

## Registration

08:00 - 08:30

## Chair's Opening Remarks

08:45 - 08:50

FREE: Keynotes

## Participants

**Roland Montagne** - Principal Analyst, Director Market Development, IDATE DigiWorld

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

08:50 - 09:10

FREE: Keynotes

## Participants

**Csaba Kelemen** - Head of the Department for Digital Economy and Information Society Development, Ministry for National Development, Republic of Hungary

## Creating the Best Experience with an Intelligent Full Fiber Access Network

09:10 - 09:30

FREE: Keynotes

## Participants

**Jeffrey Zhou** - President of Access Network Product Line, Huawei

## The Home Network a New Frontier – COVID-19 Reaction

09:30 - 10:00

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

**Moderator: Roland Montagne** - Principal Analyst, Director Market Development, IDATE DigiWorld

**Nadia Benabdallah** - Group Network Director, Vodafone Group

## 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** - Research Director | Service Provider - Consumer, 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

## 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.

## Participants

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

## Enabling a better digital home experience by premium Wi-Fi and eAI ONT

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** - Research Director | Service Provider - Consumer, Omdia

**Philippe Alcaras** - CEO, AirTies

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

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

## Genexis Executive Briefing

11:30 - 13:00

Genexis Executive Briefing

- Welcome and introduction
- Presentation > "Connecting Europe: Addressing the challenges in the home: installation, network and WiFi"
  - Addressing the overall fiber installation challenge
  - Connecting Europe means connecting homes
  - Factors are involved when connecting homes
  - Finding the right balance to optimize the total cost of ownership
  - Addressing the 3 challenges: installation, network and WiFi
  - Enabling true Do It Yourself, true interoperability and true WiFi performance
- Live Q&A - Questions focused on the presentation
- Customer Interview
  - Who they are
  - How they work: installing fiber to the homes in their network
  - How they view: Total Cost of Ownership
- Live Q&A
- Live Panel Session - Discussing the industry landscape and future trends
- Live Q&A

## Participants

**Gerlas van den Hoven** - CEO, Genexis

**Trond Hovind** - CCO, Genexis

## Chair's opening Remarks

11:55 - 12:00

PREMIUM: Intelligent Connectivity

## Participants

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

## 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

## Chair's Opening Remarks

12:00 - 12:05

PREMIUM: Network Modernization

## Participants

**Jeff Heynen** - Research Director, Dell'Oro Group

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

12:05 - 13:05

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

**Rafael Palancar** - Transport & IP Network Manager, Telefonica

**John Laban** - Open Source Technology Reset Catalyst, Open Compute Project Foundation

## Digital ODN: a New Trend for Passive Networks

12:45 - 13:05

PREMIUM: Intelligent Connectivity

## Participants

**Wu Qisheng** - Director of Huawei Fiber Infrastructure Network, Huawei

## 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.

## Participants

**Moderator: Jason Walls** - Director of Technical Marketing, QA Cafe

**Dmitri Vellikok** - Director Business Development, F-Secure

**Magnus Olden** - CTO, Domos

**Mike Talbert** - Associate Fellow, Verizon

**Stephen Campbell** - Platform Architect, CPE platform, BT

**Gino Dion** - Head of Fixed Networks Innovation Solutions, Nokia

### PANEL: PON Short- and long-term goals

13:05 - 13:35

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

**Moderator: Roland Montagne** - Principal Analyst, Director Market Development, IDATE DigiWorld

**Daniel Cortes Olmeda** - Fixed Access Network Manager, Global Systems & Network, Telefonica

**Paulo Mão-Cheia** - Head of xPON, FFTx and QoS Probing Products Development, Altice Labs

### Modernising and Automating Networks Using Artificial Intelligence

13:05 - 13:25

PREMIUM: Network Modernization

#### Participants

**Remco Helwerda** - Innovation Strategy Consultant, Netco, KPN

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

14:30 - 15:00

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

**Moderator: Julie Kunstler** - Senior Principal Analyst, Omdia

**Luis Alveirinho** - Chief Technology Officer, Altice Portugal

### Panel: Moving from Virtualization to Cloudification

14:30 - 15:00

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

**Timo Jokiahio** - Chief Technologist, Global Telco Ecosystem, Red Hat

### 25G PON: the next step for fibre

15:00 - 15:20

PREMIUM: Intelligent Connectivity

#### Participants

**Ed Harstead** - Lead Technology Strategist, Fixed Networks, Nokia

### Use Case: Innovations in Real-Time Network Management

15:00 - 15:20

PREMIUM: Network Modernization

### 3 Steps to Accelerate SDN Success

15:00 - 15:15

FREE: Broadband World News Theatre

#### Participants

**Coert de Boer** - Head of Professional and Deployment Services, Fixed Networks, Nokia

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

15:15 - 15:45

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

15:20 - 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

### Marrying Diversity and Inclusion Initiatives with Business Needs

15:45 - 16:00

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?

17:00 - 17:20

FREE: Broadband World News Theatre

#### Participants

**Moderator: Kelsey Ziser** - Senior Editor, Light Reading

**Prajakta Joshi** - Product Management Lead, Cloud Networking, Telco and Edge, Google

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

17:20 - 17:40

FREE: Broadband World News Theatre

#### Participants

**Moderator: Kelsey Ziser** - Senior Editor, Light Reading

# SESSIONS

DAY 1 - 13/10/2020

Broadband World Forum

13-15 October 2020  
Virtual Event

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

17:40 - 18:00

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	GENEXIS EXECUTIVE BRIEFING	PREMIUM: CONNECTED HOME SUMMIT	PREMIUM: INTELLIGENT CONNECTIVITY	PREMIUM: NETWORK MODERNIZATION
08:00	08:00 - Registration	08:00 - Registration 08:45 - Chair's Opening Remarks 08:50 - Providing Next-Generation Network Coverage and Speeds for Businesses and Consumers across Hungary	08:00 - Registration	08:00 - Registration	08:00 - Registration	08:00 - Registration
09:00		09:10 - Creating the Best Experience with an Intelligent Full Fiber Access Network 09:30 - The Home Network a New Frontier – COVID-19 Reaction				
10:00				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 - Enabling a better digital home experience by premium Wi-Fi and eAI ONT		

# SCHEDULE

DAY 1 - 13/10/2020

Broadband World Forum

13-15 October 2020  
Virtual Event

TIME	FREE: BROADBAND WORLD NEWS THEATRE	FREE: KEYNOTES	GENEXIS EXECUTIVE BRIEFING	PREMIUM: CONNECTED HOME SUMMIT	PREMIUM: INTELLIGENT CONNECTIVITY	PREMIUM: NETWORK MODERNIZATION
11:00			11:30 - Genexis Executive Briefing	11:00 - Panel: Managing the software of the connected home to deliver better customer experience	11:55 - Chair's opening Remarks	
12:00					12:00 - Analyst Briefing and Panel Discussion: Full Fibre Full Steam Ahead 12:45 - Digital ODN: a New Trend for Passive Networks	12:00 - Chair's Opening Remarks 12:05 - Panel: Open source initiatives to enable and build the modern telecoms operator
13:00				13:00 - Broadband Forum Takeover: Deploying Real Services in the Connected Home	13:05 - PANEL: PON Short- and long-term goals	13:05 - Modernising and Automating Networks Using Artificial Intelligence
14:00					14:30 - Panel: Beyond Fibre: Transitioning from the Dumb Pipe to a Multi-Service Network	14:30 - Panel: Moving from Virtualization to Cloudification
15:00	15:00 - 3 Steps to Accelerate SDN Success 15:15 - Next-Gen Networks to Support Social Inclusion, Education and Innovation 15:45 - Marrying Diversity and Inclusion Initiatives with Business Needs				15:00 - 25G PON: the next step for fibre	15:00 - Use Case: Innovations in Real-Time Network Management 15:20 - Panel: Network Automation – The Big Picture
16:00						

# SCHEDULE

DAY 1 - 13/10/2020

Broadband World Forum

13-15 October 2020  
Virtual Event

TIME	FREE: BROADBAND WORLD NEWS THEATRE	FREE: KEYNOTES	GENEXIS EXECUTIVE BRIEFING	PREMIUM: CONNECTED HOME SUMMIT	PREMIUM: INTELLIGENT CONNECTIVITY	PREMIUM: NETWORK MODERNIZATION
17:00	<p><b>17:00</b> - Executive Interview: What Does the Gender Gap Look like in Telecoms?</p> <p><b>17:20</b> - Executive Interview: How has the Global Black Lives Matter Movement Helped Refocus Discussions around Diversity within Telecoms Businesses?</p> <p><b>17:40</b> - Executive Interview: How is the Importance of Mentorship and Role-models Being Realised Within Organisations?</p>					

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### Registration

08:00 - 08:30

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### Chair's Opening Remarks

08:35 - 08:40

FREE: Keynotes

### Participants

**Akos Bona** - VP International Markets, Member of the Board, The Broadband Foundation

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### Shaping Business Models in the Convergence Era

08:40 - 09:10

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 & Media, Telstra

**Thierry Valette** - Director – Strategy & Operations, Orange Labs Networks

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### Chair's Opening Remarks

09:00 - 09:05

FREE: Start-up Showcase

### Participants

**Nicolai Schättgen** - CEO, Match-Maker Ventures

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### Lifemote since BBWF 2019

09:05 - 09:15

FREE: Start-up Showcase

### Participants

**Eren Soyak** - Co-Founder & CEO, Lifemote

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### The Autonomous Network

09:10 - 09:30

FREE: Keynotes

### Participants

**Geert Heyninck** - Vice President and General Manager, Broadband Networks Business Unit, Nokia

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### Collaboration Panel – Integrating Start-ups to Become Operation Ready

09:15 - 10:00

FREE: Start-up Showcase

### Participants

**Moderator: Nicolai Schättgen** - CEO, Match-Maker Ventures

**Yogesh Malik** - Former Group CTO, VEON

**Eren Soyak** - Co-Founder & CEO, Lifemote

**Andreas Johnson** - Head of consumer IOT, Telenor

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### Moving to Full Fibre Connectivity - Englobing the Market Panorama of Europe

09:30 - 09:50

FREE: Keynotes

### Participants

**Eric Festraets** - President, FTTH Council Europe

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

10:00 - 10:15

PREMIUM: Connected Home Summit

### Participants

**Mariana Zamoszczyk** - Senior Analyst – Smart Home Services, Omdia

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### Chair's Opening Remarks

10:00 - 10:05

FREE: MSO Fibre Transformation Summit

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### Presentation: What does Business Transformation need to look like for operators to remain competitive?

10:05 - 10:25

FREE: MSO Fibre Transformation Summit

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### Panel: When the customer BYODs: Managing Connected Home Devices on the network

10:15 - 11:00

PREMIUM: Connected Home Summit

New devices, from smart doorbells to smart washing machines, are increasingly being developed and connected to home networks, putting an increased burden on CSPs to manage 3rd party devices. These are often developed without standards in security and interoperability. How can operators best support their customers' connected devices, minimising impact on home network quality, and importantly mitigate the security risks these devices pose.

### Participants

**Moderator: Jon Harros** - Director of Certification & Testing, Zigbee Alliance

**Bruno Vulcano** - R&D Manager, Legrand

**Marcos Martinez** - Associate Rapporteur of ITU-T Q18/15 (WP1/15), ITU

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### Presentation: Assessing the technology roadmap for transformation in an uncertain future

10:25 - 10:45

FREE: MSO Fibre Transformation Summit

### Participants

**Israel Madiedo** - Innovation & Technology Director, Izzi Telecom

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### Presentation: Cable operator strategy and future challenges

10:45 - 11:05

FREE: MSO Fibre Transformation Summit

### Participants

**Neil Geary** - Director of Network Evolution, Virgin Media

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### Break

11:05 - 11:20

FREE: MSO Fibre Transformation Summit

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### Presentation: Identifying Best practice in Customer Engagement

11:20 - 11:40

FREE: MSO Fibre Transformation Summit

### Participants

**Monika Nowak-Toporowicz** - CTIO, UPC Poland and Slovakia

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## Panel Discussion: Accelerating FTTx network deployment

11:40 - 12:10

FREE: MSO Fibre Transformation Summit

- How can FTTx network evolution be integrated into current operations?
- Supporting a smooth migration to next-generation technologies
- Achieving a fast deployment for high bandwidth connections

### Participants

**Monika Nowak-Toporowicz** - CTIO, UPC Poland and Slovakia

## Pitch 1: Network Technology

11:45 - 11:55

FREE: Start-up Showcase

### Participants

**Thomas Groissenberger** - Founder & CEO, SEGRON

## Pitch 2: Network Technology

11:55 - 12:05

FREE: Start-up Showcase

### Participants

**Stephan Schroeder** - CEO, Benocs

## Chair's Opening Remarks

12:00 - 12:05

PREMIUM: Seamless Connectivity

### Participants

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

## 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** - Research Director | Service Provider - Consumer, Omdia

## Pitch 3: Network Technology

12:05 - 12:15

FREE: Start-up Showcase

### Participants

**Marin Curkovic** - CEO & Co-Founder, AdScanner

## Is Full Fibre Connectivity the Key to Rebooting Local Economies?

12:10 - 12:30

FREE: MSO Fibre Transformation Summit

### Participants

**Greg Mesch** - Founder & Chief Executive Officer, CityFibre

## The cyber threat landscape in 2020 and beyond

12:20 - 13:00

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

## Use Cases and Applications for F5G

12:45 - 12:55

PREMIUM: Seamless Connectivity

### Participants

**Olivier Ferveur** - Senior Architect, Transport Network & Fixed Access, POST Luxembourg

## Use Cases and Applications for F5G

12:55 - 13:05

PREMIUM: Seamless Connectivity

### Participants

**Philippe Chanclou** - Senior Expert, Orange Labs Networks

## PANEL: Managing the Home User Interface to enhance customer engagement

13:00 - 13:40

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.

### Participants

**Moderator: Mariana Zamoszczyk** - Senior Analyst - Smart Home Services, Omdia

**Elena Panova** - Sales and Marketing Director Residential segment, A1 Makedonija

**Massimo Bertolotti** - Broadband CTO, SKY Italia

**Jean Templin** - Director of Product Management, Avast

## Presentation: What does a secure world look like to your customers?

13:00 - 13:20

PREMIUM: Secure World

### Participants

**Filip Chytrý** - Head of Global Technical Sales, Avast

## Use Cases and Applications for F5G

13:05 - 13:15

PREMIUM: Seamless Connectivity

### Participants

**Ming Jiang** - Deputy Director of the Data Communication Department, China Telecom Research Institute

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## Use Cases and Applications for F5G

13:15 - 13:25

PREMIUM: Seamless Connectivity

### Participants

**Alberto Boaventura** - Network Strategy and Architecture Manager, Oi

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## Use Cases and Applications for F5G

13:25 - 13:35

PREMIUM: Seamless Connectivity

### Participants

**José Palma** - Head of Network Strategy, Altice Portugal

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## Panel: Use Cases and Applications for F5G

13:35 - 14:05

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

**Olivier Ferveur** - Senior Architect, Transport Network & Fixed Access, POST Luxembourg

**Philippe Chanclou** - Senior Expert, Orange Labs Networks

**Ming Jiang** - Deputy Director of the Data Communication Department, China Telecom Research Institute

**Alberto Boaventura** - Network Strategy and Architecture Manager, Oi

**José Palma** - Head of Network Strategy, Altice Portugal

**Moderator: Drew Clark** - Editor and Publisher, Breakfast Media

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

13:40 - 14:00

PREMIUM: Connected Home Summit

### Participants

**Justin Doucette** - Head of Nokia WiFi, Nokia

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

14:00 - 14:45

PREMIUM: Connected Home Summit

### Participants

**Moderator: Adlane Fella** - Senior Analyst, Maravedis LLC

**Livia Rosu** - Marketing Work Group Chair, HomeGrid Forum

**Francois-Gael Ottogalli** - CTIO IoT Deputy for B2C, Orange

**Musa Unmehopa** - Head of Ecosystems and Alliances, LiFi Business Unit, Signify

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## Aligning infrastructure security with business requirements

14:00 - 14:30

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: Sami Said** - Chief Security Officer, Tunisie Telecom

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## Pitch 1: Customer Gateway

14:15 - 14:25

FREE: Start-up Showcase

### Participants

**Nils Mattisson** - CEO & Co-Founder, Minut

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## Pitch 2: Customer Gateway

14:25 - 14:35

FREE: Start-up Showcase

### Participants

**Rotem Geslevich** - Director of Business Development - Vayyar Home EMEA, Vayyar Imaging

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## 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** - Manager, ETSI Board Member for TIM S.p.A, Independent Consultant

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## Keeping safe and secure amidst a changing threat dynamic

14:30 - 15:00

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

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## Pitch 3: Customer Gateway

14:35 - 14:45

FREE: Start-up Showcase

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## Presentation: Complementing Fixed with Wireless Access

14:50 - 15:10

PREMIUM: Seamless Connectivity

### Participants

**Willem Verbiest** - Head of Strategy, Upstream Activities and Market Enablement, Broadband Devices Business Unit, Nokia

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# SESSIONS

DAY 2 - 14/10/2020

Broadband World Forum

13-15 October 2020

Virtual Event

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## 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

**Kimmo Pentikäinen** - Vice President Business Development, Elisa

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## Pitch 1: Customer Engagement

16:45 - 16:55

FREE: Start-up Showcase

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## Pitch 2: Customer Engagement

16:55 - 17:05

FREE: Start-up Showcase

### Participants

**Dan Kotlicki** - CEO, Toonimo

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## Pitch 3: Customer Engagement

17:05 - 17:15

FREE: Start-up Showcase

### Participants

**Hilary de Rover** - Director of EMEA Channels, Glassbox Digital

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## BBWF at 20 Awards

17:15 - 18:00

# SCHEDULE

DAY 2 - 14/10/2020

Broadband World Forum

13-15 October 2020  
Virtual Event

TIME	FREE: KEYNOTES	FREE: MSO FIBRE TRANSFORMATION SUMMIT	FREE: START-UP SHOWCASE	PREMIUM: CONNECTED HOME SUMMIT	PREMIUM: SEAMLESS CONNECTIVITY	PREMIUM: SECURE WORLD
<b>08:00</b>	<p><b>08:00</b> - Registration</p> <p><b>08:35</b> - Chair's Opening Remarks</p> <p><b>08:40</b> - Shaping Business Models in the Convergence Era</p>	<p><b>08:00</b> - Registration</p>	<p><b>08:00</b> - Registration</p>	<p><b>08:00</b> - Registration</p>	<p><b>08:00</b> - Registration</p>	<p><b>08:00</b> - Registration</p>
<b>09:00</b>	<p><b>09:10</b> - The Autonomous Network</p> <p><b>09:30</b> - Moving to Full Fibre Connectivity - Englobing the Market Panorama of Europe</p>		<p><b>09:00</b> - Chair's Opening Remarks</p> <p><b>09:05</b> - Lifemote since BBWF 2019</p> <p><b>09:15</b> - Collaboration Panel – Integrating Start-ups to Become Operation Ready</p>			
<b>10:00</b>		<p><b>10:00</b> - Chair's Opening Remarks</p> <p><b>10:05</b> - Presentation: What does Business Transformation need to look like for operators to remain competitive?</p> <p><b>10:25</b> - Presentation: Assessing the technology roadmap for transformation in an uncertain future</p> <p><b>10:45</b> - Presentation: Cable operator strategy and future challenges</p>		<p><b>10:00</b> - Analyst Presentation: What Services do SPs need to offer in the Home?</p> <p><b>10:15</b> - Panel: When the customer BYODs: Managing Connected Home Devices on the network</p>		

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11:00		<p>11:05 - Break</p> <p>11:20 - Presentation: Identifying Best practice in Customer Engagement</p> <p>11:40 - Panel Discussion: Accelerating FTTx network deployment</p>	<p>11:45 - Pitch 1: Network Technology</p> <p>11:55 - Pitch 2: Network Technology</p>			
12:00		<p>12:10 - Is Full Fibre Connectivity the Key to Rebooting Local Economies?</p>	<p>12:05 - Pitch 3: Network Technology</p>		<p>12:00 - Chair's Opening Remarks</p> <p>12:05 - Presentation: Fibre as Foundation and Key Findings on Fibre Development Index</p> <p>12:25 - Fibre to Everything &amp; Everywhere - updated progress of ISG F5G</p> <p>12:45 - Use Cases and Applications for F5G</p> <p>12:55 - Use Cases and Applications for F5G</p>	<p>12:00 - Analyst Industry Briefing</p> <p>12:20 - The cyber threat landscape in 2020 and beyond</p>
13:00				<p>13:00 - PANEL: Managing the Home User Interface to enhance customer engagement</p> <p>13:40 - Maximize Wi-Fi performance in the home with end-to-end management</p>	<p>13:05 - Use Cases and Applications for F5G</p> <p>13:15 - Use Cases and Applications for F5G</p> <p>13:25 - Use Cases and Applications for F5G</p> <p>13:35 - Panel: Use Cases and Applications for F5G</p>	<p>13:00 - Presentation: What does a secure world look like to your customers?</p>

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14:00			<p>14:15 - Pitch 1: Customer Gateway</p> <p>14:25 - Pitch 2: Customer Gateway</p> <p>14:35 - Pitch 3: Customer Gateway</p>	<p>14:00 - Panel: Delivering not just the next new service, but the next suite of services that your consumers need</p>	<p>14:30 - Presentation: How future-ready networks will enable the digital enterprise</p> <p>14:50 - Presentation: Complementing Fixed with Wireless Access</p>	<p>14:00 - Aligning infrastructure security with business requirements</p> <p>14:30 - Keeping safe and secure amidst a changing threat dynamic</p>
15:00					<p>15:10 - Panel: Is there a business model for 5G FWA?</p>	
16:00			<p>16:45 - Pitch 1: Customer Engagement</p> <p>16:55 - Pitch 2: Customer Engagement</p>			
17:00	17:15 - BBWF at 20 Awards	17:15 - BBWF at 20 Awards	<p>17:05 - Pitch 3: Customer Engagement</p> <p>17:15 - BBWF at 20 Awards</p>	17:15 - BBWF at 20 Awards	17:15 - BBWF at 20 Awards	17:15 - BBWF at 20 Awards

### Chair's Opening Remarks

08:30 - 08:35  
FREE: Keynotes

### Participants

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

### 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

### Green Broadband

09:20 - 09:40  
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

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

09:40 - 10:00  
FREE: Keynotes

### Participants

**Anna Brailsford** - CEO, Code First: Girls

### Chair's Closing Remarks

10:00 - 10:05  
FREE: Keynotes

### 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

### Building Transformational DNA and a Customer Success Obsessed Culture

12:20 - 12:40  
PREMIUM: Customer Experience

- We're living in the Age of the Customer. We led with listening and humility and what we heard boils down to a need for more: more speed, more simplicity and more flexibility.
- Learn how Transformational DNA enables businesses to adapt to an ever-changing landscape
- AT&T's perspective on digital transformation in delivering an excellent customer experience

### Participants

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

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

12:40 - 13:20  
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

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

### 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

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## 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: Alexandra Rehak** - Chief Analyst, Omdia

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## Broadband Strategies Across Africa

15:00 - 15:20

FREE: Broadband World News Theatre

### Participants

**Juanita Clark** - CEO, Digital Council Africa

**Moderator: Paul Hjul** - Director, Hjul Consulting

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## Broadband Strategies in Indonesia

15:20 - 15:40

FREE: Broadband World News Theatre

### Participants

**Moderator: Paul Hjul** - Director, Hjul Consulting

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

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## Broadband rollout - Lessons from around the globe

15:40 - 16:10

FREE: Broadband World News Theatre

### Participants

**Moderator: Akos Bona** - VP International Markets, Member of the Board, The Broadband Foundation

**Leo Lundy** - Chief Technology Officer, Imagine Communications

**Roberto Guenzburger** - Marketing Director, Oi

**Patricia Rodrigues Ferreira** - Specialist in Regulation of Telecommunications Services, Anatel

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## Network Autonomics: The Final Frontier

16:10 - 16:25

FREE: Broadband World News Theatre

### Participants

**Kurt Pynaert** - Head of End-to-End SDAN Solutions Team, Nokia

**Bruno Cornaglia** - Fixed Access Senior Manager – Distinguished Engineer, Vodafone Group

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## Future Predictions for Emerging Consumer Patterns

16:25 - 16:45

FREE: Broadband World News Theatre

### Participants

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

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## Applying future trends with what is already happening in reality

16:45 - 17:25

FREE: Broadband World News Theatre

### Participants

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

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09:00		<p>09:20 - Green Broadband</p> <p>09:40 - Education and Progression - Addressing Sustainable Metrics for True Diversity in the Telecoms Industry</p>		
10:00		10:00 - Chair's Closing Remarks	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 - Building Transformational DNA and a Customer Success Obsessed Culture</p> <p>12:40 - PANEL: AI for CX – how can telcos move beyond chatbots and build further intelligence into their customer interactions</p>
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14:00				<p>14:15 - Keeping customer experience at the heart of digital transformation</p> <p>14:35 - PANEL: Customer Experience in Peak Demand – the 'New' Normal</p>

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15:00	15:00 - Broadband Strategies Across Africa 15:20 - Broadband Strategies in Indonesia 15:40 - Broadband rollout - Lessons from around the globe			
16:00	16:10 - Network Autonomics: The Final Frontier 16:25 - Future Predictions for Emerging Consumer Patterns 16:45 - Applying future trends with what is already happening in reality			