p> <p>09:35 - Chair's Closing Remarks</p> <p>09:40 - Green Broadband</p>		
10:00			10:00 - Connected Home Round Table Sessions 1	
11:00				
12:00				<p>12:00 - "For today's customers experience is everything" – covering similarities and differences B2B/B2C and core principles for getting it right.</p> <p>12:20 - Know Your Customer: Driving increased service innovation through a bigger data picture</p> <p>12:40 - Partner Presentation – Performance Monitoring: How to build the best picture of your clients' needs</p> <p>12:50 - PANEL: AI for CX – how can telcos move beyond chatbots and build further intelligence into their customer interactions</p>
13:00			13:00 - Connected Home Round Table Sessions 2	

SCHEDULE

DAY 3 - 15/10/2020

Broadband World Forum

13-15 October 2020
Virtual Event

TIME	FREE: BROADBAND WORLD NEWS THEATRE	FREE: KEYNOTES	PREMIUM: CONNECTED HOME SUMMIT	PREMIUM: CUSTOMER EXPERIENCE
14:00				14:15 - Keeping customer experience at the heart of digital transformation 14:35 - PANEL: Customer Experience in Peak Demand – the 'New' Normal
15:00	15:00 - Strategies in Emerging Markets 15:30 - Ensuring a resilient and future-proof FT-Tx network 15:50 - Broadband rollout - Lessons from around the globe			15:20 - End of Customer Experience Stage
16:00	16:30 - Future Predictions for Emerging Consumer Patterns 16:50 - Applying future trends with what is already happening in reality			