

Project Gigabit: Promoting demand and meeting customer expectations

July 7th 2021 | 2PM-3.35PM | [Hopin platform](#)

2pm-2.05pm	Welcome remarks from the chair <ul style="list-style-type: none">Andrew Kernahan, Head of Public Affairs, ISPA UK
2.05pm-2.25pm	Keynote - Switching, vulnerable customers, consumer take-up: Ofcom's strategic priorities in 2021 <ul style="list-style-type: none">Cristina Luna-Esteban, Director of Telecoms Consumer Protection – Fairness and Engagement, Ofcom, Ofcom
2.25pm-2.45pm	Keynote - Key findings and recommendations of the GigaTAG Report published in June 2021 <ul style="list-style-type: none">Overview from Rocio Concha, Director of Policy and Advocacy, Chief Economist, Which?
2.45pm-3.30pm	Panel - Is the Government doing enough to support the ISP sector? What more can industry do? <ul style="list-style-type: none">Alex Towers, Director of Policy and Public Affairs, BTEvan Wienburg, CEO, TruespeedDawn McEvoy, Head of Legal and Governance, Zen InternetLee Turner, Head of Industry Engagement and Regulatory Affairs, Gamma
3.30pm-3.35pm	Closing remarks <ul style="list-style-type: none">Andrew Kernahan, Head of Public Affairs, ISPA UK
3.35	AGM