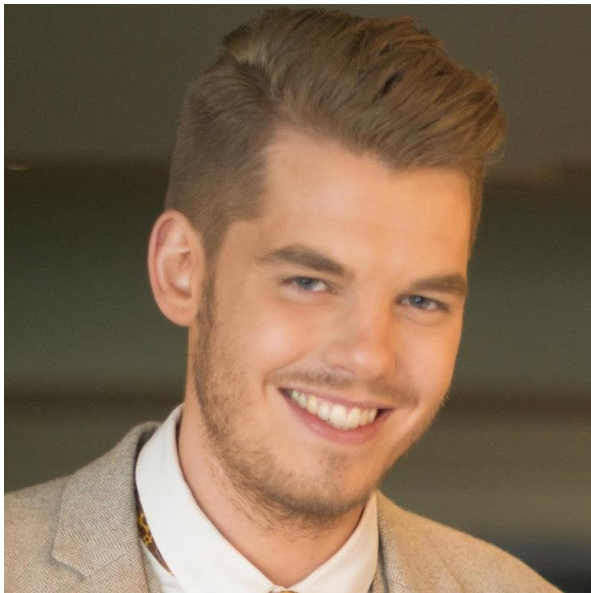


Providing a Great In-Home WiFi Experience – TalkTalk’s Approach

With more and more devices going online in each and every home, customers expect ISPs to do more without having to pay more. I’ll talk about TalkTalk’s and my vision on how to tackle the challenge ISPs face when it comes to supporting the exploding number of devices, including IOT, in the home. How do we make sure all these devices can connect to our network? Can we guarantee they’re being safeguarded from hackers, botnets and other threats? And most importantly, how do we enable customers to manage all this without having to ring customer support? I’ll share learnings from our past, bits of our current strategy and a few big questions we’re trying to answer at the moment.

Speaker: Steven Offerein, Head of In-Home Products & Experience, TalkTalk

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Steven is the Head of In-Home Products and Experience at TalkTalk, inspiring a team of Product Managers to deliver seamless, secure, and exceptional experiences online and in customers’ homes. The team have big ambitions for TalkTalk’s digital services, in-home connectivity and doing the right thing for customers. They drive the in-home Wi-Fi, Security and Value Added Services product roadmaps in the company. Steven joined TalkTalk in 2014 after having worked for Ziggo in the Netherlands. He has a life-long love for travelling, cake and Wi-Fi.