

## Westminster eForum policy conference

### Key issues for the retail mobile and broadband market - consumer protection, infrastructure and competition

Timing: Morning, Wednesday, 17th June 2020

\*\*\*Taking Place Online\*\*\*



Agenda subject to change

- 8.30 Registration
- 9.00 **Chair's opening remarks**  
**Rt Hon Alun Cairns MP**, Officer, All-Party Parliamentary Group on Broadband and Digital Communication
- 9.05 **Consumer protection, regulation and telecoms services**  
**Rich Sullivan-Jones**, Audit Manager, Regulation, Consumers and Competition, National Audit Office
- 9.15 **Pricing, switching, and broadband and mobile consumers**  
**Jane Rumble**, Director, Consumer Policy, Ofcom
- 9.25 Questions and comments from the floor
- 9.40 Break
- 9.45 **Case study: strategies for protecting the interests of consumers in the retail energy market**  
**Mary Starks**, Executive Director, Consumers and Markets, Ofgem
- 9.55 **A market that serves consumers: design and delivery of new infrastructure and services, increasing choice and reducing switching barriers, and responsive support for customers - including in light of the COVID-19 crisis**  
**Richard Neudegg**, Head of Regulation, Uswitch  
**Hamish MacLeod**, Director, Mobile UK  
**Ali Law**, Director of Policy, UK and Ireland, Sky  
**Jonny Bunt**, Director of Regulatory Affairs, BT  
**Matthew Upton**, Director of Policy, Citizens Advice  
Questions and comments from the floor with **Mary Starks**, Executive Director, Consumers and Markets, Ofgem
- 11.00 **Chair's closing remarks**  
**Rt Hon Alun Cairns MP**, Officer, All-Party Parliamentary Group on Broadband and Digital Communication
- 11.05 Break
- 11.15 **Chair's opening remarks**  
**Kevin Hollinrake MP**, Vice Chair, Parliamentary Internet, Communications and Technology Forum
- 11.20 **Supporting a vibrant retail sector into the future - innovation in service delivery, driving competition, attracting investment, and preparing for the Copper Switch Off**  
**Richard Spencer**, Panel Member, Communications Consumer Panel  
**Diane Mullenex**, Partner, Pinsent Masons  
**Alex Blowers**, Director of Regulatory Affairs, CityFibre  
**David Rodman**, Executive Director, Public Policy & Regulatory Affairs, Virgin Media  
**Ed Dodman**, Director of Regulatory Affairs, Ombudsman Services  
Questions and comments from the floor
- 12.25 Break
- 12.30 **Consumer protection in mobile and broadband - key steps for policy**  
**Melissa Giordano**, Deputy Director, Telecoms Policy and Legislation, DCMS  
Questions and comments from the floor
- 12.55 **Chair's and Westminster eForum closing remarks**  
**Kevin Hollinrake MP**, Vice Chair, Parliamentary Internet, Communications and Technology Forum  
**Douglas Henderson**, Senior Researcher, Westminster eForum