

Table 1
<S3a> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services at some or all of the sites that your business has?
by
Base: All respondents

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)		(a)	(b)	to 20	(c)	£1m	million	- £100	(d)
					(e)	(f)								(a)	to £20 million	million
													(b)			
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50
Solely responsible	183 61%	2 100%	8 67%	4 27%	14 48%	37 60%	60 69%	72 59%	126 63%	16 57%	11 52%	22 71%	26 59%	82 61%	45d 73%	26 52%
Jointly responsible with somebody else	118 39%	- -%	4 33%	11 73%	15 52%	25 40%	27 31%	51 41%	75 37%	12 43%	10 48%	9 29%	18 41%	52 39%	17 27%	24c 48%
Or is someone else primarily responsible	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 1 (continuation)

<S3a> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services at some or all of the sites that your business has?

Base: All respondents

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transpor t/Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
Solely responsible	183 61%	9 100%	41G 72%	12 63%	22g 69%	17 71%	24 60%	24 41%	16 53%	18 58%	7 78%	26dE 79%	40DE 82%	55 59%	55 48%
Jointly responsible with somebody else	118 39%	- -%	16 28%	7 37%	10 31%	7 29%	16 40%	35Bd 59%	14 47%	13 42%	2 22%	7 21%	9 18%	39bC 41%	59BC 52%
Or is someone else primarily responsible	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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<S3a> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services at some or all of the sites that your business has?
by
Base: All respondents

PERSONAL PROFILE																	
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12
Solely responsible	183 61%	7 78%	22 69%	13 68%	7 54%	20 83%	5 33%	60 66%	28 57%	8 40%	170 63%	4 57%	7 39%	2 50%	114B 72%	15 43%	7 58%
Jointly responsible with somebody else	118 39%	2 22%	10 31%	6 32%	6 46%	4 17%	10 67%	31 34%	21 43%	12 60%	102 38%	3 43%	11 61%	2 50%	45 28%	20A 57%	5 42%
Or is someone else primarily responsible	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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<S3a> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services at some or all of the sites that your business has?

by

Base: All respondents

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
Total		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120	
Solely responsible	183 61%	68 64%	75 65%	37 59%	50 68%	15 68%	55 55%	22 76%	16 57%	32 64%	61 61%	26 52%	87 58%	58 62%	61c 69%	64 53%	
Jointly responsible with somebody else	118 39%	39 36%	41 35%	26 41%	23 32%	7 32%	45 45%	7 24%	12 43%	18 36%	39 39%	24 48%	63 42%	35 38%	27 31%	56b 47%	
Or is someone else primarily responsible	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

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Table 1 (continuation)
<S3a> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services at some or all of the sites that your business has?
by
Base: All respondents

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	International Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
Total	301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
Solely responsible	183 61%	99 67%	64 68%	68 68%	60 76%	50 75%	55 69%	42 75%	37 67%	7 78%	15 60%	16 70%	12 75%	6 55%	1 50%	3 60%
Jointly responsible with somebody else	118 39%	49 33%	30 32%	32 32%	19 24%	17 25%	25 31%	14 25%	18 33%	2 22%	10 40%	7 30%	4 25%	5 45%	1 50%	2 40%
Or is someone else primarily responsible	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
95 percent as lower case or *, 99 percent as UPPER CASE or **																

Table 1 (continuation)

<S3a> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services at some or all of the sites that your business has?

by

Base: All respondents

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)	
Total	301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
Solely responsible	183 61%	18 69%	8 100%	9 56%	15 79%	8 67%	6 86%	1 100%	3 100%	76 70%	28 68%	62 77%	11 65%	29 51%	26A 81%	5 83%	36 62%	24 86%	7 78%	56 73%	51 66%	6 46%	
Jointly responsible with somebody else	118 39%	8 31%	- -	7 44%	4 21%	4 33%	1 14%	- -	- -	33 30%	13 32%	19 23%	6 35%	28B 49%	6 19%	1 17%	22 38%	4 14%	2 22%	21 27%	26 34%	7 54%	
Or is someone else primarily responsible	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

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by
Base: All respondents

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	301	37	66	71	68	92	27	64	91	60	18
Solely responsible	183 61%	32BC 86%	41 62%	43 61%	56B 82%	51 55%	22 81%	48 75%	70d 77%	36 60%	7 39%
Jointly responsible with somebody else	118 39%	5 14%	25A 38%	28A 39%	12 18%	41A 45%	5 19%	16 25%	21 23%	24c 40%	11 61%
Or is someone else primarily responsible	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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Table 1 (continuation)

<S3a> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services at some or all of the sites that your business has?

by

Base: All respondents

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63
Solely responsible	183 61%	57 71%	31 57%	34 83%	19 68%	10 91%	18 75%	15 94%	5 83%	8 36%	35 65%	60 58%	34aB 85%	70 60%	55 58%	58 59%	31 61%	36 72%	49 68%	34 74%	38 60%
Jointly responsible with somebody else	118 39%	23 29%	23 43%	7 17%	9 32%	1 9%	6 25%	1 6%	1 17%	14 64%	19c 35%	43C 42%	6 15%	47 40%	40 42%	40 41%	20 39%	14 28%	23 32%	12 26%	25 40%
Or is someone else primarily responsible	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

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Table 1 (continuation)

<S3a> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services at some or all of the sites that your business has?

by

Base: All respondents

		IP Based Services																			
	Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
Solely responsible	183 61%	56 64%	24 55%	52 57%	27 64%	5 45%	56 54%	26a 74%	59 57%	16 73%	7 58%	10 50%	17 85%	49 58%	7 44%	2 100%	3 75%	- -	3 50%	2 33%	1 100%
Jointly responsible with somebody else	118 39%	31 36%	20 45%	39 43%	15 36%	6 55%	48b 46%	9 26%	45 43%	6 27%	5 42%	10 50%	3 15%	36 42%	9 56%	- -	1 25%	- -	3 50%	4 67%	- -
Or is someone else primarily responsible	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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<S3a> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services at some or all of the sites that your business has?

by

Base: All respondents

		IP Based Services					
		COMMS SPEND		CONTINUE		CONTINUE	
				TO USE ISDN2/2e	TO USE ISDN30		
		Total	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)
Total	301	149	133	57	30	54	40
Solely responsible	183 61%	88 59%	88 66%	42b 74%	15 50%	40 74%	28 70%
Jointly responsible with somebody else	118 39%	61 41%	45 34%	15 26%	15a 50%	14 26%	12 30%
Or is someone else primarily responsible	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 2

<S4> Which of the following best describes your exact job title?

by

Base: All respondents

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+		1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million - £100 million	£101m+	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)		(a)	(b)	(c)		(a)	(b)	(c)	(d)
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50
IT / Telecoms Director / Manager / Other ITC specialist	72 24%	- -%	- -%	1 7%	1 3%	10 16%	18 21%	43Ef 35%	44 22%	9 32%	6 29%	8 26%	7 16%	31 23%	14 23%	16 32%
Other senior manager / director	58 19%	- -%	1 8%	5 33%	6 21%	9 15%	14 16%	29 24%	30 15%	8 29%	4 19%	8 26%	4 9%	26 19%	14 23%	11 22%
Owner / Proprietor	31 10%	2 100%	3 25%	5 33%	10 34%	4 6%	11g 13%	6 5%	27 13%	- -%	2 10%	2 6%	11CD 25%	17c 13%	1 2%	2 4%
Partner / Managing Partner	29 10%	- -%	2 17%	1 7%	3 10%	6 10%	12 14%	8 7%	21 10%	2 7%	2 10%	4 13%	6 14%	12 9%	9 15%	2 4%
Chief Executive Officer	26 9%	- -%	- -%	1 7%	1 3%	10f 16%	4 5%	11 9%	17 8%	3 11%	1 5%	4 13%	3 7%	9 7%	8 13%	6 12%
Chief Operations Director / Operations Director	24 8%	- -%	1 8%	1 7%	2 7%	6 10%	10 11%	6 5%	16 8%	4 14%	1 5%	1 3%	2 5%	11 8%	6 10%	4 8%
Managing Director	18 6%	- -%	- -%	1 7%	1 3%	2 3%	6 7%	9 7%	13 6%	- -%	2 10%	2 6%	1 2%	10 7%	4 6%	3 6%
Chief Finance Director / Finance Director	17 6%	- -%	2 17%	- -%	2 7%	6g 10%	6 7%	3 2%	14 7%	1 4%	1 5%	- -%	3 7%	7 5%	3 5%	3 6%
PA / Office manager	17 6%	- -%	3 25%	- -%	3 10%	6 10%	3 3%	5 4%	14 7%	1 4%	1 5%	- -%	6c 14%	8 6%	1 2%	2 4%
Other	9 3%	- -%	- -%	- -%	- -%	3 5%	3 3%	3 2%	5 2%	- -%	1 5%	2 6%	1 2%	3 2%	2 3%	1 2%
C-Suite	67 22%	- -%	3 25%	2 13%	5 17%	22G 35%	20 23%	20 16%	47 23%	8 29%	3 14%	5 16%	8 18%	27 20%	17 27%	13 26%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 2 (continuation)

<S4> Which of the following best describes your exact job title?

by

Base: All respondents

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
IT / Telecoms Director / Manager / Other ITC specialist	72 24%	- -%	14 25%	- -%	8 25%	3 13%	16 40%	16 27%	9 30%	6 19%	2 22%	11 33%	13 27%	21 22%	25 22%
Other senior manager / director	58 19%	- -%	11 19%	5 26%	3 9%	5 21%	6 15%	12 20%	11df 37%	5 16%	- -%	3 9%	3 6%	14 15%	36BCD 32%
Owner / Proprietor	31 10%	4 44%	4 7%	1 5%	3 9%	5 21%	1 3%	11fhi 19%	1 3%	1 3%	2 22%	6 18%	7 14%	7 7%	9 8%
Partner / Managing Partner	29 10%	- -%	9G 16%	2 11%	2 6%	4 17%	5g 13%	1 2%	3 10%	3 10%	1 11%	5e 15%	9E 18%	9 10%	5 4%
Chief Executive Officer	26 9%	2 22%	7 12%	3 16%	3 9%	2 8%	2 5%	3 5%	1 3%	3 10%	1 11%	4 12%	6 12%	10 11%	5 4%
Chief Operations Director / Operations Director	24 8%	1 11%	4 7%	2 11%	5 16%	2 8%	5 13%	3 5%	1 3%	1 3%	1 11%	2 6%	5 10%	9 10%	7 6%
Managing Director	18 6%	1 11%	1 2%	3 16%	4bf 13%	1 4%	- -%	3 5%	1 3%	4bf 13%	1 11%	- -%	4 8%	7 7%	6 5%
Chief Finance Director / Finance Director	17 6%	1 11%	3 5%	- -%	2 6%	1 4%	4 10%	4 7%	- -%	2 6%	- -%	1 3%	2 4%	9 10%	5 4%
PA / Office manager	17 6%	- -%	2 4%	3 16%	2 6%	- -%	1 3%	4 7%	2 7%	3 10%	1 11%	1 3%	- -%	4 4%	11c 10%
Other	9 3%	- -%	2 4%	- -%	- -%	1 4%	- -%	2 3%	1 3%	3f 10%	- -%	- -%	- -%	4 4%	5 4%
C-Suite	67 22%	4 44%	14h 25%	5 26%	10h 31%	5 21%	11h 28%	10 17%	2 7%	6 19%	2 22%	7 21%	13 27%	28E 30%	17 15%

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Table 2 (continuation)

<S4> Which of the following best describes your exact job title?

by

Base: All respondents

	Total	PERSONAL PROFILE															
		Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12
IT / Telecoms Director / Manager / Other ITC specialist	72 24%	3 33%	9 28%	2 11%	1 8%	10 42%	3 20%	21 23%	9 18%	6 30%	64 24%	3 43%	3 17%	2 50%	41 26%	13 37%	2 17%
Other senior manager / director	58 19%	1 11%	6 19%	4 21%	3 23%	5 21%	4 27%	13 14%	10 20%	6 30%	52 19%	- %	5 28%	1 25%	20 13%	15A 43%	3 25%
Owner / Proprietor	31 10%	- %	3 9%	3 16%	1 8%	- %	3 20%	12 13%	6 12%	1 5%	29 11%	- %	2 11%	- %	16 10%	2 6%	- %
Partner / Managing Partner	29 10%	2 22%	2 6%	2 11%	2 15%	2 8%	- %	11 12%	5 10%	2 10%	28 10%	- %	1 6%	- %	23b 14%	- %	- %
Chief Executive Officer	26 9%	1 11%	3 9%	1 5%	1 8%	1 4%	2 13%	13 14%	2 4%	1 5%	25 9%	- %	1 6%	- %	19 12%	1 3%	1 8%
Chief Operations Director / Operations Director	24 8%	- %	3 9%	3 16%	1 8%	3 13%	1 7%	6 7%	3 6%	- %	20 7%	1 14%	3 17%	- %	17b 11%	- %	- %
Managing Director	18 6%	1 11%	2 6%	3 16%	2 15%	1 4%	- %	4 4%	3 6%	1 5%	17 6%	1 14%	- %	- %	10 6%	1 3%	2 17%
Chief Finance Director / Finance Director	17 6%	- %	3 9%	- %	1 8%	1 4%	2 13%	4 4%	4 8%	2 10%	17 6%	- %	- %	- %	10 6%	- %	- %
PA / Office manager	17 6%	1 11%	- %	- %	1 8%	- %	- %	4 4%	5 10%	1 5%	12 4%	2 29%	2 11%	1 25%	2 1%	1 3%	2 17%
Other	9 3%	- %	1 3%	1 5%	- %	1 4%	- %	3 3%	2 4%	- %	8 3%	- %	1 6%	- %	1 1%	2a 6%	2 17%
C-Suite	67 22%	1 11%	9 28%	4 21%	3 23%	5 21%	5 33%	23 25%	9 18%	3 15%	62 23%	1 14%	4 22%	- %	46B 29%	1 3%	1 8%

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Table 2 (continuation)

<S4> Which of the following best describes your exact job title?

by

Base: All respondents

	Total	PERSONAL PROFILE															Mostly used fixed line		
		Fixed line services																	
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP (f)	Only ISDN 2e & (g)	ISDN 2/ IP 30 (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)			
Total	301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120			
IT / Telecoms Director / Manager / Other ITC specialist	72 24%	15 14%	33Ac 28%	8 13%	21ac 29%	4 18%	28ac 28%	5 17%	10 36%	13 26%	32AC 32%	9 18%	41ac 27%	11 12%	26A 30%	35A 29%			
Other senior manager / director	58 19%	15 14%	21 18%	10 16%	14 19%	2 9%	24 24%	4 14%	6 21%	9 18%	19 19%	14a 28%	33 22%	14 15%	14 16%	30 25%			
Owner / Proprietor	31 10%	15j 14%	12 10%	7 11%	6 8%	5 23%	9 9%	5 17%	3 11%	6 12%	5 5%	10J 20%	15 10%	12 13%	8 9%	11 9%			
Partner / Managing Partner	29 10%	20BdFjKL 19%	7 6%	14 22%	5 7%	2 9%	4 4%	4 14%	- -	4 8%	7 7%	1 2%	8 5%	19BC 20%	5 6%	5 4%			
Chief Executive Officer	26 9%	15f 14%	9 8%	7 11%	4 5%	3 14%	5 5%	5 17%	2 7%	7 14%	8 8%	4 8%	12 8%	12 13%	7 8%	7 6%			
Chief Operations Director / Operations Director	24 8%	7 7%	9 8%	2 3%	4 5%	2 9%	10 10%	4 14%	4 14%	7c 14%	11 11%	6 12%	17 11%	6 6%	6 7%	12 10%			
Managing Director	18 6%	7 7%	9 8%	5 8%	6 8%	2 9%	4 4%	1 3%	2 7%	2 4%	5 5%	1 2%	6 4%	7 8%	7 8%	4 3%			
Chief Finance Director / Finance Director	17 6%	4 4%	10 9%	2 3%	9afijL 12%	1 5%	4 4%	1 3%	- -	1 2%	3 3%	2 4%	5 3%	4 4%	9c 10%	4 3%			
PA / Office manager	17 6%	5 5%	5 4%	4 6%	4 5%	1 5%	8i 8%	- -	- -	- -	7 7%	1 2%	8 5%	4 4%	5 6%	8 7%			
Other	9 3%	4 4%	1 1%	4bd 6%	- -	- -	4 4%	- -	1 4%	1 2%	3 3%	2 4%	5 3%	4 4%	1 1%	4 3%			
C-Suite	67 22%	26 24%	28 24%	11 17%	17 23%	6 27%	19 19%	10 34%	6 21%	15 30%	22 22%	12 24%	34 23%	22 24%	22 25%	23 19%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 2 (continuation)

<S4> Which of the following best describes your exact job title?

by

Base: All respondents

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 - 20 (e)	28 - 30 (f)	30+ (g)
Total	301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
IT / Telecoms Director / Manager / Other ITC specialist	72 24%	29 20%	18 19%	22 22%	18 23%	12 18%	15 19%	13 23%	11 20%	- -%	7 28%	1 4%	2 13%	2 18%	- -%	1 20%
Other senior manager / director	58 19%	23g 16%	16g 17%	14g 14%	11g 14%	9 13%	12g 15%	2 4%	10g 18%	1 11%	3 12%	1 4%	4 25%	2 18%	- -%	1 20%
Owner / Proprietor	31 10%	17 11%	10 11%	13 13%	8 10%	10 15%	11 14%	8 14%	6 11%	- -%	4 16%	4 17%	2 13%	1 9%	- -%	- -%
Partner / Managing Partner	29 10%	16 11%	8 9%	9 9%	9 11%	9 13%	9 11%	10 18%	5 9%	2 22%	4 16%	6 26%	3 19%	1 9%	- -%	- -%
Chief Executive Officer	26 9%	15 10%	12 13%	11 11%	9 11%	9 13%	12 15%	8 14%	8 15%	2 22%	1 4%	3 13%	2 13%	4 36%	- -%	2 40%
Chief Operations Director / Operations Director	24 8%	10 7%	9 10%	6 6%	4 5%	4 6%	5 6%	4 7%	1 2%	2 22%	- -%	2 9%	1 6%	- -%	- -%	1 20%
Managing Director	18 6%	13 9%	9 10%	10 10%	8 10%	5 7%	9 11%	6 11%	9 16%	- -%	2 8%	3 13%	1 6%	- -%	- -%	- -%
Chief Finance Director / Finance Director	17 6%	12 8%	7 7%	7 7%	5 6%	4 6%	4 5%	3 5%	2 4%	1 11%	- -%	1 4%	- -%	1 9%	1 50%	- -%
PA / Office manager	17 6%	9 6%	3 3%	6 6%	6 8%	5 7%	2 3%	2 4%	3 5%	1 11%	2 8%	2 9%	- -%	- -%	- -%	- -%
Other	9 3%	4 3%	2 2%	2 2%	1 1%	- -%	1 1%	- -%	- -%	- -%	2 8%	- -%	1 6%	- -%	1 50%	- -%
C-Suite	67 22%	37 25%	28 30%	24 24%	18 23%	17 25%	21 26%	15 27%	11 20%	5 56%	1 4%	6 26%	3 19%	5 45%	1 50%	3 60%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 2 (continuation)

<S4> Which of the following best describes your exact job title?

by

Base: All respondents

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch annels (f)	600 -1470 or more channe ls(g)	1500 chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13
IT / Telecoms Director / Manager / Other ITC specialist	72 24%	4 15%	4 50%	4 25%	7 37%	2 17%	3 43%	- -%	1 33%	27 25%	9 22%	20 25%	6 35%	7 12%	6 19%	- -%	16 28%	5 18%	6 67%	17 22%	15 19%	4 31%
Other senior manager / director	58 19%	3 12%	1 13%	5 31%	2 11%	1 8%	- -%	- -%	- -%	13 12%	8 20%	6 7%	2 12%	9 16%	4 13%	- -%	12 21%	1 4%	- -%	11 14%	7 9%	3 23%
Owner / Proprietor	31 10%	5 19%	- -%	1 6%	3 16%	1 8%	1 14%	- -%	- -%	13 12%	5 12%	9 11%	3 18%	8 14%	1 3%	3 50%	6 10%	5 18%	- -%	9 12%	9 12%	1 8%
Partner / Managing Partner	29 10%	- -%	- -%	- -%	2 11%	4 33%	- -%	- -%	1 33%	13 12%	6 15%	10 12%	3 18%	9 16%	8 25%	1 17%	1 2%	5 18%	1 11%	8 10%	14 18%	1 8%
Chief Executive Officer	26 9%	5 19%	- -%	- -%	- -%	2 17%	1 14%	- -%	- -%	15 14%	4 10%	14 17%	1 6%	7 12%	7 22%	- -%	6 10%	2 7%	- -%	8 10%	10 13%	1 8%
Chief Operations Director / Operations Director	24 8%	2 8%	1 13%	1 6%	1 5%	2 17%	- -%	- -%	- -%	9 8%	2 5%	8 10%	1 6%	4 7%	2 6%	- -%	4 7%	3 11%	- -%	4 5%	6 8%	2 15%
Managing Director	18 6%	1 4%	1 13%	2 13%	2 11%	- -%	- -%	1 100%	1 33%	7 6%	2 5%	6 7%	1 6%	4 7%	3 9%	- -%	2 3%	4 14%	1 11%	6 8%	6 8%	- -%
Chief Finance Director / Finance Director	17 6%	3 12%	1 13%	3 19%	1 5%	- -%	1 14%	- -%	- -%	8 7%	2 5%	6 7%	- -%	3 5%	- -%	1 17%	7 12%	2 7%	1 11%	9 12%	3 4%	- -%
PA / Office manager	17 6%	2 8%	- -%	- -%	1 5%	- -%	1 14%	- -%	- -%	2 2%	3 7%	1 1%	- -%	3 5%	- -%	1 17%	3 5%	1 4%	- -%	4 5%	4 5%	1 8%
Other	9 3%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	1 1%	- -%	3 5%	1 3%	- -%	1 2%	- -%	- -%	1 1%	3 4%	- -%
C-Suite	67 22%	10 38%	2 25%	4 25%	2 11%	4 33%	2 29%	- -%	- -%	32 29%	8 20%	28 35%	2 12%	14 25%	9 28%	1 17%	17 29%	7 25%	1 11%	21 27%	19 25%	3 23%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 2 (continuation)

<S4> Which of the following best describes your exact job title?

by

Base: All respondents

	ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	301	37	66	71	68	92	27	64	91	60	18	
IT / Telecoms Director / Manager / Other ITC specialist	72 24%	4 11%	19a 29%	13 18%	7 10%	24a 26%	1 4%	13 20%	14 15%	16 27%	3 17%	
Other senior manager / director	58 19%	2 5%	8 12%	15a 21%	4 6%	19A 21%	3 11%	6 9%	9 10%	11 18%	5 28%	
Owner / Proprietor	31 10%	6 16%	6 9%	8 11%	8 12%	12 13%	6 22%	8 13%	14d 15%	3 5%	3 17%	
Partner / Managing Partner	29 10%	8 22%	7 11%	9 13%	14b 21%	8 9%	3 11%	13 20%	16 18%	5 8%	2 11%	
Chief Executive Officer	26 9%	9bC 24%	6 9%	4 6%	14B 21%	4 4%	6 22%	8 13%	14d 15%	3 5%	2 11%	
Chief Operations Director / Operations Director	24 8%	3 8%	7 11%	2 3%	6 9%	4 4%	2 7%	5 8%	7 8%	3 5%	1 6%	
Managing Director	18 6%	3 8%	4 6%	5 7%	8 12%	5 5%	4 15%	5 8%	9 10%	4 7%	- -%	
Chief Finance Director / Finance Director	17 6%	2 5%	4 6%	7 10%	6 9%	7 8%	1 4%	3 5%	4 4%	7 12%	1 6%	
PA / Office manager	17 6%	- -%	5 8%	4 6%	1 1%	6 7%	1 4%	3 5%	4 4%	3 5%	1 6%	
Other	9 3%	- -%	- -%	4 6%	- -%	3 3%	- -%	- -%	- -%	5bC 8%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 2 (continuation)
<S4> Which of the following best describes your exact job title?
by
Base: All respondents

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	301	37	66	71	68	92	27	64	91	60	18
C-Suite	67	14c	17	13	26B	15	9	16	25	13	4
	22%	38%	26%	18%	38%	16%	33%	25%	27%	22%	22%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 2 (continuation)

<S4> Which of the following best describes your exact job title?

by

Base: All respondents

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63
IT / Telecoms Director / Manager / Other ITC specialist	72 24%	17 21%	13 24%	7 17%	7 25%	3 27%	3 13%	1 6%	4 67%	6 27%	19 35%	31 30%	16 40%	37 32%	30 32%	30 31%	16 31%	19 38%	21 29%	14 30%	21 33%
Other senior manager / director	58 19%	9 11%	12 22%	3 7%	5 18%	– %	3 13%	1 6%	1 17%	4 18%	7 13%	24 23%	8 20%	23 20%	21 22%	21 21%	7 14%	5 10%	18e 25%	7 15%	16e 25%
Owner / Proprietor	31 10%	6 8%	7 13%	4 10%	2 7%	1 9%	2 8%	2 13%	1 17%	– %	6 11%	8 8%	4 10%	13 11%	8 8%	10 10%	4 8%	3 6%	8 11%	4 9%	4 6%
Partner / Managing Partner	29 10%	14 18%	5 9%	11 27%	2 7%	2 18%	7 29%	4 25%	– %	1 5%	1 2%	5 5%	3 8%	7 6%	6 6%	6 6%	2 4%	4 8%	4 6%	4 9%	3 5%
Chief Executive Officer	26 9%	11 14%	3 6%	7 17%	3 11%	2 18%	5 21%	3 19%	– %	1 5%	5 9%	8 8%	4 10%	8 7%	7 7%	6 6%	5 10%	3 6%	6 8%	4 9%	6 10%
Chief Operations Director / Operations Director	24 8%	4 5%	3 6%	1 2%	2 7%	1 9%	1 4%	1 6%	– %	1 5%	10c 19%	13 13%	1 3%	11 9%	9 9%	11 11%	6 12%	7 14%	8 11%	7 15%	3 5%
Managing Director	18 6%	8 10%	1 2%	4 10%	2 7%	– %	2 8%	3 19%	– %	2 9%	1 2%	4 4%	1 3%	5 4%	3 3%	4 4%	3 6%	3 6%	3 4%	3 7%	3 5%
Chief Finance Director / Finance Director	17 6%	6 8%	4 7%	4 10%	1 4%	2 18%	– %	1 6%	– %	3 14%	– %	4 4%	1 3%	3 3%	2 2%	1 1%	1 2%	– %	1 1%	1 2%	1 2%
PA / Office manager	17 6%	3 4%	5 9%	– %	2 7%	– %	– %	– %	– %	3 14%	3 6%	5 5%	1 3%	7 6%	5 5%	7 7%	4 8%	3 6%	2 3%	2 4%	5 8%
Other	9 3%	2 3%	1 2%	– %	2 7%	– %	1 4%	– %	– %	1 5%	2 4%	1 1%	1 3%	3 3%	4 4%	2 2%	3 6%	3 6%	1 1%	– %	1 2%
C-Suite	67 22%	21 26%	10 19%	12 29%	6 21%	5 45%	6 25%	5 31%	– %	5 23%	15 28%	25 24%	6 15%	22 19%	18 19%	18 18%	12 24%	10 20%	15 21%	12 26%	10 16%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 2 (continuation)

<S4> Which of the following best describes your exact job title?

by

Base: All respondents

	Total	IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1	
IT / Telecoms Director / Manager / Other ITC specialist	72 24%	33B 38%	5 11%	31 34%	8 19%	- -%	29 28%	10 29%	27 26%	7 32%	4 33%	4 20%	8 40%	20 24%	5 31%	- -%	1 25%	- -%	3 50%	2 33%	1 100%	
Other senior manager / director	58 19%	17 20%	7 16%	17 19%	12 29%	2 18%	25 24%	5 14%	24 23%	4 18%	1 8%	4 20%	2 10%	21 25%	3 19%	- -%	- -%	- -%	2 33%	2 33%	- -%	
Owner / Proprietor	31 10%	7 8%	7 16%	10 11%	5 12%	- -%	14 13%	1 3%	11 11%	3 14%	- -%	5 25%	- -%	6 7%	4 25%	2 100%	- -%	- -%	1 17%	- -%	- -%	
Partner / Managing Partner	29 10%	4 5%	4 9%	6 7%	2 5%	- -%	3 3%	3 9%	5 5%	- -%	3 25%	1 5%	3 15%	4 5%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	
Chief Executive Officer	26 9%	8 9%	4 9%	3 3%	5 12%	4 36%	8 8%	4 11%	9 9%	3 14%	- -%	- -%	3 15%	9 11%	- -%	- -%	1 25%	- -%	- -%	1 17%	- -%	
Chief Operations Director / Operations Director	24 8%	9 10%	8 18%	11 12%	5 12%	1 9%	13 13%	4 11%	13 13%	2 9%	2 17%	3 15%	3 15%	11 13%	- -%	- -%	1 25%	- -%	- -%	1 17%	- -%	
Managing Director	18 6%	1 1%	2 5%	3 3%	2 5%	1 9%	1 1%	4A 11%	3 3%	1 5%	1 8%	2 10%	- -%	3 4%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	
Chief Finance Director / Finance Director	17 6%	3 3%	2 5%	3 3%	- -%	2 18%	3 3%	1 3%	2 2%	1 5%	1 8%	- -%	- -%	4 5%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	
PA / Office manager	17 6%	4 5%	3 7%	4 4%	3 7%	- -%	6 6%	2 6%	7 7%	1 5%	- -%	1 5%	1 5%	4 5%	2 13%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	9 3%	1 1%	2 5%	3 3%	- -%	1 9%	2 2%	1 3%	3 3%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
C-Suite	67 22%	20 23%	14 32%	17 19%	10 24%	7 64%	24 23%	9 26%	24 23%	6 27%	3 25%	3 15%	6 30%	24 28%	1 6%	- -%	2 50%	- -%	- -%	2 33%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 2 (continuation)

<S4> Which of the following best describes your exact job title?

by

Base: All respondents

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	301	149	133	57	30	54	40
IT / Telecoms Director / Manager / Other ITC specialist	72 24%	31 21%	36 27%	7 12%	5 17%	15 28%	12 30%
Other senior manager / director	58 19%	24 16%	26 20%	4 7%	7a 23%	5 9%	6 15%
Owner / Proprietor	31 10%	22b 15%	9 7%	8 14%	4 13%	5 9%	6 15%
Partner / Managing Partner	29 10%	16 11%	13 10%	15b 26%	2 7%	5 9%	2 5%
Chief Executive Officer	26 9%	10 7%	16 12%	9 16%	4 13%	8b 15%	- -%
Chief Operations Director / Operations Director	24 8%	13 9%	11 8%	3 5%	2 7%	4 7%	3 8%
Managing Director	18 6%	9 6%	8 6%	5 9%	2 7%	8b 15%	1 3%
Chief Finance Director / Finance Director	17 6%	9 6%	7 5%	2 4%	1 3%	3 6%	7 18%
PA / Office manager	17 6%	12 8%	5 4%	3 5%	1 3%	1 2%	3 8%
Other	9 3%	3 2%	2 2%	1 2%	2 7%	- -%	- -%
C-Suite	67 22%	32 21%	34 26%	14 25%	7 23%	15 28%	10 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 3

<S5> Which of these best describes the sector your business operates in?

by

Base: All respondents

		PERSONAL PROFILE															
		Company Size								No.Sites				Turnover			
		Total	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
			(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)				
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50	
Other services	59 20%	2 100%	4 33%	8 53%	14 48%	13 21%	14 16%	18 15%	45 22%	4 14%	2 10%	4 13%	16BC 36%	23 17%	5 8%	10 20%	
Manufacturing	57 19%	- -%	2 17%	1 7%	3 10%	19g 31%	17 20%	18 15%	50 25%	5 18%	1 5%	- -%	4 9%	31a 23%	10 16%	10 20%	
Financial Services	40 13%	- -%	2 17%	- -%	2 7%	4 6%	15 17%	19 15%	26 13%	4 14%	2 10%	2 6%	5 11%	14 10%	10 16%	11b 22%	
Wholesale/Transport/ Communications	32 11%	- -%	- -%	2 13%	2 7%	7 11%	15g 17%	8 7%	20 10%	4 14%	2 10%	4 13%	3 7%	19 14%	6 10%	4 8%	
Other	31 10%	- -%	2 17%	1 7%	3 10%	9 15%	5 6%	14 11%	25 12%	- -%	3 14%	1 3%	4 9%	15d 11%	9d 15%	1 2%	
Public admin and services	30 10%	- -%	1 8%	- -%	1 3%	3 5%	7 8%	19e 15%	12 6%	3 11%	6 29%	7 23%	4 9%	9 7%	7 11%	8 16%	
Retail	24 8%	- -%	- -%	1 7%	1 3%	2 3%	9 10%	12 10%	9 4%	4 14%	3 14%	7 23%	2 5%	10 7%	8 13%	4 8%	
Construction	19 6%	- -%	1 8%	2 13%	3 10%	4 6%	5 6%	7 6%	12 6%	2 7%	1 5%	2 6%	4d 9%	11d 8%	4 6%	- -%	
Primary	9 3%	- -%	- -%	- -%	- -%	1 2%	- -%	8f 7%	2 1%	2 7%	1 5%	4 13%	2 5%	2 1%	3 5%	2 4%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 3 (continuation)

<S5> Which of these best describes the sector your business operates in?

by

Base: All respondents

PERSONAL PROFILE															
	Sector										Number of years trading				
	Total	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
		(a)	cturing (b)	ruction (c)	olesale/Transport/Communications (d)	(e)	ncial Services (f)	se rvices (g)	admin and se rvices (h)	(i)					
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
Other services	59 20%	- -%	- -%	- -%	- -%	- -%	- -%	59BDFHI 100%	- -%	- -%	3 33%	6 18%	8 16%	21 22%	21 18%
Manufacturing	57 19%	- -%	57DFGHI 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 22%	7 21%	8 16%	18 19%	22 19%
Financial Services	40 13%	- -%	- -%	- -%	- -%	- -%	40BDGHI 100%	- -%	- -%	- -%	- -%	4 12%	7 14%	18e 19%	11 10%
Wholesale/Transport/ Communications	32 11%	- -%	- -%	- -%	32BFGHI 100%	- -%	- -%	- -%	- -%	- -%	3 33%	4 12%	7 14%	9 10%	9 8%
Other	31 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	31BDFGH 100%	- -%	6 18%	5 10%	8 9%	11 10%
Public admin and services	30 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	30BDFGI 100%	- -%	1 11%	1 3%	3 6%	3 3%	21bcd 18%
Retail	24 8%	- -%	- -%	- -%	- -%	24 100%	- -%	- -%	- -%	- -%	- -%	2 6%	5 10%	9 10%	8 7%
Construction	19 6%	- -%	- -%	19 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 6%	2 4%	7 7%	8 7%
Primary	9 3%	9 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	4d 8%	1 1%	3 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 3 (continuation)

<S5> Which of these best describes the sector your business operates in?

by

Base: All respondents

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12
Other services	59 20%	2 22%	9 28%	2 11%	1 8%	1 4%	6 40%	17 19%	8 16%	7 35%	53 19%	1 14%	4 22%	1 25%	21 13%	9 26%	2 17%
Manufacturing	57 19%	3 33%	6 19%	7 37%	4 31%	7 29%	1 7%	12 13%	9 18%	5 25%	54 20%	1 14%	1 6%	1 25%	35b 22%	2 6%	3 25%
Financial Services	40 13%	1 11%	3 9%	1 5%	1 8%	6 25%	1 7%	15 16%	7 14%	1 5%	36 13%	1 14%	3 17%	- -%	24 15%	4 11%	- -%
Wholesale/Transport/ Communications	32 11%	- -%	1 3%	- -%	2 15%	3 13%	3 20%	10 11%	10b 20%	- -%	29 11%	1 14%	2 11%	- -%	18 11%	2 6%	- -%
Other	31 10%	- -%	3 9%	1 5%	2 15%	2 8%	2 13%	12 13%	4 8%	2 10%	28 10%	1 14%	2 11%	- -%	14 9%	3 9%	3 25%
Public admin and services	30 10%	1 11%	5 16%	2 11%	1 8%	1 4%	1 7%	8 9%	3 6%	4 20%	26 10%	2 29%	1 6%	1 25%	12 8%	7a 20%	4 33%
Retail	24 8%	1 11%	2 6%	1 5%	1 8%	2 8%	- -%	9 10%	5 10%	- -%	21 8%	- -%	3 17%	- -%	17 11%	5 14%	- -%
Construction	19 6%	1 11%	1 3%	4 21%	1 8%	2 8%	- -%	4 4%	3 6%	1 5%	17 6%	- -%	1 6%	1 25%	9 6%	3 9%	- -%
Primary	9 3%	- -%	2 6%	1 5%	- -%	- -%	1 7%	4 4%	- -%	- -%	8 3%	- -%	1 6%	- -%	9 6%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 3 (continuation)

<S5> Which of these best describes the sector your business operates in?

by

Base: All respondents

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120
Other services	59 20%	18 17%	19 16%	11 17%	12 16%	2 9%	24 24%	6 21%	6 21%	11 22%	22 22%	13 26%	35 23%	16 17%	14 16%	29 24%
Manufacturing	57 19%	21 20%	23 20%	12 19%	16 22%	4 18%	17 17%	7 24%	5 18%	10 20%	18 18%	9 18%	27 18%	17 18%	20 23%	20 17%
Financial Services	40 13%	14 13%	13 11%	9 14%	11 15%	1 5%	14 14%	4 14%	1 4%	5 10%	15 15%	4 8%	19 13%	13 14%	12 14%	15 13%
Wholesale/Transport/ Communications	32 11%	14 13%	12 10%	7 11%	6 8%	5 23%	11 11%	2 7%	1 4%	3 6%	10 10%	4 8%	14 9%	13 14%	8 9%	11 9%
Other	31 10%	10 9%	11 9%	7 11%	8 11%	3 14%	13 13%	1 3%	1 4%	1 2%	6 6%	8 16%	14 9%	10 11%	8 9%	13 11%
Public admin and services	30 10%	9 8%	18 16%	5 8%	8 11%	3 14%	6 6%	2 7%	8 29%	9 18%	12 12%	3 6%	15 10%	6 6%	12 14%	12 10%
Retail	24 8%	10 9%	11 9%	4 6%	6 8%	3 14%	6 6%	4 14%	3 11%	6 12%	9 9%	3 6%	12 8%	7 8%	7 8%	10 8%
Construction	19 6%	8 7%	4 3%	7 11%	3 4%	— —%	7 7%	1 3%	1 4%	2 4%	6 6%	3 6%	9 6%	8 9%	3 3%	8 7%
Primary	9 3%	3 3%	5 4%	1 2%	3 4%	1 5%	2 2%	2 7%	2 7%	3 6%	2 2%	3 6%	5 3%	3 3%	4 5%	2 2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 3 (continuation)

<S5> Which of these best describes the sector your business operates in?

by

Base: All respondents

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
Other services	59 20%	23 16%	15 16%	14 14%	10 13%	9 13%	13 16%	6 11%	8 15%	2 22%	3 12%	6 26%	- -	1 9%	1 50%	1 20%
Manufacturing	57 19%	34 23%	20 21%	19 19%	18 23%	16 24%	16 20%	10 18%	11 20%	1 11%	5 20%	3 13%	5 31%	3 27%	- -	1 20%
Financial Services	40 13%	19 13%	9 10%	11 11%	8 10%	10 15%	9 11%	11 20%	7 13%	2 22%	3 12%	4 17%	2 13%	2 18%	1 50%	- -
Wholesale/Transport/ Communications	32 11%	16 11%	11 12%	11 11%	8 10%	8 12%	11 14%	9 16%	6 11%	2 22%	5 20%	1 4%	- -	3 27%	- -	1 20%
Other	31 10%	14 9%	10 11%	12 12%	9 11%	3 4%	5 6%	4 7%	6 11%	2 22%	1 4%	4 17%	2 13%	- -	- -	- -
Public admin and services	30 10%	15 10%	10 11%	13 13%	9 11%	8 12%	9 11%	5 9%	8 15%	- -	3 12%	- -	1 6%	1 9%	- -	2 40%
Retail	24 8%	13 9%	10 11%	8 8%	8 10%	5 7%	9 11%	6 11%	3 5%	- -	4 16%	1 4%	2 13%	- -	- -	- -
Construction	19 6%	7 5%	4 4%	8 8%	5 6%	4 6%	3 4%	1 2%	3 5%	- -	1 4%	4 17%	2 13%	- -	- -	- -
Primary	9 3%	7 5%	5 5%	4 4%	4 5%	4 6%	5 6%	4 7%	3 5%	- -	- -	- -	2 13%	1 9%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 3 (continuation)

<S5> Which of these best describes the sector your business operates in?

by

Base: All respondents

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary (a) service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary (b) service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	ch annels (f)	chan nels (g)	chan nels (h)													
Total	301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
Other services	59 20%	6 23%	1 13%	5 31%	2 11%	- -%	- -%	- -%	1 33%	17 16%	9 22%	13 16%	3 18%	10 18%	3 9%	2 33%	13 22%	2 7%	- -%	13 17%	10 13%	5 38%	
Manufacturing	57 19%	7 27%	3 38%	4 25%	3 16%	2 17%	- -%	- -%	- -%	25 23%	6 15%	19 23%	4 24%	10 18%	9 28%	- -%	15 26%	3 11%	2 22%	16 21%	18 23%	2 15%	
Financial Services	40 13%	1 4%	1 13%	1 6%	4 21%	1 8%	2 29%	- -%	- -%	18 17%	6 15%	10 12%	4 24%	10 18%	3 9%	1 17%	7 12%	2 7%	3 33%	9 12%	12 16%	2 15%	
Wholesale/Transport/ Communications	32 11%	3 12%	1 13%	1 6%	2 11%	3 25%	1 14%	- -%	- -%	13 12%	5 12%	10 12%	2 12%	7 12%	5 16%	1 17%	4 7%	8 29%	- -%	5 6%	15a 19%	- -%	
Other	31 10%	5 19%	- -%	2 13%	2 11%	1 8%	1 14%	- -%	- -%	8 7%	2 5%	6 7%	- -%	5 9%	4 13%	- -%	4 7%	2 7%	3 33%	10 13%	5 6%	- -%	
Public admin and services	30 10%	- -%	- -%	- -%	2 11%	3 25%	3 43%	1 100%	1 33%	11 10%	4 10%	7 9%	3 18%	6 11%	1 3%	1 17%	4 7%	7 25%	- -%	7 9%	6 8%	2 15%	
Retail	24 8%	2 8%	1 13%	2 13%	2 11%	2 17%	- -%	- -%	- -%	9 8%	3 7%	9 11%	- -%	5 9%	1 3%	1 17%	6 10%	2 7%	1 11%	5 6%	6 8%	2 15%	
Construction	19 6%	1 4%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	3 3%	4 10%	3 4%	- -%	2 4%	5a 16%	- -%	1 2%	1 4%	- -%	7 9%	3 4%	- -%	
Primary	9 3%	1 4%	- -%	1 6%	2 11%	- -%	- -%	- -%	1 33%	5 5%	2 5%	4 5%	1 6%	2 4%	1 3%	- -%	4 7%	1 4%	- -%	5 6%	2 3%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 3 (continuation)

<S5> Which of these best describes the sector your business operates in?

by

Base: All respondents

ISDN LINES											

	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Total	301	37	66	71	68	92	27	64	91	60	18
Other services	59 20%	4 11%	9 14%	14 20%	5 7%	21A 23%	1 4%	9 14%	10 11%	14c 23%	4 22%
Manufacturing	57 19%	7 19%	16 24%	14 20%	13 19%	21 23%	4 15%	17 27%	21 23%	12 20%	3 17%
Financial Services	40 13%	8 22%	8 12%	8 11%	13 19%	10 11%	6 22%	7 11%	13 14%	6 10%	2 11%
Wholesale/Transport/ Communications	32 11%	4 11%	8 12%	9 13%	7 10%	12 13%	4 15%	9 14%	13 14%	6 10%	2 11%
Other	31 10%	1 3%	8 12%	7 10%	6 9%	8 9%	2 7%	5 8%	7 8%	7 12%	1 6%
Public admin and services	30 10%	3 8%	8 12%	6 8%	6 9%	8 9%	2 7%	7 11%	9 10%	6 10%	2 11%
Retail	24 8%	4 11%	6 9%	4 6%	8 12%	5 5%	3 11%	5 8%	8 9%	5 8%	1 6%
Construction	19 6%	2 5%	1 2%	8b 11%	5 7%	5 5%	1 4%	2 3%	3 3%	4 7%	3 17%
Primary	9 3%	4c 11%	2 3%	1 1%	5 7%	2 2%	4 15%	3 5%	7d 8%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 3 (continuation)

<S5> Which of these best describes the sector your business operates in?

by

Base: All respondents

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have (c)	plan to im plemen (d)	Not trial ed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63	
Other services	59 20%	10 13%	7 13%	3 7%	4 14%	- %	3 13%	- %	3 50%	4 18%	12C 22%	16c 16%	1 3%	29 25%	20 21%	25 26%	8 16%	9 18%	15 21%	8 17%	16 25%	
Manufacturing	57 19%	23b 29%	7 13%	9 22%	12 43%	5 45%	4 17%	5 31%	- %	9 41%	10 19%	19 18%	10 25%	23 20%	14 15%	20 20%	11 22%	9 18%	13 18%	4 9%	11 17%	
Financial Services	40 13%	10 13%	10 19%	8 20%	1 4%	2 18%	4 17%	1 6%	- %	3 14%	5 9%	18 17%	8 20%	12 10%	14 15%	9 9%	7 14%	7 14%	7 10%	9 20%	7 11%	
Wholesale/Transport/ Communications	32 11%	8 10%	9 17%	4 10%	2 7%	1 9%	1 4%	4 25%	1 17%	1 5%	6 11%	11 11%	4 10%	12 10%	10 11%	7 7%	5 10%	6 12%	8 11%	8 17%	5 8%	
Other	31 10%	8 10%	5 9%	3 7%	4 14%	- %	3 13%	1 6%	- %	3 14%	4 7%	11 11%	5 13%	11 9%	10 11%	11 11%	6 12%	5 10%	7 10%	3 7%	8 13%	
Public admin and services	30 10%	6 8%	8 15%	4 10%	1 4%	1 9%	2 8%	1 6%	1 17%	1 5%	6 11%	9 9%	6 15%	12 10%	12 13%	10 10%	5 10%	5 10%	12 17%	5 11%	9 14%	
Retail	24 8%	10b 13%	1 2%	7 17%	2 7%	1 9%	5 21%	3 19%	1 17%	- %	6 11%	10 10%	3 8%	11 9%	10 11%	7 7%	4 8%	7 14%	7 10%	6 13%	5 8%	
Construction	19 6%	2 3%	6a 11%	2 5%	- %	- %	1 4%	1 6%	- %	- %	2 4%	6 6%	2 5%	4 3%	4 4%	6 6%	4 8%	2 4%	2 3%	2 4%	2 3%	
Primary	9 3%	3 4%	1 2%	1 2%	2 7%	1 9%	1 4%	- %	- %	1 5%	3 6%	3 3%	1 3%	3 3%	1 1%	3 3%	1 2%	- %	1 1%	1 2%	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 3 (continuation)

<S5> Which of these best describes the sector your business operates in?

by

Base: All respondents

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage				
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	and	and	but	mentary	ck-up	at all	mentary	ck-up	at all
					(a)	(b)	(c)			(c)	(a)	(b)	(b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)		
Total	301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1		
Other services	59 20%	19 22%	12 27%	23 25%	8 19%	1 9%	27 26%	4 11%	25 24%	3 14%	2 17%	5 25%	- %	19 22%	8 50%	- %	1 25%	- %	- %	2 33%	1 100%		
Manufacturing	57 19%	16 18%	9 20%	14 15%	13a 31%	- %	13 13%	12A 34%	19 18%	4 18%	3 25%	4 20%	7 35%	14 16%	2 13%	1 50%	1 25%	- %	- %	2 33%	- %		
Financial Services	40 13%	12 14%	4 9%	12 13%	4 10%	3 27%	13 13%	5 14%	11 11%	3 14%	4 33%	1 5%	5 25%	10 12%	1 6%	- %	- %	- %	- %	- %	- %		
Wholesale/Transport/ Communications	32 11%	9 10%	3 7%	10 11%	4 10%	- %	9 9%	5 14%	10 10%	2 9%	1 8%	2 10%	1 5%	11 13%	- %	- %	- %	- %	- %	- %	- %		
Other	31 10%	9 10%	2 5%	8 9%	2 5%	2 18%	7 7%	5 14%	9 9%	3 14%	1 8%	4 20%	3 15%	4 5%	1 6%	- %	- %	- %	- %	- %	- %		
Public admin and services	30 10%	9 10%	3 7%	10 11%	3 7%	1 9%	13b 13%	- %	10 10%	2 9%	- %	- %	2 10%	11 13%	- %	- %	- %	- %	4 67%	1 17%	- %		
Retail	24 8%	7 8%	4 9%	5 5%	4 10%	3 27%	9 9%	3 9%	9 9%	2 9%	1 8%	- %	1 5%	10 12%	1 6%	1 50%	2 50%	- %	2 33%	- %	- %		
Construction	19 6%	4 5%	4 9%	4 4%	4 10%	1 9%	8 8%	1 3%	7 7%	2 9%	- %	2 10%	1 5%	3 4%	3 19%	- %	- %	- %	- %	1 17%	- %		
Primary	9 3%	2 2%	3 7%	5 5%	- %	- %	5 5%	- %	4 4%	1 5%	- %	2 10%	- %	3 4%	- %	- %	- %	- %	- %	- %	- %		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 3 (continuation)

<S5> Which of these best describes the sector your business operates in?

by

Base: All respondents

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	301	149	133	57	30	54	40
Other services	59 20%	31 21%	19 14%	2 4%	11A 37%	8 15%	7 18%
Manufacturing	57 19%	32 21%	23 17%	14 25%	4 13%	11 20%	7 18%
Financial Services	40 13%	16 11%	23 17%	10 18%	2 7%	7 13%	5 13%
Wholesale/Transport/ Communications	32 11%	20 13%	11 8%	7 12%	5 17%	6 11%	6 15%
Other	31 10%	17 11%	11 8%	7 12%	1 3%	6 11%	4 10%
Public admin and services	30 10%	10 7%	18 14%	2 4%	5a 17%	6 11%	5 13%
Retail	24 8%	8 5%	16a 12%	6 11%	1 3%	5 9%	4 10%
Construction	19 6%	12 8%	6 5%	6 11%	1 3%	1 2%	1 3%
Primary	9 3%	3 2%	6 5%	3 5%	- -%	4 7%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 4

<S6a> Including yourself, how many people does your organisation currently employ in the UK either full or part time?

by

Base: All respondents

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 million to £100 million (c)	£101m+ (d)	
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50
1	2 1%	2 100%	- -	- -	2 7%	- -	- -	- -	2 1%	- -	- -	- -	2b 5%	- -	- -	- -
2 to 4	12 4%	- -	12 100%	- -	12 41%	- -	- -	- -	11 5%	- -	- -	- -	8BCD 18%	2 1%	- -	- -
5 to 9	15 5%	- -	- -	15 100%	15 52%	- -	- -	- -	15 7%	- -	- -	- -	7bCD 16%	7 5%	- -	- -
10 to 19	25 8%	- -	- -	- -	- -	25FG 40%	- -	- -	24 12%	- -	- -	- -	8CD 18%	17CD 13%	- -	- -
20 to 49	37 12%	- -	- -	- -	- -	37FG 60%	- -	- -	33 16%	2 7%	- -	- -	6 14%	24cd 18%	3 5%	3 6%
50 to 249	87 29%	- -	- -	- -	- -	- -	87EG 100%	- -	65 32%	7 25%	4 19%	7 23%	6 14%	54AD 40%	20aD 32%	5 10%
250+	123 41%	- -	- -	- -	- -	- -	- -	123EF 100%	51 25%	19 68%	17 81%	24 77%	7 16%	30 22%	39AB 63%	42ABc 84%
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rather not say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 4 (continuation)

<S6a> Including yourself, how many people does your organisation currently employ in the UK either full or part time?

by

Base: All respondents

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
1	2 1%	- -	- -	- -	- -	- -	- -	2 3%	- -	- -	1 11%	- -	- -	1 1%	- -
2 to 4	12 4%	- -	2 4%	1 5%	- -	- -	2 5%	4 7%	1 3%	2 6%	1 11%	3c 9%	- -	4 4%	4 4%
5 to 9	15 5%	- -	1 2%	2 11%	2 6%	1 4%	- -	8bfh 14%	- -	1 3%	- -	2 6%	4 8%	5 5%	4 4%
10 to 19	25 8%	- -	6 11%	2 11%	2 6%	2 8%	1 3%	5 8%	2 7%	5f 16%	2 22%	5 15%	2 4%	7 7%	9 8%
20 to 49	37 12%	1 11%	13fh 23%	2 11%	5 16%	- -	3 8%	8 14%	1 3%	4 13%	1 11%	5 15%	4 8%	15 16%	12 11%
50 to 249	87 29%	- -	17 30%	5 26%	15gI 47%	9 38%	15i 38%	14 24%	7 23%	5 16%	2 22%	11 33%	25dE 51%	28e 30%	20 18%
250+	123 41%	8 89%	18 32%	7 37%	8 25%	12 50%	19 48%	18 31%	19BDG 63%	14 45%	2 22%	7 21%	14 29%	34 36%	65BCD 57%
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rather not say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 4 (continuation)

<S6a> Including yourself, how many people does your organisation currently employ in the UK either full or part time?

by

Base: All respondents

	PERSONAL PROFILE																
	Location														Involvement		
	Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	Midlands (e)	East of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12
1	2 1%	- -	- -	- -	- -	- -	- -	1 1%	1 2%	- -	2 1%	- -	- -	- -	- -	- -	- -
2 to 4	12 4%	- -	1 3%	- -	1 8%	- -	- -	2 2%	4 8%	3 15%	11 4%	- -	- -	1 25%	- -	- -	- -
5 to 9	15 5%	- -	- -	3 16%	1 8%	1 4%	2 13%	2 2%	5g 10%	1 5%	15 6%	- -	- -	- -	1 1%	- -	- -
10 to 19	25 8%	1 11%	2 6%	2 11%	3 23%	2 8%	2 13%	6 7%	3 6%	1 5%	22 8%	- -	3 17%	- -	8 5%	2 6%	2 17%
20 to 49	37 12%	2 22%	4 13%	2 11%	1 8%	1 4%	3 20%	12 13%	8 16%	2 10%	35 13%	- -	2 11%	- -	18b 11%	- -	- -
50 to 249	87 29%	4 44%	10 31%	5 26%	4 31%	8 33%	5 33%	24 26%	13 27%	3 15%	76 28%	3 43%	8 44%	- -	61b 38%	7 20%	2 17%
250+	123 41%	2 22%	15 47%	7 37%	3 23%	12 50%	3 20%	44h 48%	15 31%	10 50%	111 41%	4 57%	5 28%	3 75%	71 45%	26A 74%	8 67%
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rather not say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 4 (continuation)

<S6a> Including yourself, how many people does your organisation currently employ in the UK either full or part time?

by

Base: All respondents

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
Total		ISDN 2/2e (a)	ISDN30 (b) 2e	ISDN 2/ Only 30 (c)	ISDN Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120
1	2 1%	- -	- -	- -	- -	- -	2 2%	- -	- -	- -	1 1%	1 2%	2 1%	- -	- -	2 2%
2 to 4	12 4%	5 5%	1 1%	5bi 8%	1 1%	- -	6b 6%	- -	- -	- -	2 2%	4bi 8%	6 4%	5 5%	1 1%	6 5%
5 to 9	15 5%	10Bdjl 9%	1 1%	9BDfiJL 14%	1 1%	- -	4 4%	1 3%	- -	1 2%	2 2%	3b 6%	5 3%	10Bc 11%	1 1%	4 3%
10 to 19	25 8%	12b 11%	4 3%	10Bdi 16%	3 4%	1 5%	10 10%	1 3%	- -	1 2%	7 7%	4 8%	11 7%	11b 12%	3 3%	11 9%
20 to 49	37 12%	17 16%	16 14%	8 13%	10 14%	4 18%	8 8%	6 21%	3 11%	8 16%	10 10%	6 12%	16 11%	13 14%	14 16%	10 8%
50 to 249	87 29%	34 32%	39f1 34%	21 33%	26f1 36%	7 32%	21 21%	7 24%	7 25%	13 26%	24 24%	10 20%	34 23%	32c 34%	30c 34%	25 21%
250+	123 41%	29 27%	55AC 47%	10 16%	32aC 44%	10 45%	49AC 49%	14 48%	18 64%	27AC 54%	54AC 54%	22aC 44%	76AC 51%	22 24%	39A 44%	62A 52%
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rather not say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 4 (continuation)

<S6a> Including yourself, how many people does your organisation currently employ in the UK either full or part time?

by

Base: All respondents

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
1	2 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
2 to 4	12 4%	5 3%	1 1%	3 3%	1 1%	- %	- %	- %	- %	3 33%	- %	1 4%	- %	- %	- %	- %
5 to 9	15 5%	9 6%	3 3%	4 4%	3 4%	2 3%	1 1%	3 5%	- %	2 22%	5 20%	1 4%	- %	- %	- %	- %
10 to 19	25 8%	10 7%	6 6%	4 4%	5 6%	3 4%	3 4%	1 2%	1 2%	- %	3 12%	3 13%	2 13%	1 9%	- %	1 20%
20 to 49	37 12%	24 16%	14 15%	16 16%	11 14%	11 16%	10 13%	8 14%	6 11%	3 33%	4 16%	4 17%	3 19%	1 9%	- %	1 20%
50 to 249	87 29%	47 32%	35 37%	36 36%	29 37%	24 36%	36a 45%	21 38%	19 35%	1 11%	10 40%	7 30%	6 38%	5 45%	1 50%	- %
250+	123 41%	53 36%	35 37%	37 37%	30 38%	27 40%	30 38%	23 41%	29a 53%	- %	3 12%	7 30%	5 31%	4 36%	1 50%	3 60%
Don't know	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Rather not say	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 4 (continuation)

<S6a> Including yourself, how many people does your organisation currently employ in the UK either full or part time?

by

Base: All respondents

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In lution (c)
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 channels(g)	or more nels(h)													
Total		301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13
1		2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
2 to 4		12	-	-	-	-	-	-	-	-	2	3	1	-	4	1	-	-	1	-	3	3	-
		4%	-%	-%	-%	-%	-%	-%	-%	-%	2%	7%	1%	-%	7%	3%	-%	-%	4%	-%	4%	4%	-%
5 to 9		15	1	-	-	-	-	-	-	-	4	3	3	1	6	2	1	-	1	-	4	5	1
		5%	4%	-%	-%	-%	-%	-%	-%	-%	4%	7%	4%	6%	11%	6%	17%	-%	4%	-%	5%	6%	8%
10 to 19		25	3	1	-	-	-	-	-	-	4	1	3	1	7	2	-	3	1	-	9	4	-
		8%	12%	13%	-%	-%	-%	-%	-%	-%	4%	2%	4%	6%	12%	6%	-%	5%	4%	-%	12%	5%	-%
20 to 49		37	9	-	3	-	-	-	-	-	16	4	10	3	9	7	-	9	2	2	13	9	3
		12%	35%	-%	19%	-%	-%	-%	-%	-%	15%	10%	12%	18%	16%	22%	-%	16%	7%	22%	17%	12%	23%
50 to 249		87	9	3	5	9	6	2	-	-	44	13	33	6	22	7	3	19	13	3	27	31	1
		29%	35%	38%	31%	47%	50%	29%	-%	-%	40%	32%	41%	35%	39%	22%	50%	33%	46%	33%	35%	40%	8%
250+		123	4	4	8	10	6	5	1	3	39	17	31	6	9	13A	2	27	10	4	21	25	8
		41%	15%	50%	50%	53%	50%	71%	100%	100%	36%	41%	38%	35%	16%	41%	33%	47%	36%	44%	27%	32%	62%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Rather not say		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 4 (continuation)

<S6a> Including yourself, how many people does your organisation currently employ in the UK either full or part time?

by

Base: All respondents

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	301	37	66	71	68	92	27	64	91	60	18	
1	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
2 to 4	12 4%	1 3%	2 3%	3 4%	1 1%	5 5%	2 7%	1 2%	3 3%	1 2%	1 6%	
5 to 9	15 5%	1 3%	5 8%	5 7%	2 3%	8 9%	1 4%	2 3%	3 3%	5 8%	2 11%	
10 to 19	25 8%	3 8%	3 5%	8 11%	2 3%	9 10%	- -	3 5%	3 3%	7c 12%	4 22%	
20 to 49	37 12%	10B 27%	5 8%	12 17%	8 12%	16 17%	3 11%	6 9%	9 10%	12 20%	3 17%	
50 to 249	87 29%	15 41%	20 30%	26 37%	29 43%	30 33%	12 44%	25 39%	37 41%	16 27%	8 44%	
250+	123 41%	7 19%	31AC 47%	17 24%	26 38%	24 26%	9 33%	27 42%	36 40%	19 32%	- -	
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Rather not say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 4 (continuation)

<S6a> Including yourself, how many people does your organisation currently employ in the UK either full or part time?

by

Base: All respondents

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63
1	2	-	-	-	-	-	-	-	-	-	-	2	-	2	1	1	-	-	1	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	2%	1%	1%	-%	-%	1%	-%	-%
2 to 4	12	1	5a	1	-	-	1	-	-	-	1	3	1	5	3	3	1	1	1	1	2
	4%	1%	9%	2%	-%	-%	4%	-%	-%	-%	2%	3%	3%	4%	3%	3%	2%	2%	1%	2%	3%
5 to 9	15	3	5	1	1	-	-	1	-	2	-	3	-	4	-	4b	2	-	2	-	1
	5%	4%	9%	2%	4%	-%	-%	6%	-%	9%	-%	3%	-%	3%	-%	4%	4%	-%	3%	-%	2%
10 to 19	25	10	2	2	6	1	2	1	1	5	3	9	3	8	5	8	5	3	4	4	3
	8%	13%	4%	5%	21%	9%	8%	6%	17%	23%	6%	9%	8%	7%	5%	8%	10%	6%	6%	9%	5%
20 to 49	37	12	7	6	4	3	2	2	-	5	8	10	4	13	10	10	4	4	5	3	7
	12%	15%	13%	15%	14%	27%	8%	13%	-%	23%	15%	10%	10%	11%	11%	10%	8%	8%	7%	7%	11%
50 to 249	87	28	17	20	6	3	8	10	3	4	11	24	7	22	19	21	10	11	18	13	12
	29%	35%	31%	49%	21%	27%	33%	63%	50%	18%	20%	23%	18%	19%	20%	21%	20%	22%	25%	28%	19%
250+	123	26	18	11	11	4	11	2	2	6	31	52	25	63	57	51	29	31	41	25	38
	41%	33%	33%	27%	39%	36%	46%	13%	33%	27%	57%	50%	63%	54%	60%	52%	57%	62%	57%	54%	60%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Rather not say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 4 (continuation)

<S6a> Including yourself, how many people does your organisation currently employ in the UK either full or part time?

by

Base: All respondents

IP Based Services																					
	Total	-----																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
1	2	-	1	1	1	-	2	-	2	-	-	-	-	1	1	-	-	-	-	-	-
	1%	-%	2%	1%	2%	-%	2%	-%	2%	-%	-%	-%	-%	1%	6%	-%	-%	-%	-%	-%	-%
2 to 4	12	-	6A	3	2	1	3	2	5	-	-	-	1	5	-	-	-	-	-	-	-
	4%	-%	14%	3%	5%	9%	3%	6%	5%	-%	-%	-%	5%	6%	-%	-%	-%	-%	-%	-%	-%
5 to 9	15	3	2	2	3	-	4	-	2	1	1	2	-	2	1	-	-	-	-	-	-
	5%	3%	5%	2%	7%	-%	4%	-%	2%	5%	8%	10%	-%	2%	6%	-%	-%	-%	-%	-%	-%
10 to 19	25	4	6	6	3	2	9	2	7	3	1	3	1	5	2	-	1	-	-	-	-
	8%	5%	14%	7%	7%	18%	9%	6%	7%	14%	8%	15%	5%	6%	13%	-%	25%	-%	-%	-%	-%
20 to 49	37	9	4	11	5	-	6	9A	9	3	2	2	5	7	-	1	-	-	-	1	-
	12%	10%	9%	12%	12%	-%	6%	26%	9%	14%	17%	10%	25%	8%	-%	50%	-%	-%	-%	17%	-%
50 to 249	87	19	8	20	8	4	17	12a	20	6	4	1	7	19	4	-	1	-	2	1	-
	29%	22%	18%	22%	19%	36%	16%	34%	19%	27%	33%	5%	35%	22%	25%	-%	25%	-%	33%	17%	-%
250+	123	52b	17	48	20	4	63B	10	59	9	4	12	6	46	8	1	2	-	4	4	1
	41%	60%	39%	53%	48%	36%	61%	29%	57%	41%	33%	60%	30%	54%	50%	50%	50%	-%	67%	67%	100%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Rather not say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 4 (continuation)

<S6a> Including yourself, how many people does your organisation currently employ in the UK either full or part time?

by

Base: All respondents

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	301	149	133	57	30	54	40
1	2 1%	2 1%	-	-	-	-	-
2 to 4	12 4%	10B 7%	1 1%	4 7%	-	-	1 3%
5 to 9	15 5%	14B 9%	-	4 7%	5 17%	-	1 3%
10 to 19	25 8%	22B 15%	2 2%	3 5%	4 13%	1 2%	3 8%
20 to 49	37 12%	30B 20%	7 5%	8 14%	7 23%	7 13%	5 13%
50 to 249	87 29%	43 29%	40 30%	24 42%	7 23%	19 35%	15 38%
250+	123 41%	28 19%	83A 62%	14 25%	7 23%	27 50%	15 38%
Don't know	- -	- -	- -	- -	- -	- -	- -
Rather not say	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

		PERSONAL PROFILE															
		Company Size							No.Sites					Turnover			
		Total	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to £1m	£1 million to £20 million	£21 million - £100 million	£101m+
			(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)		(a)	(b)	(c)
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50	
Mobile phones (including Smartphones)	234 78%	2 100%	11 92%	14 93%	27 93%	43 69%	65 75%	99 80%	153 76%	24 86%	17 81%	27 87%	37 84%	98 73%	48 77%	42 84%	
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	150 50%	2 100%	6 50%	5 33%	13 45%	27 44%	34 39%	76eF 62%	95 47%	15 54%	9 43%	18 58%	27b 61%	59 44%	28 45%	26 52%	
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	142 47%	1 50%	5 42%	6 40%	12 41%	24 39%	42 48%	64 52%	95 47%	10 36%	13 62%	17 55%	19 43%	60 45%	36 58%	23 46%	
Ethernet	139 46%	2 100%	2 17%	5 33%	9 31%	21 34%	36 41%	73Ef 59%	81 40%	14 50%	11 52%	23 74%	15 34%	56 42%	33 53%	29ab 58%	
Cable modem or ADSL	131 44%	1 50%	5 42%	4 27%	10 34%	22 35%	38 44%	61 50%	80 40%	14 50%	11 52%	18 58%	20 45%	55 41%	29 47%	23 46%	
Virtual Private Networks	128 43%	1 50%	1 8%	2 13%	4 14%	14 23%	38E 44%	72Ef 59%	74 37%	19 68%	11 52%	18 58%	12 27%	50 37%	36AB 58%	27Ab 54%	
ISDN 30 channels	116 39%	- -%	1 8%	1 7%	2 7%	20 32%	39 45%	55 45%	70 35%	9 32%	15 71%	16 52%	8 18%	46a 34%	31Ab 50%	28AB 56%	
ISDN 2/2e channels or Business Highway	107 36%	- -%	5 42%	10 67%	15 52%	29G 47%	34g 39%	29 24%	81 40%	10 36%	5 24%	8 26%	15 34%	54 40%	24 39%	13 26%	
Leased lines	87 29%	- -%	1 8%	- -%	1 3%	15 24%	24 28%	47 38%	53 26%	12 43%	8 38%	8 26%	6 14%	36 27%	24A 39%	19A 38%	
SDSL	45 15%	- -%	- -%	2 13%	2 7%	6 10%	15 17%	22 18%	25 12%	4 14%	8 38%	7 23%	7 16%	16 12%	14 23%	6 12%	
Other business communications services	43 14%	- -%	- -%	1 7%	1 3%	6 10%	17 20%	19 15%	25 12%	4 14%	3 14%	6 19%	7 16%	17 13%	8 13%	8 16%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)	(a)	(b)	to 20 (c)		£1m (a)	million to £20 million (b)	- £100 million (c)	(d)	
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50
None of these	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---																
ISDN	201 67%	- -%	6 50%	11 73%	17 59%	44 71%	66g 76%	74 60%	136 68%	17 61%	17 81%	22 71%	23 52%	91 68%	49A 79%	34 68%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?
by

Base: All respondents

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufaturing (b)	Const ruction (c)	Who lesale/Transport/Communications (d)	Retail (e)	Financial Services (f)	Other services (g)	Public admin and services (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
Mobile phones (including Smartphones)	234 78%	7 78%	42 74%	17 89%	23 72%	20 83%	25 63%	54bdFi 92%	24 80%	22 71%	7 78%	21 64%	34 69%	69 73%	102BCD 89%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	150 50%	5 56%	27 47%	9 47%	14 44%	12 50%	19 48%	35 59%	15 50%	14 45%	6 67%	19 58%	22 45%	50 53%	51 45%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	142 47%	4 44%	26 46%	8 42%	14 44%	12 50%	18 45%	29 49%	17 57%	14 45%	5 56%	14 42%	23 47%	40 43%	59 52%
Ethernet	139 46%	7 78%	27 47%	6 32%	15 47%	12 50%	15 38%	27 46%	14 47%	16 52%	1 11%	14 42%	25 51%	42 45%	56 49%
Cable modem or ADSL	131 44%	5 56%	27 47%	8 42%	14 44%	9 38%	18 45%	27 46%	13 43%	10 32%	5 56%	22cDe 67%	21 43%	31 33%	52 46%
Virtual Private Networks	128 43%	7 78%	16 28%	8 42%	11 34%	9 38%	22B 55%	27b 46%	13 43%	15 48%	4 44%	15 45%	20 41%	42 45%	47 41%
ISDN 30 channels	116 39%	5 56%	23 40%	4 21%	12 38%	11 46%	13 33%	19 32%	18fg 60%	11 35%	1 11%	12 36%	21 43%	26 28%	56D 49%
ISDN 2/2e channels or Business Highway	107 36%	3 33%	21 37%	8 42%	14 44%	10 42%	14 35%	18 31%	9 30%	10 32%	2 22%	9 27%	19 39%	40 43%	37 32%
Leased lines	87 29%	3 33%	20 35%	4 21%	8 25%	6 25%	15 38%	12 20%	12g 40%	7 23%	1 11%	5 15%	20b 41%	24 26%	37 32%
SDSL	45 15%	3 33%	6 11%	3 16%	6g 19%	4 17%	9G 23%	2 3%	7G 23%	5g 16%	2 22%	5 15%	13de 27%	12 13%	13 11%
Other business communications services	43 14%	1 11%	4 7%	1 5%	6 19%	1 4%	6 15%	12b 20%	5 17%	7b 23%	2 22%	4 12%	5 10%	11 12%	21 18%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?
by

Base: All respondents

	PERSONAL PROFILE														
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Tra nsport/ Communi cations (d)	(e)	ncial Ser vices (f)	se rvices (g)	admin and se rvices (h)	(i)	2 years (a)	5 years (b)	9 years (c)	to 19 years (d)	years (e)
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
None of these	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---															
ISDN	201 67%	7 78%	40 70%	12 63%	21 66%	18 75%	26 65%	35 59%	24 80%	18 58%	3 33%	18 55%	37b 76%	60 64%	83b 73%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

	PERSONAL PROFILE																
	Location														Involvement		
	Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12
Mobile phones (including Smartphones)	234 78%	9 100%	26 81%	15 79%	10 77%	17 71%	8 53%	70 77%	38 78%	18 90%	211 78%	5 71%	15 83%	3 75%	125 79%	30 86%	8 67%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	150 50%	3 33%	17 53%	8 42%	8 62%	12 50%	7 47%	43 47%	22 45%	11 55%	131 48%	2 29%	14 78%	3 75%	76 48%	24a 69%	6 50%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	142 47%	5 56%	20 63%	10 53%	5 38%	13 54%	2 13%	40 44%	25 51%	13 65%	133 49%	2 29%	6 33%	1 25%	89b 56%	12 34%	6 50%
Ethernet	139 46%	4 44%	16 50%	7 37%	2 15%	14 58%	7 47%	47 52%	22 45%	11 55%	130 48%	2 29%	6 33%	1 25%	81 51%	20 57%	4 33%
Cable modem or ADSL	131 44%	3 33%	14 44%	6 32%	7 54%	11 46%	2 13%	40 44%	22 45%	11 55%	116 43%	4 57%	7 39%	4 100%	75 47%	17 49%	5 42%
Virtual Private Networks	128 43%	5 56%	14 44%	4 21%	3 23%	10 42%	3 20%	46 51%	19 39%	10 50%	114 42%	4 57%	8 44%	2 50%	76 48%	21 60%	6 50%
ISDN 30 channels	116 39%	2 22%	16 50%	6 32%	3 23%	9 38%	5 33%	41 45%	16 33%	9 45%	107 39%	6 86%	3 17%	- -	73 46%	13 37%	3 25%
ISDN 2/2e channels or Business Highway	107 36%	6 67%	10 31%	6 32%	3 23%	5 21%	5 33%	32 35%	25 51%	7 35%	99 36%	1 14%	6 33%	1 25%	63B 40%	4 11%	4 33%
Leased lines	87 29%	3 33%	8 25%	4 21%	4 31%	7 29%	3 20%	33 36%	11 22%	7 35%	80 29%	3 43%	2 11%	2 50%	56 35%	13 37%	1 8%
SDSL	45 15%	- -	1 3%	3 16%	- -	4 17%	2 13%	20b 22%	8 16%	4 20%	42 15%	2 29%	1 6%	- -	33 21%	3 9%	- -
Other business communications services	43 14%	2 22%	7 22%	- -	1 8%	5 21%	- -	18 20%	5 10%	4 20%	42 15%	1 14%	- -	- -	22 14%	4 11%	2 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

PERSONAL PROFILE																	
Total	Location														Involvement		
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12
None of these	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET																	

ISDN	201 67%	8 89%	23 72%	12 63%	6 46%	14 58%	10 67%	62 68%	36 73%	14 70%	185 68%	7 100%	8 44%	1 25%	118B 74%	17 49%	7 58%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

	Total	PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120
Mobile phones (including Smartphones)	234	80	89	43	51	17	82c	27	28	48 ABCDfj	83cd	47 ABCDf	130abCD	71	61	102B
	78%	75%	77%	68%	70%	77%	82%	93%	100%	96%	83%	94%	87%	76%	69%	85%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	150	29CD	28CD	-	-	7	100ABCD	29	28	50ABCD	100ABCD	50ABCD	150ABCD	21b	9	120AB
	50%	27%	24%	-%	-%	32%	100%	100%	100%	100%	100%	100%	100%	23%	10%	100%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	142	55	57	25	28	14	44	22	21	37 ABCDfJl	51	30cd	81d	48	38	56
	47%	51%	49%	40%	38%	64%	44%	76%	75%	74%	51%	60%	54%	52%	43%	47%
Ethernet	139	43	61C	18	33c	14	49C	18	21	32ACd	53C	28C	81aC	35	40	64a
	46%	40%	53%	29%	45%	64%	49%	62%	75%	64%	53%	56%	54%	38%	45%	53%
Cable modem or ADSL	131	47c	47	18	24	13	50Cd	22	16	32aBCD	59aBCD	23	82bCD	38	30	63B
	44%	44%	41%	29%	33%	59%	50%	76%	57%	64%	59%	46%	55%	41%	34%	53%
Virtual Private Networks	128	46	52d	19	22	14	44	20	23	36 ABCDfkl	56CD	24d	80CD	36	32	60
	43%	43%	45%	30%	30%	64%	44%	69%	82%	72%	56%	48%	53%	39%	36%	50%
ISDN 30 channels	116	22CF	116	-	73	22	-	7	28	28	15CF	13CF	28CF	12	88AC	16
	39%	21%	100%	-%	100%	100%	-%	24%	100%	56%	15%	26%	19%	13%	100%	13%
ISDN 2/2e channels or Business Highway	107	107	22DF	63	-	22	-	29	7	29	18DF	11DF	29DF	93BC	7	7
	36%	BDFIJKL	19%	BDFIJKL	-%	100%	-%	100%	25%	BDFJKL	58%	18%	22%	19%	100%	8%
Leased lines	87	33	42f	14	22	10	22	14	15	24 aCdFkl	32	14	46	29	29	29
	29%	31%	36%	22%	30%	45%	22%	48%	54%	48%	32%	28%	31%	31%	33%	24%
SDSL	45	25cdFk	18	7	7	7	9	14	7	18	22df	5	27f	22C	11	12
	15%	23%	16%	11%	10%	32%	9%	48%	25%	36%	22%	10%	18%	24%	13%	10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
Total		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120	
Other business communications services	43 14%	16 15%	19 16%	6 10%	8 11%	7 32%	15 15%	5 17%	6 21%	9 18%	18 18%	6 12%	24 16%	13 14%	14 16%	16 13%	
None of these	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET ---																	
ISDN	201 67%	107FJKL 100%	116FJKL 100%	63FJKL 100%	73FJKL 100%	22 100%	- -%	29 100%	28 100%	50FJKL 100%	33F 33%	17F 34%	50F 33%	93C 100%	88C 100%	20 17%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
Mobile phones (including Smartphones)	234 78%	114 77%	73 78%	74 74%	57 72%	54 81%	59 74%	45 80%	42 76%	6 67%	18 72%	16 70%	13 81%	6 55%	2 100%	4 80%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	150 50%	29 20%	22 23%	19 19%	16 20%	18 27%	18 23%	17 30%	10 18%	2 22%	3 12%	7 30%	5 31%	1 9%	1 50%	2 40%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	142 47%	81 55%	56 60%	53 53%	38 48%	41 61%	46 58%	34 61%	35 64%	4 44%	9 36%	15 65%	10 63%	6 55%	2 100%	4 80%
Ethernet	139 46%	64 43%	45 48%	49 49%	38 48%	31 46%	46a 58%	30 54%	30 55%	1 11%	6 24%	11 48%	8 50%	6 55%	1 50%	2 40%
Cable modem or ADSL	131 44%	60 41%	47 50%	43 43%	37 47%	34 51%	37 46%	28 50%	27 49%	- -%	8 32%	10 43%	6 38%	7 64%	2 100%	4 80%
Virtual Private Networks	128 43%	58 39%	42 45%	41 41%	35 44%	30 45%	35 44%	31a 55%	30a 55%	2 22%	4 16%	12 52%	8 50%	5 45%	1 50%	3 60%
ISDN 30 channels	116 39%	84 57%	57 61%	56 56%	51 65%	41 61%	47 59%	34 61%	39 71%	1 11%	4 16%	4 17%	3 19%	3 27%	- -%	3 60%
ISDN 2/2e channels or Business Highway	107 36%	82 55%	50 53%	58 58%	39 49%	36 54%	47 59%	32 57%	26 47%	9 100%	25 100%	23 100%	16 100%	11 100%	2 100%	5 100%
Leased lines	87 29%	52 35%	32 34%	29 29%	24 30%	24 36%	27 34%	20 36%	20 36%	2 22%	6 24%	10 43%	6 38%	4 36%	- -%	1 20%
SDSL	45 15%	28 19%	20 21%	18 18%	16 20%	14 21%	20 25%	16 29%	13 24%	1 11%	3 12%	8 35%	5 31%	3 27%	1 50%	1 20%
Other business communications services	43 14%	26 18%	17 18%	17 17%	11 14%	13 19%	16 20%	11 20%	15 27%	- -%	2 8%	5 22%	1 6%	5 45%	- -%	2 40%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)
<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?
by
Base: All respondents

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d) (e)	20 -28 (f)	30+ (g)	
Total	301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
None of these	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---																
ISDN	201 67%	148 100%	94 100%	100 100%	79 100%	67 100%	80 100%	56 100%	55 100%	9 100%	25 100%	23 100%	16 100%	11 100%	2 100%	5 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13
Mobile phones (including Smartphones)	234 78%	20 77%	5 63%	9 56%	12 63%	10 83%	5 71%	1 100%	3 100%	81 74%	27 66%	60 74%	12 71%	44 77%	22 69%	4 67%	46 79%	17 61%	7 78%	57 74%	53 69%	12 92%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	150 50%	3 12%	- -%	2 13%	4 21%	1 8%	1 14%	- -%	1 33%	21 19%	7 17%	17 21%	3 18%	9 16%	12a 38%	1 17%	6 10%	3 11%	3 33%	9 12%	18 23%	3 23%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	142 47%	9 35%	6 75%	7 44%	9 47%	5 42%	4 57%	1 100%	3 100%	63B 58%	13 32%	44 54%	11 65%	31 54%	17 53%	3 50%	28 48%	12 43%	4 44%	38 49%	37 48%	7 54%
Ethernet	139 46%	10 38%	4 50%	9 56%	7 37%	9 75%	5 71%	- -%	2 67%	51 47%	14 34%	38 47%	10 59%	21 37%	13 41%	2 33%	28 48%	12 43%	6 67%	32 42%	30 39%	7 54%
Cable modem or ADSL	131 44%	9 35%	5 63%	5 31%	6 32%	4 33%	3 43%	- -%	2 67%	50B 46%	9 22%	42 52%	6 35%	21 37%	16 50%	2 33%	22 38%	8 29%	4 44%	28 36%	29 38%	6 46%
Virtual Private Networks	128 43%	6 23%	3 38%	7 44%	11 58%	5 42%	4 57%	- -%	2 67%	49b 45%	10 24%	39 48%	5 29%	17 30%	15 47%	4 67%	24 41%	8 29%	5 56%	22 29%	33 43%	6 46%
ISDN 30 channels	116 39%	26 100%	8 100%	16 100%	19 100%	12 100%	7 100%	1 100%	3 100%	64 59%	22 54%	48 59%	12 71%	9 16%	7 22%	3 50%	58 100%	28 100%	9 100%	45 58%	39 51%	8 62%
ISDN 2/2e channels or Business Highway	107 36%	6 23%	1 13%	2 13%	3 16%	3 25%	2 29%	- -%	1 33%	60 55%	21 51%	45 56%	7 41%	57 100%	32 100%	6 100%	8 14%	7 25%	4 44%	42 55%	45 58%	7 54%
Leased lines	87 29%	8 31%	3 38%	5 31%	6 32%	5 42%	5 71%	1 100%	1 33%	43 39%	10 24%	31 38%	10 59%	15 26%	15a 47%	- -%	20 34%	10 36%	6 67%	26 34%	26 34%	4 31%
SDSL	45 15%	3 12%	- -%	- -%	4 21%	5 42%	3 43%	- -%	1 33%	25 23%	6 15%	21 26%	3 18%	7 12%	11a 34%	5 83%	5 9%	8 29%	3 33%	8 10%	22A 29%	3 23%
Other business communications services	43 14%	4 15%	1 13%	3 19%	3 16%	3 25%	1 14%	- -%	2 67%	18 17%	4 10%	12 15%	4 24%	11 19%	4 13%	- -%	8 14%	5 18%	3 33%	9 12%	14 18%	2 15%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

ISDN LINES																						
	Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
		(a)	(b)	(c)	ch	ch	chan	chan	or	(a)	(b)	(a)	(b)	Service	mentary	ck-up	Service	mentary	ck-up	dalone	-house	lution
		annels	annels	annels	ls	ls	ls	ls	more					(a)	service	(b)	(c)	(a)	service	(b)	(a)	package
Total	301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET																						

ISDN	201	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13
	67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

	ISDN LINES										
	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	301	37	66	71	68	92	27	64	91	60	18
Mobile phones (including Smartphones)	234 78%	23 62%	47 71%	58a 82%	44 65%	73a 79%	19 70%	42 66%	61 67%	48 80%	15 83%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	150 50%	9 24%	12 18%	9 13%	14 21%	12 13%	8 30%	9 14%	17 19%	10 17%	2 11%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	142 47%	14 38%	35 53%	34 48%	30 44%	45 49%	14 52%	31 48%	45 49%	29 48%	7 39%
Ethernet	139 46%	18 49%	26 39%	27 38%	29 43%	40 43%	14 52%	26 41%	40 44%	27 45%	4 22%
Cable modem or ADSL	131 44%	17 46%	24 36%	24 34%	27 40%	36 39%	13 48%	23 36%	36 40%	24 40%	5 28%
Virtual Private Networks	128 43%	15 41%	25 38%	22 31%	26 38%	33 36%	13 48%	26 41%	39 43%	19 32%	4 22%
ISDN 30 channels	116 39%	20 54%	36 55%	40 56%	38 56%	52 57%	12 44%	40 63%	52 57%	34 57%	7 39%
ISDN 2/2e channels or Business Highway	107 36%	22 59%	37 56%	38 54%	41 60%	48 52%	19 70%	31 48%	50 55%	31 52%	14 78%
Leased lines	87 29%	15 41%	23 35%	19 27%	27 40%	28 30%	13 48%	24 38%	37d 41%	13 22%	7 39%
SDSL	45 15%	12C 32%	18C 27%	3 4%	23B 34%	8 9%	9 33%	14 22%	23 25%	8 13%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?
by

Base: All respondents

ISDN LINES											

	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years	Longer ago	Never	Yes	No	Definitely switch	More likely to switch	Net-likely to switch	Consider but unlikely to affect decision	No impact
		(a)	(b)	(c)	(a)	(b)	(a)	(b)	(c)	(d)	(e)

Total	301	37	66	71	68	92	27	64	91	60	18
Other business communications services	43 14%	2 5%	12 18%	11 15%	6 9%	17 18%	3 11%	7 11%	10 11%	10 17%	3 17%
None of these	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---											
ISDN	201 67%	37 100%	66 100%	71 100%	68 100%	92 100%	27 100%	64 100%	91 100%	60 100%	18 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plem (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63
Mobile phones (including Smartphones)	234 78%	53 66%	40 74%	26 63%	19 68%	7 64%	17 71%	7 44%	5 83%	17 77%	47c 87%	89C 86%	27 68%	101 86%	79 83%	88 90%	43 84%	43 86%	65 90%	41 89%	58 92%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	150 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	54 100%	103 100%	40 100%	117 100%	95 100%	98 100%	51 100%	50 100%	72 100%	46 100%	63 100%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	142 47%	35 44%	22 41%	16 39%	12 43%	4 36%	14 58%	4 25%	1 17%	11 50%	33 61%	56 54%	22 55%	60 51%	52 55%	58 59%	28 55%	29 58%	43 60%	28 61%	38 60%
Ethernet	139 46%	30 38%	23 43%	16 39%	12 43%	5 45%	7 29%	7 44%	3 50%	8 36%	34 63%	53 51%	23 58%	67 57%	53 56%	58 59%	31 61%	35 70%	49 68%	30 65%	44 70%
Cable modem or ADSL	131 44%	29 36%	15 28%	15 37%	11 39%	3 27%	12 50%	5 31%	2 33%	7 32%	32 59%	58 56%	23 58%	65 56%	50 53%	56 57%	30 59%	35b 70%	43 60%	28 61%	34 54%
Virtual Private Networks	128 43%	23 29%	15 28%	10 24%	9 32%	4 36%	8 33%	1 6%	3 50%	6 27%	32c 59%	56 54%	15 38%	64 55%	55 58%	55 56%	32 63%	33 66%	43 60%	30 65%	44a 70%
ISDN 30 channels	116 39%	47 59%	35 65%	24 59%	17 61%	8 73%	13 54%	8 50%	5 83%	12 55%	15c 28%	17 17%	3 8%	24 21%	23 24%	20 20%	9 18%	11 22%	15 21%	10 22%	16 25%
ISDN 2/2e channels or Business Highway	107 36%	40 50%	25 46%	22 54%	13 46%	5 45%	14 58%	9 56%	1 17%	11 50%	14 26%	19 18%	5 13%	18 15%	19 20%	19 19%	12 24%	12 24%	13 18%	9 20%	9 14%
Leased lines	87 29%	24 30%	15 28%	18 44%	5 18%	6 55%	7 29%	7 44%	- -%	4 18%	24 44%	33 32%	11 28%	35 30%	34 36%	31 32%	19 37%	17 34%	25 35%	17 37%	23 37%
SDSL	45 15%	11 14%	4 7%	9 22%	1 4%	2 18%	5 21%	4 25%	- -%	- -%	12 22%	18 17%	6 15%	18 15%	19 20%	20 20%	14 27%	9 18%	15 21%	10 22%	11 17%
Other business communications services	43 14%	8 10%	9 17%	4 10%	3 11%	- -%	2 8%	- -%	2 33%	3 14%	11 20%	15 15%	5 13%	17 15%	18 19%	20 20%	12 24%	10 20%	18 25%	9 20%	15 24%

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63
None of these	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---																					
ISDN	201 67%	80 100%	54 100%	41 100%	28 100%	11 100%	24 100%	16 100%	6 100%	22 100%	25bC 46%	31 30%	8 20%	36 31%	37 39%	32 33%	18 35%	18 36%	23 32%	16 35%	21 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

	Total	IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	–	6	6	1
Mobile phones (including Smartphones)	234 78%	74 85%	41 93%	80 88%	37 88%	9 82%	92 88%	29 83%	93 89%	18 82%	9 75%	18 90%	14 70%	76 89%	16 100%	2 100%	4 100%	– -%	6 100%	6 100%	1 100%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	150 50%	87 100%	44 100%	91 100%	42 100%	11 100%	104 100%	35 100%	104 100%	22 100%	12 100%	20 100%	20 100%	85 100%	16 100%	2 100%	4 100%	– -%	6 100%	6 100%	1 100%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	142 47%	55b 63%	19 43%	47 52%	24 57%	6 55%	56 54%	19 54%	58 56%	12 55%	5 42%	5 25%	9 45%	55 65%	6 38%	1 50%	1 25%	– -%	6 100%	3 50%	– -%
Ethernet	139 46%	58B 67%	17 39%	52 57%	20 48%	5 45%	57 55%	18 51%	59 57%	10 45%	6 50%	12 60%	9 45%	46 54%	9 56%	2 100%	3 75%	– -%	3 50%	5 83%	1 100%
Cable modem or ADSL	131 44%	52 60%	22 50%	51 56%	23 55%	5 45%	55 53%	22 63%	56 54%	14 64%	7 58%	11 55%	16 80%	46 54%	5 31%	2 100%	3 75%	– -%	5 83%	3 50%	– -%
Virtual Private Networks	128 43%	53 61%	19 43%	50 55%	20 48%	8 73%	59 57%	17 49%	56 54%	12 55%	7 58%	9 45%	9 45%	48 56%	9 56%	2 100%	4 100%	– -%	4 67%	4 67%	1 100%
ISDN 30 channels	116 39%	16 18%	8 18%	18 20%	7 17%	2 18%	18 17%	5 14%	18 17%	5 23%	1 8%	3 15%	5 25%	14 16%	4 25%	1 50%	1 25%	– -%	6 100%	6 100%	1 100%
ISDN 2/2e channels or Business Highway	107 36%	23b 26%	5 11%	17 19%	7 17%	5 45%	18 17%	10 29%	19 18%	4 18%	4 33%	5 25%	3 15%	19 22%	1 6%	2 100%	4 100%	– -%	1 17%	1 17%	– -%
Leased lines	87 29%	34B 39%	6 14%	26 29%	14 33%	5 45%	33 32%	10 29%	31 30%	11 50%	1 8%	5 25%	6 30%	29 34%	3 19%	1 50%	1 25%	– -%	3 50%	1 17%	1 100%
SDSL	45 15%	19 22%	5 11%	19 21%	4 10%	4 36%	19 18%	5 14%	16 15%	4 18%	5 42%	6 30%	4 20%	16 19%	– -%	2 100%	– -%	– -%	2 33%	– -%	– -%
Other business communications services	43 14%	15 17%	5 11%	14 15%	6 14%	3 27%	16 15%	5 14%	14 13%	4 18%	2 17%	4 20%	3 15%	11 13%	4 25%	– -%	– -%	– -%	– -%	– -%	– -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET																					

ISDN	201	33	13	31	12	6	32	13	32	8	4	6	7	30	4	2	4	-	6	6	1
	67%	38%	30%	34%	29%	55%	31%	37%	31%	36%	33%	30%	35%	35%	25%	100%	100%	-%	100%	100%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)

<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have?

by

Base: All respondents

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	301	149	133	57	30	54	40
Mobile phones (including Smartphones)	234 78%	123b 83%	95 71%	38 67%	26a 87%	37 69%	30 75%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	150 50%	69 46%	69 52%	13 23%	7 23%	8 15%	3 8%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	142 47%	71 48%	64 48%	29 51%	18 60%	26 48%	19 48%
Ethernet	139 46%	61 41%	66 50%	20 35%	14 47%	26 48%	20 50%
Cable modem or ADSL	131 44%	65 44%	60 45%	20 35%	18a 60%	21 39%	15 38%
Virtual Private Networks	128 43%	53 36%	66a 50%	27 47%	8 27%	25 46%	12 30%
ISDN 30 channels	116 39%	47 32%	62A 47%	12 21%	7 23%	54 100%	40 100%
ISDN 2/2e channels or Business Highway	107 36%	55 37%	48 36%	57 100%	30 100%	11 20%	8 20%
Leased lines	87 29%	35 23%	50A 38%	17 30%	10 33%	22 41%	13 33%
SDSL	45 15%	17 11%	27a 20%	19b 33%	3 10%	11 20%	4 10%
Other business communications services	43 14%	19 13%	18 14%	7 12%	8 27%	9 17%	8 20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 5 (continuation)
<S6b>Thinking about your company’s current telecoms provisions, which of the following types of business communication service does your company have?
by
Base: All respondents

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
		-----	-----	-----	-----	-----	-----
Total	301	149	133	57	30	54	40
None of these	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET							

ISDN	201 67%	97 65%	94 71%	57 100%	30 100%	54 100%	40 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50
ISDN 2/2e channels or Business Highway	87 29%	1 50%	1 8%	1 7%	3 10%	14 23%	21 24%	49ef 40%	48 24%	7 25%	7 33%	16 52%	12 27%	32 24%	18 29%	23B 46%
ISDN 30 channels	82 27%	- -%	2 17%	2 13%	4 14%	16 26%	26 30%	36 29%	52 26%	13 46%	3 14%	8 26%	10 23%	31 23%	22 35%	15 30%
Cable modem or ADSL	59 20%	- -%	- -%	5 33%	5 17%	14 23%	20 23%	20 16%	44 22%	4 14%	2 10%	4 13%	8 18%	28 21%	15 24%	7 14%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	52 17%	- -%	2 17%	5 33%	7 24%	11 18%	11 13%	23 19%	34 17%	6 21%	2 10%	7 23%	8 18%	23 17%	8 13%	9 18%
Leased lines	52 17%	- -%	1 8%	1 7%	2 7%	10 16%	15 17%	25 20%	29 14%	6 21%	4 19%	9 29%	7 16%	19 14%	14 23%	8 16%
SDSL	46 15%	- -%	1 8%	- -%	1 3%	9 15%	15 17%	21 17%	27 13%	3 11%	3 14%	10 32%	4 9%	21 16%	13 21%	8 16%
Virtual Private Networks	41 14%	- -%	1 8%	1 7%	2 7%	10 16%	10 11%	19 15%	23 11%	5 18%	4 19%	3 10%	4 9%	14 10%	11 18%	10 20%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 13%	- -%	1 8%	1 7%	2 7%	4 6%	18e 21%	16 13%	23 11%	5 18%	3 14%	8 26%	2 5%	17 13%	13a 21%	8 16%
Ethernet	40 13%	- -%	1 8%	3 20%	4 14%	7 11%	15 17%	14 11%	30 15%	4 14%	2 10%	2 6%	10bd 23%	13 10%	12 19%	4 8%
Other business communications services	37 12%	1 50%	1 8%	1 7%	3 10%	5 8%	10 11%	19 15%	20 10%	5 18%	4 19%	5 16%	5 11%	17 13%	4 6%	11c 22%
Mobile phones (including Smartphones)	20 7%	- -%	1 8%	- -%	1 3%	5 8%	7 8%	7 6%	15 7%	- -%	2 10%	1 3%	3 7%	8 6%	7 11%	2 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

PERSONAL PROFILE																	
	Total	Company Size								No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+		1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49	249	(g)		(a)	(b)	to 20		£1m	million	- £100	(d)
						(e)	(f)					(c)		(a)	to £20 million	million (b)	million (c)
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50	
None of these	21 7%	- %	3 25%	2 13%	5 17%	7 11%	4 5%	5 4%	20 10%	1 4%	- %	- %	4d 9%	14d 10%	2 3%	- %	
Don't know	10 3%	- %	1 8%	1 7%	2 7%	3 5%	4 5%	1 1%	7 3%	- %	1 5%	- %	1 2%	4 3%	3 5%	- %	
(Not asked - already have both ISDN30 & ISDN2)	22 7%	- %	- %	- %	- %	5 8%	7 8%	10 8%	15 7%	2 7%	3 14%	2 6%	- %	9 7%	6a 10%	7A 14%	
NET ---																	
ISDN	155 51%	1 50%	3 25%	3 20%	7 24%	26 42%	46 53%	76e 62%	95 47%	16 57%	9 43%	22 71%	21 48%	58 43%	36 58%	34aB 68%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
ISDN 2/2e channels or Business Highway	87 29%	4 44%	18i 32%	5 26%	8 25%	8 33%	11 28%	20i 34%	10i 33%	3 10%	5 56%	11 33%	14 29%	20 21%	36 32%
ISDN 30 channels	82 27%	- -%	15 26%	4 21%	7 22%	7 29%	19bdg 48%	14 24%	8 27%	8 26%	1 11%	11 33%	15 31%	28 30%	27 24%
Cable modem or ADSL	59 20%	- -%	10 18%	7 37%	8 25%	4 17%	8 20%	13 22%	3 10%	6 19%	1 11%	3 9%	10 20%	24b 26%	20 18%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	52 17%	3 33%	10 18%	2 11%	5 16%	2 8%	6 15%	13 22%	4 13%	7 23%	- -%	6 18%	6 12%	19 20%	21 18%
Leased lines	52 17%	2 22%	6 11%	3 16%	2 6%	4 17%	10d 25%	14d 24%	5 17%	6 19%	2 22%	8 24%	7 14%	14 15%	21 18%
SDSL	46 15%	4 44%	9 16%	1 5%	2 6%	3 13%	8 20%	8 14%	4 13%	7 23%	1 11%	9e 27%	6 12%	16 17%	14 12%
Virtual Private Networks	41 14%	1 11%	10 18%	1 5%	5 16%	4 17%	5 13%	5 8%	6 20%	4 13%	- -%	3 9%	12 24%	12 13%	14 12%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 13%	3 33%	9 16%	3 16%	4 13%	2 8%	7 18%	7 12%	2 7%	3 10%	1 11%	4 12%	10 20%	12 13%	13 11%
Ethernet	40 13%	- -%	7 12%	1 5%	5 16%	3 13%	6 15%	11 19%	5 17%	2 6%	4 44%	7d 21%	7 14%	7 7%	14 12%
Other business communications services	37 12%	4 44%	6 11%	4 21%	2 6%	2 8%	9i 23%	6 10%	3 10%	1 3%	- -%	4 12%	6 12%	11 12%	16 14%
Mobile phones (including Smartphones)	20 7%	- -%	2 4%	- -%	2 6%	- -%	10BdGhi 25%	3 5%	2 7%	1 3%	1 11%	1 3%	4 8%	11E 12%	3 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)	2 years	5 years	9 years	to 19	years
		(b)	(c)	nsport/ Communi cations (d)		(f)	(g)	and se rvices (h)			(a)	(b)	(c)	(d)	(e)
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
None of these	21 7%	- -%	4 7%	1 5%	3 9%	1 4%	2 5%	5 8%	1 3%	4 13%	2 22%	- -%	5 10%	8 9%	6 5%
Don't know	10 3%	- -%	- -%	- -%	1 3%	- -%	1 3%	2 3%	3b 10%	3b 10%	- -%	- -%	- -%	4 4%	5 4%
(Not asked - already have both ISDN30 & ISDN2)	22 7%	1 11%	4 7%	- -%	5fg 16%	3 13%	1 3%	2 3%	3 10%	3 10%	- -%	3 9%	3 6%	6 6%	10 9%
NET ---															
ISDN	155 51%	4 44%	30 53%	9 47%	12 38%	13 54%	29bDI 73%	32i 54%	16 53%	10 32%	6 67%	19 58%	29 59%	45 48%	55 48%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op- erating from (c)
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12
ISDN 2/2e channels or Business Highway	87 29%	- -%	10 31%	6 32%	4 31%	7 29%	4 27%	28 31%	13 27%	5 25%	77 28%	2 29%	6 33%	2 50%	48 30%	14 40%	2 17%
ISDN 30 channels	82 27%	5 56%	7 22%	1 5%	5 38%	9 38%	4 27%	27 30%	10 20%	5 25%	73 27%	- -%	7 39%	2 50%	48 30%	8 23%	5 42%
Cable modem or ADSL	59 20%	3 33%	7 22%	5 26%	4 31%	6 25%	3 20%	22 24%	6 12%	- -%	56 21%	- -%	3 17%	- -%	32 20%	7 20%	- -%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	52 17%	2 22%	2 6%	3 16%	4 31%	4 17%	5 33%	18 20%	5 10%	1 5%	44 16%	1 14%	5 28%	2 50%	18 11%	9a 26%	4 33%
Leased lines	52 17%	1 11%	9 28%	2 11%	1 8%	3 13%	2 13%	18 20%	8 16%	2 10%	46 17%	- -%	6 33%	- -%	30 19%	8 23%	2 17%
SDSL	46 15%	2 22%	10gj 31%	1 5%	1 8%	3 13%	2 13%	11 12%	7 14%	3 15%	40 15%	- -%	5 28%	1 25%	28 18%	7 20%	3 25%
Virtual Private Networks	41 14%	1 11%	5 16%	3 16%	2 15%	3 13%	4 27%	14 15%	3 6%	2 10%	37 14%	1 14%	2 11%	1 25%	22 14%	4 11%	1 8%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 13%	1 11%	4 13%	4 21%	2 15%	3 13%	1 7%	18 20%	5 10%	- -%	38 14%	1 14%	1 6%	- -%	28 18%	4 11%	2 17%
Ethernet	40 13%	1 11%	2 6%	1 5%	3 23%	2 8%	1 7%	15 16%	5 10%	3 15%	33 12%	2 29%	4 22%	1 25%	19 12%	7 20%	3 25%
Other business communications services	37 12%	1 11%	2 6%	1 5%	2 15%	6 25%	- -%	10 11%	7 14%	2 10%	31 11%	1 14%	5 28%	- -%	22 14%	6 17%	- -%
Mobile phones (including Smartphones)	20 7%	- -%	2 6%	1 5%	2 15%	1 4%	4 27%	5 5%	3 6%	1 5%	19 7%	- -%	1 6%	- -%	9 6%	1 3%	1 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

PERSONAL PROFILE																	
Total	Location														Involvement		
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12
None of these	21 7%	- %	3 9%	1 5%	1 8%	3 13%	1 7%	3 3%	6 12%	1 5%	19 7%	2 29%	- %	- %	8 5%	1 3%	- %
Don't know	10 3%	1 11%	- %	1 5%	- %	- %	1 7%	2 2%	2 4%	1 5%	8 3%	- %	2 11%	- %	3 2%	- %	1 8%
(Not asked - already have both ISDN30 & ISDN2)	22 7%	- %	3 9%	- %	- %	- %	- %	11 12%	5 10%	2 10%	21 8%	- %	1 6%	- %	18 11%	- %	- %
NET ---																	
ISDN	155 51%	5 56%	16 50%	7 37%	9 69%	13 54%	6 40%	52 57%	21 43%	9 45%	138 51%	2 29%	12 67%	3 75%	87 55%	21 60%	7 58%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

	Total	PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120
ISDN 2/2e channels or Business Highway	87	-	46ACK	-	31ACK	-	41ACK	-	15	15ACK	56	-	56ACK	-	39A	48A
	29%	-%	40%	-%	42%	-%	41%	-%	54%	30%	56%	-%	37%	-%	44%	40%
ISDN 30 channels	82	42BDK	-	24BDK	-	-	40BDK	18	-	18BDK	58	-	58BDK	38B	-	44B
	27%	39%	-%	38%	-%	-%	40%	62%	-%	36%	58%	-%	39%	41%	-%	37%
Cable modem or ADSL	59	18	24	14	19	-	17	4	5	9	15	11	26	18	23c	18
	20%	17%	21%	22%	26%	-%	17%	14%	18%	18%	15%	22%	17%	19%	26%	15%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	52	10	10	6	8	-	32ABCDI	4	2	6	26ABCdi	12aBc	38ABCdi	8	9	35AB
	17%	9%	9%	10%	11%	-%	32%	14%	7%	12%	26%	24%	25%	9%	10%	29%
Leased lines	52	11	14	7	12	-	27ABci	4	2	6	25Abc	8	33ab	11	12	29a
	17%	10%	12%	11%	16%	-%	27%	14%	7%	12%	25%	16%	22%	12%	14%	24%
SDSL	46	12	18	8	13	-	16	4	5	9	20	5	25	12	16	18
	15%	11%	16%	13%	18%	-%	16%	14%	18%	18%	20%	10%	17%	13%	18%	15%
Virtual Private Networks	41	11	16	7	15	-	14	4	1	5	14	5	19	11	16	14
	14%	10%	14%	11%	21%	-%	14%	14%	4%	10%	14%	10%	13%	12%	18%	12%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40	18FIJKL	22FIJKL	18FIJKL	22aFIJKL	-	-	-	-	-	-	-	-	18C	22C	-
	13%	17%	19%	29%	30%	-%	-%	-%	-%	-%	-%	-%	-%	19%	25%	-%
Ethernet	40	10	15	6	12	-	15	4	3	7	18	4	22	10	14	16
	13%	9%	13%	10%	16%	-%	15%	14%	11%	14%	18%	8%	15%	11%	16%	13%
Other business communications services	37	7	14	3	7	-	16ac	4	7	11AC	15ac	12ACd	27Ac	5	10	22A
	12%	7%	12%	5%	10%	-%	16%	14%	25%	22%	15%	24%	18%	5%	11%	18%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

PERSONAL PROFILE																
Total	Fixed line services													Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120
Mobile phones (including Smartphones)	20 7%	11B 10%	2 2%	9Bdk1 14%	2 3%	— —%	7 7%	2 7%	— —%	2 4%	8b 8%	1 2%	9 6%	11b 12%	2 2%	7 6%
None of these	21 7%	8J 7%	7j 6%	8iJ1 13%	6J 8%	— —%	6j 6%	— —%	1 4%	1 2%	— —%	7iJ1 14%	7j 5%	8 9%	6 7%	7 6%
Don't know	10 3%	4 4%	3 3%	4j 6%	2 3%	— —%	3 3%	— —%	1 4%	1 2%	— —%	4J 8%	4 3%	4 4%	2 2%	4 3%
(Not asked — already have both ISDN30 & ISDN2)	22 7%	22CDFJL 21%	22CDFJL 19%	— —%	— —%	22 100%	— —%	7 24%	7 25%	7CDFJ1 14%	— —%	7CDFJ1 14%	7fj 5%	12C 13%	7 8%	3 3%
NET ---																
ISDN	155	42K	46K	24K	31K	—	67ABCDK	18	15	33 ABCDK	100 ABCDK L	—	100ABCDK	38	39	78AB
	51%	39%	40%	38%	42%	—%	67%	62%	54%	66%	100%	—%	67%	41%	44%	65%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
ISDN 2/2e channels or Business Highway	87 29%	35 24%	22 23%	21 21%	21 27%	18 27%	19 24%	14 25%	18 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ISDN 30 channels	82 27%	30 20%	21 22%	23 23%	14 18%	16 24%	20 25%	14 25%	9 16%	1 11%	9 36%	13 57%	5 31%	3 27%	2 100%	2 40%
Cable modem or ADSL	59 20%	32 22%	23 24%	21 21%	12 15%	14 21%	15 19%	13 23%	11 20%	4 44%	6 24%	4 17%	4 25%	- -%	- -%	- -%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	52 17%	13 9%	6 6%	9 9%	6 8%	5 7%	7 9%	4 7%	7 13%	- -%	4 16%	- -%	2 13%	1 9%	- -%	- -%
Leased lines	52 17%	20 14%	14 15%	15 15%	9 11%	13 19%	10 13%	8 14%	10 18%	- -%	1 4%	2 9%	3 19%	1 9%	1 50%	1 20%
SDSL	46 15%	19 13%	19 20%	21 21%	14 18%	14 21%	16 20%	7 13%	10 18%	- -%	1 4%	5 22%	2 13%	1 9%	1 50%	1 20%
Virtual Private Networks	41 14%	22 15%	16 17%	14 14%	9 11%	10 15%	19d 24%	9 16%	7 13%	- -%	4 16%	3 13%	1 6%	2 18%	- -%	1 20%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 13%	31 21%	23 24%	22 22%	20 25%	18 27%	19 24%	9 16%	20ag 36%	2 22%	3 12%	6 26%	4 25%	2 18%	- -%	1 20%
Ethernet	40 13%	21 14%	15 16%	13 13%	11 14%	9 13%	12 15%	9 16%	11 20%	- -%	2 8%	3 13%	- -%	1 9%	1 50%	- -%
Other business communications services	37 12%	14 9%	11 12%	8 8%	9 11%	9 13%	9 11%	9 16%	7 13%	- -%	1 4%	2 9%	1 6%	1 9%	- -%	- -%
Mobile phones (including Smartphones)	20 7%	9 6%	3 3%	6 6%	4 5%	2 3%	6 8%	2 4%	3 5%	1 11%	3 12%	3 13%	2 13%	2 18%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	paconferencing (h)	Video	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
None of these	21 7%	14 9%	4 4%	5 5%	5 6%	2 3%	1 1%	1 2%	1 2%	3 33%	3 12%	1 4%	- -	1 9%	- -	- -
Don't know	10 3%	4 3%	2 2%	3 3%	3 4%	1 1%	2 3%	2 4%	1 2%	- -	- -	1 4%	- -	- -	- -	- -
(Not asked - already have both ISDN30 & ISDN2)	22 7%	18 12%	13 14%	14 14%	11 14%	10 15%	14 18%	10 18%	10 18%	1 11%	4 16%	4 17%	3 19%	3 27%	- -	3 60%
NET																
ISDN	155 51%	65 44%	43 46%	44 44%	35 44%	34 51%	39 49%	28 50%	27 49%	1 11%	9 36%	13 57%	5 31%	3 27%	2 100%	2 40%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

	Total	ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
		(a)	(b)	(c)	ch annels (d)	ch annels (e)	ch annels (f)	-1470 channe ls (g)	or more chan nels (h)	(a)	(b)	(a)	(b)	Service (a)	mentary service (b)	ck-up (c)	Service (a)	mentary service (b)	ck-up (c)	alone (a)	-house package (b)	so lution (c)
Total	301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13
ISDN 2/2e channels or Business Highway	87 29%	6 23%	5 63%	7 44%	9 47%	5 42%	3 43%	- %	2 67%	27 25%	9 22%	19 23%	6 35%	- %	- %	- %	27 47%	9 32%	3 33%	17 22%	17 22%	3 23%
ISDN 30 channels	82 27%	- %	- %	- %	- %	- %	- %	- %	- %	29 27%	7 17%	23 28%	2 12%	18 32%	16 50%	3 50%	- %	- %	- %	16 21%	19 25%	2 15%
Cable modem or ADSL	59 20%	4 15%	1 13%	5 31%	4 21%	4 33%	3 43%	- %	1 33%	24 22%	12 29%	14 17%	5 29%	10 18%	8 25%	- %	12 21%	10 36%	1 11%	17 22%	21 27%	1 8%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	52 17%	3 12%	- %	2 13%	1 5%	1 8%	1 14%	- %	- %	9 8%	3 7%	8 10%	1 6%	6 11%	1 3%	- %	5 9%	2 7%	- %	7 9%	5 6%	1 8%
Leased lines	52 17%	- %	1 13%	2 13%	3 16%	3 25%	1 14%	- %	1 33%	18 17%	3 7%	14 17%	1 6%	6 11%	2 6%	2 33%	8 14%	2 7%	1 11%	6 8%	11 14%	2 15%
SDSL	46 15%	4 15%	- %	4 25%	5 26%	- %	2 29%	- %	1 33%	20 18%	5 12%	16 20%	3 18%	8 14%	4 13%	- %	9 16%	3 11%	3 33%	11 14%	13 17%	3 23%
Virtual Private Networks	41 14%	4 15%	2 25%	2 13%	2 11%	4 33%	- %	1 100%	- %	18 17%	9 22%	16 20%	1 6%	5 9%	6 19%	- %	8 14%	8 29%	- %	14 18%	12 16%	1 8%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 13%	- %	5 63%	3 19%	5 26%	4 33%	2 29%	- %	2 67%	29 27%	7 17%	20 25%	6 35%	9 16%	8 25%	1 17%	15 26%	5 18%	1 11%	16 21%	19 25%	2 15%
Ethernet	40 13%	2 8%	2 25%	3 19%	5 26%	1 8%	- %	- %	- %	17 16%	4 10%	13 16%	1 6%	5 9%	2 6%	2 33%	8 14%	4 14%	1 11%	7 9%	13 17%	2 15%
Other business communications services	37 12%	3 12%	- %	1 6%	3 16%	1 8%	1 14%	1 100%	- %	12 11%	3 7%	10 12%	2 12%	1 2%	4a 13%	- %	6 10%	2 7%	2 22%	5 6%	6 8%	4 31%
Mobile phones (including Smartphones)	20 7%	- %	- %	- %	2 11%	- %	- %	- %	- %	8 7%	4 10%	5 6%	2 12%	7 12%	3 9%	1 17%	1 2%	1 4%	- %	4 5%	8 10%	1 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13
None of these	21 7%	4 15%	- -	1 6%	- -	- -	- -	- -	- -	2 2%	6A 15%	2 2%	- -	6 11%	1 3%	- -	4 7%	2 7%	- -	8 10%	6 8%	- -
Don't know	10 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2a 5%	- -	- -	2 4%	- -	- -	1 2%	- -	- -	1 1%	- -	2 15%
(Not asked - already have both ISDN30 & ISDN2)	22 7%	6 23%	1 13%	2 13%	3 16%	3 25%	2 29%	- -	1 33%	15 14%	2 5%	12 15%	2 12%	9 16%	7 22%	3 50%	8 14%	7 25%	4 44%	10 13%	7 9%	2 15%
NET ---																						
ISDN	155 51%	6 23%	5 63%	7 44%	9 47%	5 42%	3 43%	- -	2 67%	56 51%	16 39%	42 52%	8 47%	18 32%	16 50%	3 50%	27 47%	9 32%	3 33%	33 43%	36 47%	5 38%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	301	37	66	71	68	92	27	64	91	60	18
ISDN 2/2e channels or Business Highway	87 29%	9 24%	13 20%	16 23%	15 22%	22 24%	4 15%	15 23%	19 21%	15 25%	3 17%
ISDN 30 channels	82 27%	11c 30%	17c 26%	8 11%	21B 31%	10 11%	11 41%	16 25%	27d 30%	8 13%	1 6%
Cable modem or ADSL	59 20%	7 19%	16 24%	17 24%	17 25%	18 20%	5 19%	17 27%	22 24%	12 20%	3 17%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	52 17%	4 11%	4 6%	7 10%	7 10%	9 10%	3 11%	3 5%	6 7%	6 10%	2 11%
Leased lines	52 17%	7b 19%	4 6%	10 14%	7 10%	12 13%	4 15%	6 9%	10 11%	6 10%	2 11%
SDSL	46 15%	8 22%	7 11%	11 15%	11 16%	13 14%	4 15%	12 19%	16 18%	10 17%	1 6%
Virtual Private Networks	41 14%	7 19%	13 20%	7 10%	13 19%	11 12%	5 19%	10 16%	15 16%	7 12%	3 17%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 13%	11 30%	12 18%	16 23%	17 25%	21 23%	7 26%	19 30%	26 29%	9 15%	2 11%
Ethernet	40 13%	5 14%	11 17%	6 8%	6 9%	13 14%	3 11%	10 16%	13 14%	8 13%	1 6%
Other business communications services	37 12%	7c 19%	5 8%	3 4%	9 13%	5 5%	5 19%	4 6%	9 10%	5 8%	1 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	301	37	66	71	68	92	27	64	91	60	18	
Mobile phones (including Smartphones)	20 7%	4 11%	6 9%	3 4%	6 9%	4 4%	3 11%	4 6%	7 8%	3 5%	1 6%	
None of these	21 7%	1 3%	6 9%	7 10%	2 3%	12a 13%	1 4%	5 8%	6 7%	6 10%	2 11%	
Don't know	10 3%	1 3%	1 2%	4 6%	- -%	5 5%	1 4%	- -%	1 1%	1 2%	3 17%	
(Not asked - already have both ISDN30 & ISDN2)	22 7%	5 14%	7 11%	7 10%	11 16%	8 9%	4 15%	7 11%	11 12%	5 8%	3 17%	
NET ---												
ISDN	155 51%	20c 54%	30 45%	24 34%	36b 53%	32 35%	15 56%	31 48%	46 51%	23 38%	4 22%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
Total	301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63
ISDN 2/2e channels or Business Highway	87 29%	20 25%	10 19%	11 27%	7 25%	4 36%	5 21%	1 6%	5 83%	5 23%	25 46%	33 32%	21b 53%	46 39%	34 36%	34 35%	19 37%	19 38%	28 39%	18 39%	22 35%
ISDN 30 channels	82 27%	15 19%	5 9%	12 29%	1 4%	2 18%	8 33%	3 19%	1 17%	1 5%	21 39%	42 41%	19 48%	48 41%	40 42%	39 40%	26 51%	24 48%	34 47%	22 48%	30 48%
Cable modem or ADSL	59 20%	16 20%	13 24%	10 24%	4 14%	2 18%	3 13%	7 44%	2 33%	2 9%	9 17%	19 18%	6 15%	18 15%	19 20%	20 20%	10 20%	6 12%	12 17%	6 13%	13 21%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	52 17%	6 8%	6 11%	1 2%	3 11%	1 9%	1 4%	1 6%	- -%	3 14%	13 24%	25 24%	8 20%	32 27%	20 21%	23 23%	16 31%	10 20%	20 28%	10 22%	15 24%
Leased lines	52 17%	9 11%	7 13%	3 7%	4 14%	- -%	4 17%	- -%	3 50%	2 9%	13 24%	23 22%	10 25%	24 21%	18 19%	21 21%	10 20%	12 24%	17 24%	10 22%	16 25%
SDSL	46 15%	14 18%	7 13%	9 22%	3 11%	1 9%	4 17%	3 19%	1 17%	4 18%	12 22%	19 18%	10 25%	17 15%	14 15%	15 15%	6 12%	10 20%	14 19%	8 17%	11 17%
Virtual Private Networks	41 14%	14 18%	8 15%	9 22%	3 11%	4 36%	2 8%	5 31%	2 33%	1 5%	6 11%	15 15%	10 25%	15 13%	13 14%	16 16%	5 10%	3 6%	10 14%	6 13%	8 13%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 13%	27 34%	10 19%	17 41%	9 32%	3 27%	11 46%	6 38%	4 67%	3 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Ethernet	40 13%	10 13%	5 9%	6 15%	2 7%	2 18%	4 17%	- -%	2 33%	1 5%	5 9%	22 21%	5 13%	18 15%	15 16%	13 13%	7 14%	5 10%	13 18%	6 13%	7 11%
Other business communications services	37 12%	7 9%	3 6%	4 10%	2 7%	1 9%	4 17%	1 6%	1 17%	- -%	11 20%	20 19%	8 20%	22 19%	18 19%	15 15%	10 20%	10 20%	14 19%	7 15%	12 19%
Mobile phones (including Smartphones)	20 7%	7 9%	3 6%	3 7%	3 11%	- -%	1 4%	3 19%	- -%	3 14%	2 4%	7 7%	4 10%	5 4%	7 7%	4 4%	4 8%	1 2%	1 1%	2 4%	2 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63
None of these	21 7%	5 6%	8 15%	1 2%	3 11%	- -	1 4%	1 6%	- -	3 14%	1 2%	6 6%	1 3%	5 4%	5 5%	6 6%	4 8%	3 6%	2 3%	1 2%	4 6%
Don't know	10 3%	- -	3a 6%	- -	- -	- -	- -	- -	- -	- -	1 2%	1 1%	- -	2 2%	1 1%	1 1%	1 2%	1 2%	- -	1 2%	1 2%
(Not asked - already have both ISDN30 & ISDN2)	22 7%	7 9%	6 11%	5 12%	2 7%	2 18%	3 13%	1 6%	- -	1 5%	4 7%	5 5%	- -	6 5%	5 5%	7 7%	3 6%	5 10%	5 7%	3 7%	4 6%
NET	---																				
ISDN	155 51%	35 44%	15 28%	23 56%	8 29%	6 55%	13 54%	4 25%	6 100%	6 27%	39 72%	63 61%	34B 85%	80 68%	65 68%	63 64%	36 71%	35 70%	50 69%	33 72%	43 68%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

	Total	IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a)	(b)	(c)					(c)	(a)	(b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)	
Total	301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1	
ISDN 2/2e channels or Business Highway	87 29%	31 36%	16 36%	32 35%	17 40%	3 27%	42 40%	9 26%	37 36%	10 45%	3 25%	10 50%	8 40%	29 34%	6 38%	- -%	- -%	- -%	4 67%	1 17%	1 100%	
ISDN 30 channels	82 27%	38 44%	13 30%	39 43%	14 33%	5 45%	45 43%	12 34%	42 40%	8 36%	5 42%	7 35%	7 35%	36 42%	5 31%	1 50%	3 75%	- -%	- -%	- -%		
Cable modem or ADSL	59 20%	16 18%	7 16%	15 16%	9 21%	1 9%	18 17%	7 20%	18 17%	5 23%	1 8%	3 15%	1 5%	16 19%	3 19%	- -%	- -%	- -%	- -%	1 17%	- -%	
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	52 17%	16 18%	16a 36%	28 31%	7 17%	3 27%	30 29%	6 17%	26 25%	6 27%	3 25%	10 50%	4 20%	19 22%	4 25%	1 50%	1 25%	- -%	- -%	1 17%	- -%	
Leased lines	52 17%	21 24%	8 18%	18 20%	9 21%	3 27%	24 23%	7 20%	24 23%	4 18%	3 25%	6 30%	6 30%	16 19%	3 19%	- -%	- -%	- -%	1 17%	1 17%	- -%	
SDSL	46 15%	16 18%	6 14%	16 18%	6 14%	2 18%	18 17%	5 14%	16 15%	6 27%	1 8%	3 15%	4 20%	15 18%	2 13%	- -%	- -%	- -%	- -%	1 17%	1 100%	
Virtual Private Networks	41 14%	11 13%	6 14%	11 12%	7 17%	- -%	15 14%	4 11%	15 14%	1 5%	- -%	2 10%	1 5%	10 12%	4 25%	- -%	- -%	- -%	- -%	- -%	- -%	
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Ethernet	40 13%	10 11%	9 20%	13 14%	7 17%	2 18%	18 17%	3 9%	15 14%	4 18%	3 25%	5 25%	2 10%	14 16%	1 6%	- -%	- -%	- -%	1 17%	- -%	- -%	
Other business communications services	37 12%	15 17%	10 23%	14 15%	9 21%	2 18%	19 18%	7 20%	18 17%	6 27%	2 17%	3 15%	4 20%	18 21%	2 13%	1 50%	1 25%	- -%	1 17%	2 33%	- -%	
Mobile phones (including Smartphones)	20 7%	5 6%	2 5%	5 5%	2 5%	1 9%	5 5%	3 9%	5 5%	1 5%	1 8%	- -%	2 10%	4 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
None of these	21 7%	5 6%	2 5%	4 4%	3 7%	- -	3 3%	4a 11%	4 4%	1 5%	2 17%	- -	- -	6 7%	1 6%	- -	- -	- -	- -	1 17%	- -
Don't know	10 3%	- -	2a 5%	2 2%	- -	1 9%	1 1%	1 3%	2 2%	- -	- -	- -	- -	2 2%	- -	- -	- -	- -	1 17%	- -	- -
(Not asked - already have both ISDN30 & ISDN2)	22 7%	6 7%	- -	4 4%	2 5%	1 9%	4 4%	2 6%	5 5%	1 5%	1 8%	2 10%	1 5%	3 4%	1 6%	1 50%	1 25%	- -	1 17%	1 17%	- -
NET ---																					
ISDN	155 51%	61 70%	25 57%	61 67%	28 67%	7 64%	74 71%	20 57%	68 65%	15 68%	8 67%	14 70%	15 75%	54 64%	11 69%	1 50%	3 75%	- -	4 67%	1 17%	1 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	301	149	133	57	30	54	40
ISDN 2/2e channels or Business Highway	87 29%	37 25%	42 32%	- -%	- -%	20 37%	18 45%
ISDN 30 channels	82 27%	32 21%	45a 34%	26 46%	8 27%	- -%	- -%
Cable modem or ADSL	59 20%	29 19%	28 21%	12 21%	4 13%	13 24%	10 25%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	52 17%	27 18%	20 15%	2 4%	4 13%	5 9%	3 8%
Leased lines	52 17%	22 15%	25 19%	8 14%	3 10%	4 7%	6 15%
SDSL	46 15%	22 15%	23 17%	8 14%	4 13%	11 20%	5 13%
Virtual Private Networks	41 14%	14 9%	23a 17%	5 9%	4 13%	8 15%	7 18%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 13%	19 13%	18 14%	13 23%	4 13%	12 22%	8 20%
Ethernet	40 13%	22 15%	17 13%	5 9%	2 7%	10 19%	4 10%
Other business communications services	37 12%	20 13%	17 13%	3 5%	2 7%	7 13%	3 8%
Mobile phones (including Smartphones)	20 7%	7 5%	12 9%	7 12%	1 3%	1 2%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 6 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All respondents

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	301	149	133	57	30	54	40
None of these	21 7%	17B 11%	4 3%	3 5%	4 13%	1 2%	5a 13%
Don't know	10 3%	6 4%	1 1%	1 2%	1 3%	- -	2 5%
(Not asked - already have both ISDN30 & ISDN2)	22 7%	5 3%	16A 12%	12 21%	7 23%	11 20%	8 20%
NET							
ISDN	155 51%	65 44%	78a 59%	26 46%	8 27%	20 37%	18 45%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7
<S6c> Have you used the following business communication services in the last 3 years?
by

Base: All with ISDN

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 99 (f)	100 to 249 (g)	250+ (h)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1m to £20m (b)	£21m to £100m (c)	£101m+ (d)
Total	201	-	6	11	17	44	66	74	136	17	17	22	23	91	49	34
ISDN 2/2e channels or Business Highway	46 23%	- %	- %	- %	- %	6 14%	15 23%	25e 34%	24 18%	3 18%	5 29%	11 50%	3 13%	14 15%	12 24%	15B 44%
Cable modem or ADSL	42 21%	- %	- %	4 36%	4 24%	9 20%	17 26%	12 16%	29 21%	3 18%	2 12%	3 14%	5 22%	18 20%	13 27%	6 18%
ISDN 30 channels	42 21%	- %	1 17%	1 9%	2 12%	8 18%	18 27%	14 19%	28 21%	6 35%	2 12%	4 18%	5 22%	16 18%	15 31%	5 15%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 20%	- %	1 17%	1 9%	2 12%	4 9%	18e 27%	16 22%	23 17%	5 29%	3 18%	8 36%	2 9%	17 19%	13 27%	8 24%
SDSL	30 15%	- %	1 17%	- %	1 6%	6 14%	10 15%	13 18%	16 12%	3 18%	3 18%	6 27%	2 9%	13 14%	9 18%	6 18%
Virtual Private Networks	27 13%	- %	- %	- %	- %	9 20%	6 9%	12 16%	15 11%	4 24%	3 18%	2 9%	2 9%	9 10%	10 20%	6 18%
Leased lines	25 12%	- %	1 17%	- %	1 6%	3 7%	9 14%	12 16%	12 9%	3 18%	3 18%	6 27%	3 13%	7 8%	10b 20%	4 12%
Ethernet	25 12%	- %	- %	1 9%	1 6%	3 7%	15eg 23%	6 8%	20 15%	1 6%	1 6%	2 9%	5 22%	10 11%	8 16%	1 3%
Other business communications services	21 10%	- %	- %	- %	- %	3 7%	5 8%	13 18%	11 8%	3 18%	4 24%	3 14%	3 13%	6 7%	4 8%	8B 24%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	20 10%	- %	- %	3 27%	3 18%	5 11%	3 5%	9 12%	11 8%	3 18%	1 6%	5 23%	2 9%	9 10%	4 8%	4 12%
Mobile phones (including Smartphones)	13 6%	- %	1 17%	- %	1 6%	3 7%	5 8%	4 5%	9 7%	- %	2 12%	1 5%	1 4%	7 8%	5 10%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+		1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m
	(a)	(b)	(c)	(d)	to 49	249	(g)		(a)	(b)	to 20		£1m	million	million	(d)
					(e)	(f)					(c)		(a)	to £20 million	million (b)	(c)
Total	201	-	6	11	17	44	66	74	136	17	17	22	23	91	49	34
None of these	15 7%	- %	3 50%	2 18%	5 29%	5 11%	2 3%	3 4%	15 11%	- %	- %	- %	3 13%	10d 11%	1 2%	- %
Don't know	7 3%	- %	- %	1 9%	1 6%	3g 7%	3 5%	- %	7 5%	- %	- %	- %	1 4%	4 4%	2 4%	- %
(Not asked - already have both ISDN30 & ISDN2)	22 11%	- %	- %	- %	- %	5 11%	7 11%	10 14%	15 11%	2 12%	3 18%	2 9%	- %	9 10%	6 12%	7 21%
NET ---																
ISDN	88 44%	- %	1 17%	1 9%	2 12%	14 32%	33 50%	39e 53%	52 38%	9 53%	7 41%	15 68%	8 35%	30 33%	27b 55%	20B 59%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufaturing (b)	Const ruction (c)	Who lesale/ Transport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	201	7	40	12	21	18	26	35	24	18	3	18	37	60	83
ISDN 2/2e channels or Business Highway	46 23%	3 43%	9 23%	1 8%	2 10%	5 28%	8 31%	10 29%	7 29%	1 6%	1 33%	3 17%	11 30%	11 18%	20 24%
Cable modem or ADSL	42 21%	- -%	7 18%	5 42%	6 29%	3 17%	7 27%	8 23%	2 8%	4 22%	1 33%	3 17%	9 24%	14 23%	15 18%
ISDN 30 channels	42 21%	- -%	10 25%	3 25%	3 14%	4 22%	10 38%	6 17%	3 13%	3 17%	1 33%	4 22%	12E 32%	15e 25%	10 12%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 20%	3 43%	9 23%	3 25%	4 19%	2 11%	7 27%	7 20%	2 8%	3 17%	1 33%	4 22%	10 27%	12 20%	13 16%
SDSL	30 15%	2 29%	8 20%	1 8%	- -%	2 11%	3 12%	6 17%	3 13%	5 28%	- -%	7 39%	4 11%	8 13%	11 13%
Virtual Private Networks	27 13%	1 14%	7 18%	- -%	3 14%	2 11%	3 12%	3 9%	5 21%	3 17%	- -%	- -%	10e 27%	7 12%	10 12%
Leased lines	25 12%	2 29%	2 5%	2 17%	- -%	1 6%	7 27%	7b 20%	3 13%	1 6%	1 33%	3 17%	4 11%	7 12%	10 12%
Ethernet	25 12%	- -%	7 18%	- -%	2 10%	3 17%	2 8%	7 20%	3 13%	1 6%	1 33%	4 22%	6 16%	5 8%	9 11%
Other business communications services	21 10%	3 43%	3 8%	3 25%	1 5%	1 6%	5 19%	2 6%	3 13%	- -%	- -%	3 17%	4 11%	4 7%	10 12%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	20 10%	2 29%	4 10%	- -%	2 10%	1 6%	1 4%	6 17%	2 8%	2 11%	- -%	- -%	3 8%	8 13%	9 11%
Mobile phones (including Smartphones)	13 6%	- -%	1 3%	- -%	2 10%	- -%	6 23%	1 3%	2 8%	1 6%	- -%	1 6%	3 8%	7e 12%	2 2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)					
		(b)	(c)	Transport/ Communi cations (d)		Ser vices (f)	rvices (g)	and se rvices (h)		(a)	(b)	(c)	(d)	(e)	
<hr/>															
Total	201	7	40	12	21	18	26	35	24	18	3	18	37	60	83
None of these	15 7%	– –%	2 5%	1 8%	2 10%	1 6%	1 4%	4 11%	1 4%	3 17%	1 33%	– –%	3 8%	6 10%	5 6%
Don't know	7 3%	– –%	– –%	– –%	1 5%	– –%	1 4%	1 3%	3 13%	1 6%	– –%	– –%	– –%	2 3%	5 6%
(Not asked – already have both ISDN30 & ISDN2)	22 11%	1 14%	4 10%	– –%	5 24%	3 17%	1 4%	2 6%	3 13%	3 17%	– –%	3 17%	3 8%	6 10%	10 12%
NET ---															
ISDN	88 44%	3 43%	19 48%	4 33%	5 24%	9 50%	18 69%	16 46%	10 42%	4 22%	2 67%	7 39%	23E 62%	26 43%	30 36%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	201	8	23	12	6	14	10	62	36	14	185	7	8	1	118	17	7
ISDN 2/2e channels or Business Highway	46 23%	- -%	7 30%	2 17%	3 50%	4 29%	2 20%	16 26%	5 14%	3 21%	42 23%	2 29%	2 25%	- -%	30 25%	7 41%	- -%
Cable modem or ADSL	42 21%	3 38%	4 17%	4 33%	3 50%	4 29%	1 10%	16 26%	5 14%	- -%	40 22%	- -%	2 25%	- -%	25 21%	3 18%	- -%
ISDN 30 channels	42 21%	5 63%	3 13%	1 8%	2 33%	2 14%	1 10%	14 23%	8 22%	3 21%	39 21%	- -%	2 25%	1 100%	28 24%	3 18%	3 43%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 20%	1 13%	4 17%	4 33%	2 33%	3 21%	1 10%	18 29%	5 14%	- -%	38 21%	1 14%	1 13%	- -%	28 24%	4 24%	2 29%
SDSL	30 15%	2 25%	9 39%	- -%	1 17%	1 7%	2 20%	7 11%	5 14%	2 14%	29 16%	- -%	1 13%	- -%	20 17%	4 24%	3 43%
Virtual Private Networks	27 13%	1 13%	3 13%	2 17%	1 17%	1 7%	3 30%	8 13%	3 8%	2 14%	24 13%	1 14%	1 13%	1 100%	17 14%	2 12%	1 14%
Leased lines	25 12%	- -%	4 17%	- -%	- -%	1 7%	2 20%	10 16%	3 8%	2 14%	22 12%	- -%	3 38%	- -%	14 12%	5 29%	1 14%
Ethernet	25 12%	1 13%	2 9%	- -%	3 50%	- -%	- -%	9 15%	3 8%	3 21%	21 11%	2 29%	2 25%	- -%	12 10%	4 24%	3 43%
Other business communications services	21 10%	1 13%	1 4%	1 8%	1 17%	4 29%	- -%	9 15%	1 3%	1 7%	19 10%	1 14%	1 13%	- -%	17 14%	3 18%	- -%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	20 10%	1 13%	2 9%	2 17%	- -%	1 7%	2 20%	8 13%	2 6%	1 7%	19 10%	1 14%	- -%	- -%	7 6%	4 24%	2 29%
Mobile phones (including Smartphones)	13 6%	- -%	1 4%	1 8%	- -%	1 7%	3 30%	2 3%	3 8%	1 7%	12 6%	- -%	1 13%	- -%	5 4%	1 6%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)
<S6c> Have you used the following business communication services in the last 3 years?
by
Base: All with ISDN

PERSONAL PROFILE																	
Total	Location														Involvement		
	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	Mid West England (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scot land (l)	No rthern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	201	8	23	12	6	14	10	62	36	14	185	7	8	1	118	17	7
None of these	15 7%	- %	3 13%	- %	- %	2 14%	1 10%	2 3%	5g 14%	- %	13 7%	2 29%	- %	- %	4 3%	- %	- %
Don't know	7 3%	1 13%	- %	1 8%	- %	- %	- %	1 2%	2 6%	- %	5 3%	- %	2 25%	- %	3 3%	- %	- %
(Not asked - already have both ISDN30 & ISDN2)	22 11%	- %	3 13%	- %	- %	- %	- %	11 18%	5 14%	2 14%	21 11%	- %	1 13%	- %	18 15%	- %	- %
NET ---																	
ISDN	88 44%	5 63%	10 43%	3 25%	5 83%	6 43%	3 30%	30 48%	13 36%	6 43%	81 44%	2 29%	4 50%	1 100%	58 49%	10 59%	3 43%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

	Total	PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	201	107	116	63	73	22	-	29	28	50	33	17	50	93	88	20
ISDN 2/2e channels or Business Highway	46 23%	- -	46AC 40%	- -	31AC 42%	- -	- -	- -	15 54%	15AC 30%	15AC 45%	- -	15AC 30%	- -	39A 44%	7 35%
Cable modem or ADSL	42 21%	18 17%	24 21%	14 22%	19 26%	- -	- -	4 14%	5 18%	9 18%	7 21%	2 12%	9 18%	18 19%	23 26%	1 5%
ISDN 30 channels	42 21%	42BD 39%	- -	24BD 38%	- -	- -	- -	18 62%	- -	18BD 36%	18BD 55%	- -	18BD 36%	38B 41%	- -	4 20%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 20%	18IjL 17%	22IJL 19%	18IJL 29%	22aIJL 30%	- -	- -	- -	- -	- -	- -	- -	- -	18 19%	22 25%	- -
SDSL	30 15%	12 11%	18 16%	8 13%	13 18%	- -	- -	4 14%	5 18%	9 18%	6 18%	3 18%	9 18%	12 13%	16 18%	2 10%
Virtual Private Networks	27 13%	11 10%	16 14%	7 11%	15 21%	- -	- -	4 14%	1 4%	5 10%	4 12%	1 6%	5 10%	11 12%	16 18%	- -
Leased lines	25 12%	11 10%	14 12%	7 11%	12 16%	- -	- -	4 14%	2 7%	6 12%	4 12%	2 12%	6 12%	11 12%	12 14%	2 10%
Ethernet	25 12%	10 9%	15 13%	6 10%	12 16%	- -	- -	4 14%	3 11%	7 14%	7 21%	- -	7 14%	10 11%	14 16%	1 5%
Other business communications services	21 10%	7 7%	14 12%	3 5%	7 10%	- -	- -	4 14%	7 25%	11AC 22%	8ACd 24%	3 18%	11AC 22%	5 5%	10 11%	6 30%
Analogue telephone line(s) i.e. Fixed telephone lines that are not ISDN lines	20 10%	10 9%	10 9%	6 10%	8 11%	- -	- -	4 14%	2 7%	6 12%	4 12%	2 12%	6 12%	8 9%	9 10%	3 15%
Mobile phones (including Smartphones)	13 6%	11B 10%	2 2%	9Bd 14%	2 3%	- -	- -	2 7%	- -	2 4%	2 6%	- -	2 4%	11b 12%	2 2%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)
<S6c> Have you used the following business communication services in the last 3 years?
by
Base: All with ISDN

PERSONAL PROFILE																
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP (f)	Only (g)	ISDN 2/ & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	201	107	116	63	73	22	-	29	28	50	33	17	50	93	88	20
None of these	15 7%	8 7%	7 6%	8 13%	6 8%	- -%	- -%	- -%	1 4%	1 2%	- -%	1 6%	1 2%	8 9%	6 7%	1 5%
Don't know	7 3%	4 4%	3 3%	4 6%	2 3%	- -%	- -%	- -%	1 4%	1 2%	- -%	1 6%	1 2%	4 4%	2 2%	1 5%
(Not asked - already have both ISDN30 & ISDN2)	22 11%	22CDJ 21%	22CDJ 19%	- -%	- -%	22 100%	- -%	7 24%	7 25%	7CDj 14%	- -%	7 41%	7CDj 14%	12 13%	7 8%	3 15%
NET ---																
ISDN	88 44%	42 39%	46 40%	24 38%	31 42%	- -%	- -%	18 62%	15 54%	33ABCd 66%	33ABCDIL 100%	- -%	33ABCd 66%	38 41%	39 44%	11 55%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	201	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
ISDN 2/2e channels or Business Highway	46 23%	35 24%	22 23%	21 21%	21 27%	18 27%	19 24%	14 25%	18 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Cable modem or ADSL	42 21%	32 22%	23 24%	21 21%	12 15%	14 21%	15 19%	13 23%	11 20%	4 44%	6 24%	4 17%	4 25%	- -%	- -%	- -%
ISDN 30 channels	42 21%	30 20%	21 22%	23 23%	14 18%	16 24%	20 25%	14 25%	9 16%	1 11%	9 36%	13 57%	5 31%	3 27%	2 100%	2 40%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 20%	31 21%	23 24%	22 22%	20 25%	18 27%	19 24%	9 16%	20ag 36%	2 22%	3 12%	6 26%	4 25%	2 18%	- -%	1 20%
SDSL	30 15%	19 13%	19 20%	21 21%	14 18%	14 21%	16 20%	7 13%	10 18%	- -%	1 4%	5 22%	2 13%	1 9%	1 50%	1 20%
Virtual Private Networks	27 13%	22 15%	16 17%	14 14%	9 11%	10 15%	19d 24%	9 16%	7 13%	- -%	4 16%	3 13%	1 6%	2 18%	- -%	1 20%
Leased lines	25 12%	20 14%	14 15%	15 15%	9 11%	13 19%	10 13%	8 14%	10 18%	- -%	1 4%	2 9%	3 19%	1 9%	1 50%	1 20%
Ethernet	25 12%	21 14%	15 16%	13 13%	11 14%	9 13%	12 15%	9 16%	11 20%	- -%	2 8%	3 13%	- -%	1 9%	1 50%	- -%
Other business communications services	21 10%	14 9%	11 12%	8 8%	9 11%	9 13%	9 11%	9 16%	7 13%	- -%	1 4%	2 9%	1 6%	1 9%	- -%	- -%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	20 10%	13 9%	6 6%	9 9%	6 8%	5 7%	7 9%	4 7%	7 13%	- -%	4 16%	- -%	2 13%	1 9%	- -%	- -%
Mobile phones (including Smartphones)	13 6%	9 6%	3 3%	6 6%	4 5%	2 3%	6 8%	2 4%	3 5%	1 11%	3 12%	3 13%	2 13%	2 18%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	- 18 (e)	20 -28 (f)	30+ (g)
<hr/>																
Total	201	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
None of these	15 7%	14f 9%	4 4%	5 5%	5 6%	2 3%	1 1%	1 2%	1 2%	3 33%	3 12%	1 4%	- -%	1 9%	- -%	- -%
Don't know	7 3%	4 3%	2 2%	3 3%	3 4%	1 1%	2 3%	2 4%	1 2%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%
(Not asked - already have both ISDN30 & ISDN2)																
	22 11%	18 12%	13 14%	14 14%	11 14%	10 15%	14 18%	10 18%	10 18%	1 11%	4 16%	4 17%	3 19%	3 27%	- -%	3 60%
NET ---																
ISDN	88 44%	65 44%	43 46%	44 44%	35 44%	34 51%	39 49%	28 50%	27 49%	1 11%	9 36%	13 57%	5 31%	3 27%	2 100%	2 40%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

	Total	ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channels (g)	1500 or more ch nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	201	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13
ISDN 2/2e channels or Business Highway	46 23%	6 23%	5 63%	7 44%	9 47%	5 42%	3 43%	- %	2 67%	27 25%	9 22%	19 23%	6 35%	- %	- %	- %	27 47%	9 32%	3 33%	17 22%	17 22%	3 23%
Cable modem or ADSL	42 21%	4 15%	1 13%	5 31%	4 21%	4 33%	3 43%	- %	1 33%	24 22%	12 29%	14 17%	5 29%	10 18%	8 25%	- %	12 21%	10 36%	1 11%	17 22%	21 27%	1 8%
ISDN 30 channels	42 21%	- %	- %	- %	- %	- %	- %	- %	- %	29 27%	7 17%	23 28%	2 12%	18 32%	16 50%	3 50%	- %	- %	- %	16 21%	19 25%	2 15%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 20%	- %	5 63%	3 19%	5 26%	4 33%	2 29%	- %	2 67%	29 27%	7 17%	20 25%	6 35%	9 16%	8 25%	1 17%	15 26%	5 18%	1 11%	16 21%	19 25%	2 15%
SDSL	30 15%	4 15%	- %	4 25%	5 26%	- %	2 29%	- %	1 33%	20 18%	5 12%	16 20%	3 18%	8 14%	4 13%	- %	9 16%	3 11%	3 33%	11 14%	13 17%	3 23%
Virtual Private Networks	27 13%	4 15%	2 25%	2 13%	2 11%	4 33%	- %	1 100%	- %	18 17%	9 22%	16 20%	1 6%	5 9%	6 19%	- %	8 14%	8 29%	- %	14 18%	12 16%	1 8%
Leased lines	25 12%	- %	1 13%	2 13%	3 16%	3 25%	1 14%	- %	1 33%	18 17%	3 7%	14 17%	1 6%	6 11%	2 6%	2 33%	8 14%	2 7%	1 11%	6 8%	11 14%	2 15%
Ethernet	25 12%	2 8%	2 25%	3 19%	5 26%	1 8%	- %	- %	- %	17 16%	4 10%	13 16%	1 6%	5 9%	2 6%	2 33%	8 14%	4 14%	1 11%	7 9%	13 17%	2 15%
Other business communications services	21 10%	3 12%	- %	1 6%	3 16%	1 8%	1 14%	1 100%	- %	12 11%	3 7%	10 12%	2 12%	1 2%	4a 13%	- %	6 10%	2 7%	2 22%	5 6%	6 8%	4 31%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	20 10%	3 12%	- %	2 13%	1 5%	1 8%	1 14%	- %	- %	9 8%	3 7%	8 10%	1 6%	6 11%	1 3%	- %	5 9%	2 7%	- %	7 9%	5 6%	1 8%
Mobile phones (including Smartphones)	13 6%	- %	- %	- %	2 11%	- %	- %	- %	- %	8 7%	4 10%	5 6%	2 12%	7 12%	3 9%	1 17%	1 2%	1 4%	- %	4 5%	8 10%	1 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	201	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
None of these	15 7%	4 15%	- -	1 6%	- -	- -	- -	- -	- -	2 2%	6A 15%	2 2%	- -	6 11%	1 3%	- -	4 7%	2 7%	- -	8 10%	6 8%	- -	
Don't know	7 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2a 5%	- -	- -	2 4%	- -	- -	1 2%	- -	- -	1 1%	- -	2 15%	
(Not asked - already have both ISDN30 & ISDN2)	22 11%	6 23%	1 13%	2 13%	3 16%	3 25%	2 29%	- -	1 33%	15 14%	2 5%	12 15%	2 12%	9 16%	7 22%	3 50%	8 14%	7 25%	4 44%	10 13%	7 9%	2 15%	
NET ---																							
ISDN	88 44%	6 23%	5 63%	7 44%	9 47%	5 42%	3 43%	- -	2 67%	56 51%	16 39%	42 52%	8 47%	18 32%	16 50%	3 50%	27 47%	9 32%	3 33%	33 43%	36 47%	5 38%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

	ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	201	37	66	71	68	92	27	64	91	60	18	
ISDN 2/2e channels or Business Highway	46 23%	9 24%	13 20%	16 23%	15 22%	22 24%	4 15%	15 23%	19 21%	15 25%	3 17%	
Cable modem or ADSL	42 21%	7 19%	16 24%	17 24%	17 25%	18 20%	5 19%	17 27%	22 24%	12 20%	3 17%	
ISDN 30 channels	42 21%	11c 30%	17c 26%	8 11%	21B 31%	10 11%	11 41%	16 25%	27d 30%	8 13%	1 6%	
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 20%	11 30%	12 18%	16 23%	17 25%	21 23%	7 26%	19 30%	26 29%	9 15%	2 11%	
SDSL	30 15%	8 22%	7 11%	11 15%	11 16%	13 14%	4 15%	12 19%	16 18%	10 17%	1 6%	
Virtual Private Networks	27 13%	7 19%	13 20%	7 10%	13 19%	11 12%	5 19%	10 16%	15 16%	7 12%	3 17%	
Leased lines	25 12%	7b 19%	4 6%	10 14%	7 10%	12 13%	4 15%	6 9%	10 11%	6 10%	2 11%	
Ethernet	25 12%	5 14%	11 17%	6 8%	6 9%	13 14%	3 11%	10 16%	13 14%	8 13%	1 6%	
Other business communications services	21 10%	7c 19%	5 8%	3 4%	9 13%	5 5%	5 19%	4 6%	9 10%	5 8%	1 6%	
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	20 10%	4 11%	4 6%	7 10%	7 10%	9 10%	3 11%	3 5%	6 7%	6 10%	2 11%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

ISDN LINES												

	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Total	201	37	66	71	68	92	27	64	91	60	18	
Mobile phones (including Smartphones)	13 6%	4 11%	6 9%	3 4%	6 9%	4 4%	3 11%	4 6%	7 8%	3 5%	1 6%	
None of these	15 7%	1 3%	6 9%	7 10%	2 3%	12a 13%	1 4%	5 8%	6 7%	6 10%	2 11%	
Don't know	7 3%	1 3%	1 2%	4 6%	- -%	5 5%	1 4%	- -%	1 1%	1 2%	3 17%	
(Not asked - already have both ISDN30 & ISDN2)	22 11%	5 14%	7 11%	7 10%	11 16%	8 9%	4 15%	7 11%	11 12%	5 8%	3 17%	
NET ---												
ISDN	88 44%	20c 54%	30 45%	24 34%	36b 53%	32 35%	15 56%	31 48%	46 51%	23 38%	4 22%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plem (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa (f) yments (g)	Video confe rencing (h)
Total	201	80	54	41	28	11	24	16	6	22	25	31	8	36	37	32	18	18	23	16	21
ISDN 2/2e channels or Business Highway	46 23%	20 25%	10 19%	11 27%	7 25%	4 36%	5 21%	1 6%	5 83%	5 23%	9 36%	8 26%	3 38%	13 36%	13 35%	9 28%	5 28%	5 28%	7 30%	4 25%	8 38%
Cable modem or ADSL	42 21%	16 20%	13 24%	10 24%	4 14%	2 18%	3 13%	7 44%	2 33%	2 9%	3 12%	4 13%	1 13%	3 8%	8 22%	5 16%	3 17%	1 6%	2 9%	1 6%	3 14%
ISDN 30 channels	42 21%	15 19%	5 9%	12 29%	1 4%	2 18%	8 33%	3 19%	1 17%	1 5%	8 32%	12 39%	5 63%	10 28%	12 32%	10 31%	9 50%	7 39%	8 35%	6 38%	5 24%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 20%	27 34%	10 19%	17 41%	9 32%	3 27%	11 46%	6 38%	4 67%	3 14%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
SDSL	30 15%	14 18%	7 13%	9 22%	3 11%	1 9%	4 17%	3 19%	1 17%	4 18%	5 20%	6 19%	2 25%	6 17%	5 14%	5 16%	1 6%	3 17%	3 13%	1 6%	3 14%
Virtual Private Networks	27 13%	14 18%	8 15%	9 22%	3 11%	4 36%	2 8%	5 31%	2 33%	1 5%	3 12%	4 13%	2 25%	3 8%	5 14%	4 13%	1 6%	- %	2 9%	1 6%	- %
Leased lines	25 12%	9 11%	7 13%	3 7%	4 14%	- %	4 17%	- %	3 50%	2 9%	3 12%	6 19%	2 25%	4 11%	3 8%	5 16%	3 17%	3 17%	3 13%	2 13%	2 10%
Ethernet	25 12%	10 13%	5 9%	6 15%	2 7%	2 18%	4 17%	- %	2 33%	1 5%	2 8%	7 23%	1 13%	4 11%	4 11%	4 13%	2 11%	1 6%	4 17%	2 13%	2 10%
Other business communications services	21 10%	7 9%	3 6%	4 10%	2 7%	1 9%	4 17%	1 6%	1 17%	- %	5 20%	7 23%	3 38%	9 25%	9 24%	5 16%	4 22%	3 17%	5 22%	3 19%	6 29%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	20 10%	6 8%	6 11%	1 2%	3 11%	1 9%	1 4%	1 6%	- %	3 14%	5 20%	2 6%	1 13%	5 14%	4 11%	2 6%	2 11%	1 6%	2 9%	1 6%	3 14%
Mobile phones (including Smartphones)	13 6%	7 9%	3 6%	3 7%	3 11%	- %	1 4%	3 19%	- %	3 14%	- %	2 6%	1 13%	- %	2 5%	1 3%	2 11%	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	201	80	54	41	28	11	24	16	6	22	25	31	8	36	37	32	18	18	23	16	21
None of these	15 7%	5 6%	8 15%	1 2%	3 11%	- %	1 4%	1 6%	- %	3 14%	1 4%	- %	- %	1 3%	1 3%	1 3%	- %	- %	- %	- %	1 5%
Don't know	7 3%	- %	3a 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 3%	- %	- %	- %	- %	- %	1 6%	1 5%
(Not asked - already have both ISDN30 & ISDN2)	22 11%	7 9%	6 11%	5 12%	2 7%	2 18%	3 13%	1 6%	- %	1 5%	4 16%	5 16%	- %	6 17%	5 14%	7 22%	3 17%	5 28%	5 22%	3 19%	4 19%
NET ---																					
ISDN	88 44%	35 44%	15 28%	23 56%	8 29%	6 55%	13 54%	4 25%	6 100%	6 27%	17 68%	20 65%	8 100%	23 64%	25 68%	19 59%	14 78%	12 67%	15 65%	10 63%	13 62%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	201	33	13	31	12	6	32	13	32	8	4	6	7	30	4	2	4	-	6	6	1	
ISDN 2/2e channels or Business Highway	46 23%	9 27%	5 38%	10 32%	3 25%	1 17%	10 31%	2 15%	7 22%	4 50%	- -	- -	3 43%	7 23%	3 75%	- -	- -	- -	4 67%	1 17%	1 100%	
Cable modem or ADSL	42 21%	4 12%	4 31%	4 13%	3 25%	1 17%	4 13%	4 31%	5 16%	1 13%	1 25%	2 33%	- -	4 13%	1 25%	- -	- -	- -	- -	1 17%	- -	
ISDN 30 channels	42 21%	13 39%	5 38%	10 32%	4 33%	4 67%	11 34%	7 54%	12 38%	2 25%	3 75%	2 33%	2 29%	13 43%	- -	1 50%	3 75%	- -	- -	- -	- -	
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
SDSL	30 15%	7 21%	1 8%	4 13%	4 33%	- -	5 16%	3 23%	3 9%	4 50%	1 25%	2 33%	1 14%	3 10%	2 50%	- -	- -	- -	- -	1 17%	1 100%	
Virtual Private Networks	27 13%	2 6%	3 23%	3 10%	2 17%	- -	4 13%	1 8%	3 9%	1 13%	- -	- -	- -	3 10%	1 25%	- -	- -	- -	- -	- -	- -	
Leased lines	25 12%	3 9%	3 23%	3 10%	2 17%	1 17%	4 13%	2 15%	3 9%	1 13%	1 25%	1 17%	2 29%	2 7%	- -	- -	- -	- -	1 17%	1 17%	- -	
Ethernet	25 12%	4 12%	3 23%	2 6%	3 25%	2 33%	5 16%	2 15%	4 13%	2 25%	1 25%	- -	2 29%	5 17%	- -	- -	- -	- -	1 17%	- -	- -	
Other business communications services	21 10%	7 21%	3 23%	7 23%	3 25%	1 17%	7 22%	3 23%	7 22%	2 25%	1 25%	2 33%	1 14%	8 27%	- -	1 50%	1 25%	- -	1 17%	2 33%	- -	
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	20 10%	4 12%	2 15%	4 13%	1 8%	1 17%	6 19%	- -	4 13%	1 13%	- -	2 33%	- -	3 10%	1 25%	1 50%	1 25%	- -	- -	1 17%	- -	
Mobile phones (including Smartphones)	13 6%	- -	2 15%	1 3%	- -	1 17%	- -	2 15%	- -	- -	1 25%	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	201	33	13	31	12	6	32	13	32	8	4	6	7	30	4	2	4	-	6	6	1
None of these	15 7%	1 3%	- -	1 3%	- -	- -	1 3%	- -	1 3%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	1 17%	- -
Don't know	7 3%	- -	- -	1 3%	- -	- -	1 3%	- -	1 3%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	1 17%	- -	- -
(Not asked - already have both ISDN30 & ISDN2)	22 11%	6 18%	- -	4 13%	2 17%	1 17%	4 13%	2 15%	5 16%	1 13%	1 25%	2 33%	1 14%	3 10%	1 25%	1 50%	1 25%	- -	1 17%	1 17%	- -
NET	---																				
ISDN	88 44%	22 67%	10 77%	20 65%	7 58%	5 83%	21 66%	9 69%	19 59%	6 75%	3 75%	2 33%	5 71%	20 67%	3 75%	1 50%	3 75%	- -	4 67%	1 17%	1 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)

<S6c> Have you used the following business communication services in the last 3 years?

by

Base: All with ISDN

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	201	97	94	57	30	54	40
ISDN 2/2e channels or Business Highway	46 23%	16 16%	25 27%	- -%	- -%	20 37%	18 45%
Cable modem or ADSL	42 21%	20 21%	20 21%	12 21%	4 13%	13 24%	10 25%
ISDN 30 channels	42 21%	17 18%	24 26%	26 46%	8 27%	- -%	- -%
IP based alternatives to ISDN (e.g. SIP trunks, hosted VOIP)	40 20%	19 20%	18 19%	13 23%	4 13%	12 22%	8 20%
SDSL	30 15%	14 14%	15 16%	8 14%	4 13%	11 20%	5 13%
Virtual Private Networks	27 13%	9 9%	18 19%	5 9%	4 13%	8 15%	7 18%
Leased lines	25 12%	10 10%	13 14%	8 14%	3 10%	4 7%	6 15%
Ethernet	25 12%	14 14%	10 11%	5 9%	2 7%	10 19%	4 10%
Other business communications services	21 10%	8 8%	13 14%	3 5%	2 7%	7 13%	3 8%
Analogue telephone line(s) i.e. fixed telephone lines that are not ISDN lines	20 10%	8 8%	9 10%	2 4%	4 13%	5 9%	3 8%
Mobile phones (including Smartphones)	13 6%	5 5%	8 9%	7 12%	1 3%	1 2%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 7 (continuation)
<S6c> Have you used the following business communication services in the last 3 years?
by
Base: All with ISDN

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	201	97	94	57	30	54	40
None of these	15 7%	13B 13%	2 2%	3 5%	4 13%	1 2%	5a 13%
Don't know	7 3%	6 6%	1 1%	1 2%	1 3%	- -%	2 5%
(Not asked - already have both ISDN30 & ISDN2)	22 11%	5 5%	16A 17%	12 21%	7 23%	11 20%	8 20%
NET	---						
ISDN	88 44%	33 34%	49a 52%	26 46%	8 27%	20 37%	18 45%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8

<S7> How long has your organisation been trading?

by

Base: All respondents

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)					
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50
Not yet actively trading	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Less than 2 years	9 3%	1 50%	1 8%	- -%	2 7%	3 5%	2 2%	2 2%	7 3%	- -%	1 5%	- -%	5BC 11%	2 1%	- -%	1 2%
2-5 years	33 11%	- -%	3 25%	2 13%	5 17%	10g 16%	11 13%	7 6%	25 12%	3 11%	3 14%	1 3%	12bCD 27%	16d 12%	5d 8%	- -%
6-9 years	49 16%	- -%	- -%	4 27%	4 14%	6 10%	25EG 29%	14 11%	36 18%	5 18%	2 10%	3 10%	7 16%	24 18%	12 19%	5 10%
10-19 years	94 31%	1 50%	4 33%	5 33%	10 34%	22 35%	28 32%	34 28%	69 34%	7 25%	5 24%	8 26%	9 20%	52a 39%	17 27%	12 24%
20+ years	114 38%	- -%	4 33%	4 27%	8 28%	21 34%	20 23%	65eF 53%	63 31%	13 46%	10 48%	19 61%	11 25%	40 30%	27a 44%	32ABc 64%
Don't know	2 1%	- -%	- -%	- -%	- -%	- -%	1 1%	1 1%	1 *%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%
NET																

Less than 5 years	42 14%	1 50%	4 33%	2 13%	7 24%	13G 21%	13 15%	9 7%	32 16%	3 11%	4 19%	1 3%	17BCD 39%	18d 13%	5 8%	1 2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)
<S7> How long has your organisation been trading?

by

Base: All respondents

	PERSONAL PROFILE														
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
		(a)	cturing (b)	ruction (c)	olesale/Transport/Communications (d)	(e)	ncial Services (f)	se rvices (g)	admin and se rvices (h)	(i)					
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
Not yet actively trading	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Less than 2 years	9 3%	- -%	2 4%	- -%	3f 9%	- -%	- -%	3 5%	1 3%	- -%	9 100%	- -%	- -%	- -%	- -%
2-5 years	33 11%	1 11%	7 12%	2 11%	4 13%	2 8%	4 10%	6 10%	1 3%	6h 19%	- -%	33CDE 100%	- -%	- -%	- -%
6-9 years	49 16%	4 44%	8 14%	2 11%	7 22%	5 21%	7 18%	8 14%	3 10%	5 16%	- -%	- -%	49BDE 100%	- -%	- -%
10-19 years	94 31%	1 11%	18h 32%	7 37%	9 28%	9 38%	18H 45%	21h 36%	3 10%	8 26%	- -%	- -%	- -%	94BCE 100%	- -%
20+ years	114 38%	3 33%	22 39%	8 42%	9 28%	8 33%	11 28%	21 36%	21BDFGI 70%	11 35%	- -%	- -%	- -%	- -%	114BCD 100%
Don't know	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	1 3%	- -%	- -%	- -%	- -%	- -%
NET ---															
Less than 5 years	42 14%	1 11%	9 16%	2 11%	7 22%	2 8%	4 10%	9 15%	2 7%	6 19%	9 100%	33CDE 100%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)
<S7> How long has your organisation been trading?

by

Base: All respondents

		PERSONAL PROFILE																
		Location														Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op- erating from (c)
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12	
Not yet actively trading	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Less than 2 years	9 3%	- -%	- -%	1 5%	1 8%	- -%	- -%	5 5%	- -%	- -%	7 3%	1 14%	1 6%	- -%	3 2%	- -%	- -%	
2-5 years	33 11%	1 11%	3 9%	4 21%	1 8%	1 4%	1 7%	13 14%	2 4%	3 15%	29 11%	- -%	4 22%	- -%	17 11%	6 17%	- -%	
6-9 years	49 16%	1 11%	3 9%	4 21%	4 31%	3 13%	3 20%	15 16%	7 14%	4 20%	44 16%	2 29%	3 17%	- -%	36b 23%	2 6%	- -%	
10-19 years	94 31%	3 33%	10 31%	5 26%	2 15%	10 42%	5 33%	32 35%	15 31%	5 25%	87 32%	1 14%	6 33%	- -%	48 30%	13 37%	4 33%	
20+ years	114 38%	4 44%	16g 50%	5 26%	5 38%	10 42%	5 33%	25 27%	25G 51%	8 40%	103 38%	3 43%	4 22%	4 100%	55 35%	13 37%	8 67%	
Don't know	2 1%	- -%	- -%	- -%	- -%	- -%	1 7%	1 1%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	1a 3%	- -%	
NET ---																		
Less than 5 years	42 14%	1 11%	3 9%	5 26%	2 15%	1 4%	1 7%	18h 20%	2 4%	3 15%	36 13%	1 14%	5 28%	- -%	20 13%	6 17%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)

<S7> How long has your organisation been trading?

by

Base: All respondents

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120
Not yet actively trading	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Less than 2 years	9 3%	2 2%	1 1%	2 3%	1 1%	- -%	6b 6%	- -%	- -%	- -%	4 4%	2 4%	6 4%	2 2%	1 1%	6 5%
2-5 years	33 11%	9 8%	12 10%	4 6%	8 11%	3 14%	15 15%	3 10%	2 7%	4 8%	15 15%	4 8%	19 13%	7 8%	9 10%	17 14%
6-9 years	49 16%	19 18%	21 18%	10 16%	14 19%	3 14%	12 12%	6 21%	4 14%	10 20%	16 16%	6 12%	22 15%	17 18%	19c 22%	13 11%
10-19 years	94 31%	40bd 37%	26 22%	25bd 40%	15 21%	6 27%	34 34%	11 38%	7 25%	16 32%	29 29%	21bd 42%	50d 33%	35b 38%	19 22%	40 33%
20+ years	114 38%	37 35%	56aFjl 48%	22 35%	35f1 48%	10 45%	31 31%	9 31%	15 54%	20 40%	35 35%	16 32%	51 34%	32 34%	40 45%	42 35%
Don't know	2 1%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	1 1%	1 2%	2 1%	- -%	- -%	2 2%
NET ---																
Less than 5 years	42 14%	11 10%	13 11%	6 10%	9 12%	3 14%	21abi 21%	3 10%	2 7%	4 8%	19 19%	6 12%	25 17%	9 10%	10 11%	23 19%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)
<S7> How long has your organisation been trading?

by

Base: All respondents

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
Not yet actively trading	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Less than 2 years	9 3%	3 2%	3 3%	2 2%	- -%	1 1%	- -%	- -%	2 4%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%
2-5 years	33 11%	9 6%	8 9%	12 12%	7 9%	8 12%	8 10%	6 11%	4 7%	- -%	3 12%	3 13%	- -%	2 18%	- -%	- -%
6-9 years	49 16%	27 18%	19 20%	19 19%	18 23%	11 16%	20 25%	16 29%	8 15%	1 11%	4 16%	6 26%	6 38%	1 9%	- -%	- -%
10-19 years	94 31%	46 31%	25 27%	26 26%	24 30%	19 28%	21 26%	18 32%	12 22%	7 78%	8 32%	11 48%	3 19%	3 27%	1 50%	1 20%
20+ years	114 38%	63 43%	39 41%	41 41%	30 38%	28 42%	31 39%	16 29%	29 53%	1 11%	9 36%	3 13%	7 44%	5 45%	1 50%	4 80%
Don't know	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET	---															
Less than 5 years	42 14%	12 8%	11 12%	14 14%	7 9%	9 13%	8 10%	6 11%	6 11%	- -%	4 16%	3 13%	- -%	2 18%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)

<S7> How long has your organisation been trading?

by

Base: All respondents

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service (a)	Supplementary service (b)	A back-up (c)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Standalone (a)	In-house package (b)	Hosted solution (c)
			(a)	(b)	(c)	channels (d)	channels (e)	channels (f)	channels (g)	channels (h)													
Total	301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
Not yet actively trading	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Less than 2 years	9 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	1 1%	1 2%	- -%	1 6%	1 2%	- -%	- -%	- -%	1 4%	- -%	1 1%	1 1%	- -%	
2-5 years	33 11%	3 12%	- -%	3 19%	5 26%	- -%	- -%	- -%	- -%	13 12%	2 5%	11 14%	2 12%	2 4%	5a 16%	1 17%	5 9%	3 11%	3 33%	3 4%	13A 17%	- -%	
6-9 years	49 16%	4 15%	- -%	3 19%	4 21%	7 58%	2 29%	- -%	1 33%	23 21%	12 29%	19 23%	4 24%	6 11%	12A 38%	- -%	5 9%	15 54%	1 11%	14 18%	22 29%	- -%	
10-19 years	94 31%	8 31%	3 38%	4 25%	3 16%	1 8%	1 14%	- -%	- -%	28 26%	16 39%	19 23%	4 24%	23 40%	8 25%	3 50%	16 28%	4 14%	1 11%	25 32%	24 31%	4 31%	
20+ years	114 38%	11 42%	5 63%	6 38%	7 37%	4 33%	4 57%	1 100%	1 33%	44 40%	10 24%	32 40%	6 35%	25b 44%	7 22%	2 33%	32 55%	5 18%	4 44%	34B 44%	17 22%	9 69%	
Don't know	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET																							

Less than 5 years	42 14%	3 12%	- -%	3 19%	5 26%	- -%	- -%	- -%	1 33%	14 13%	3 7%	11 14%	3 18%	3 5%	5 16%	1 17%	5 9%	4 14%	3 33%	4 5%	14a 18%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)

<S7> How long has your organisation been trading?

by

Base: All respondents

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	Co but likely to affect decision (d)	
Total	301	37	66	71	68	92	27	64	91	60	18
Not yet actively trading	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Less than 2 years	9 3%	1 3%	1 2%	- -%	1 1%	1 1%	- -%	2 3%	2 2%	- -%	- -%
2-5 years	33 11%	7c 19%	5 8%	4 6%	10 15%	6 7%	3 11%	8 13%	11 12%	5 8%	- -%
6-9 years	49 16%	11 30%	15 23%	10 14%	19b 28%	14 15%	8 30%	16d 25%	24d 26%	6 10%	4 22%
10-19 years	94 31%	10 27%	22 33%	21 30%	22 32%	27 29%	8 30%	20 31%	28 31%	19 32%	4 22%
20+ years	114 38%	8 22%	23 35%	36A 51%	16 24%	44A 48%	8 30%	18 28%	26 29%	30bC 50%	10 56%
Don't know	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET	---										
Less than 5 years	42 14%	8c 22%	6 9%	4 6%	11 16%	7 8%	3 11%	10 16%	13 14%	5 8%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)

<S7> How long has your organisation been trading?

by

Base: All respondents

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa ymen (g)	Video confe rencing (h)
Total	301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63
Not yet actively trading	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Less than 2 years	9 3%	1 1%	1 2%	1 2%	- -%	- -%	1 4%	- -%	- -%	- -%	2 4%	5 5%	2 5%	4 3%	5 5%	1 1%	1 2%	1 2%	1 1%	1 2%	- -%
2-5 years	33 11%	8 10%	5 9%	8 20%	- -%	- -%	4 17%	3 19%	1 17%	- -%	5 9%	12 12%	8 20%	18 15%	10 11%	15 15%	7 14%	5 10%	10 14%	9 20%	9 14%
6-9 years	49 16%	19 24%	8 15%	15 37%	3 11%	4 36%	5 21%	7 44%	1 17%	2 9%	7 13%	15 15%	5 13%	16 14%	14 15%	15 15%	8 16%	7 14%	10 14%	6 13%	6 10%
10-19 years	94 31%	22 28%	12 22%	9 22%	8 29%	5 45%	5 21%	4 25%	1 17%	7 32%	22 41%	35 34%	11 28%	35 30%	30 32%	31 32%	17 33%	19 38%	24 33%	15 33%	20 32%
20+ years	114 38%	30 38%	28 52%	8 20%	17 61%	2 18%	9 38%	2 13%	3 50%	13 59%	18 33%	34 33%	13 33%	43 37%	35 37%	35 36%	18 35%	18 36%	26 36%	15 33%	28 44%
Don't know	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	1 3%	1 1%	1 1%	1 1%	- -%	- -%	1 1%	- -%	- -%
NET																					
Less than 5 years	42 14%	9 11%	6 11%	9 22%	- -%	- -%	5 21%	3 19%	1 17%	- -%	7 13%	17 17%	10 25%	22 19%	15 16%	16 16%	8 16%	6 12%	11 15%	10 22%	9 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)
 <S7> How long has your organisation been trading?
 by
 Base: All respondents

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1	
Not yet actively trading	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Less than 2 years	9 3%	2 2%	2 5%	1 1%	5A 12%	- -%	4 4%	2 6%	4 4%	- -%	2 17%	1 5%	1 5%	4 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
2-5 years	33 11%	10 11%	7 16%	12 13%	6 14%	1 9%	11 11%	7 20%	14 13%	3 14%	2 17%	5 25%	7 35%	6 7%	1 6%	- -%	1 25%	- -%	1 17%	- -%	- -%	
6-9 years	49 16%	13 15%	8 18%	13 14%	7 17%	2 18%	15 14%	6 17%	16 15%	4 18%	1 8%	2 10%	2 10%	13 15%	2 13%	1 50%	- -%	- -%	- -%	- -%	- -%	
10-19 years	94 31%	29 33%	17 39%	30 33%	12 29%	7 64%	33 32%	13 37%	33 32%	7 32%	6 50%	4 20%	8 40%	30 35%	6 38%	1 50%	2 50%	- -%	1 17%	4 67%	- -%	
20+ years	114 38%	33 38%	10 23%	34 37%	12 29%	1 9%	40b 38%	7 20%	36 35%	8 36%	1 8%	8 40%	2 10%	31 36%	7 44%	- -%	1 25%	- -%	4 67%	2 33%	1 100%	
Don't know	2 1%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET ---																						
Less than 5 years	42 14%	12 14%	9 20%	13 14%	11 26%	1 9%	15 14%	9 26%	18 17%	3 14%	4 33%	6 30%	8 40%	10 12%	1 6%	- -%	1 25%	- -%	1 17%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 8 (continuation)
 <S7> How long has your organisation been trading?
 by
 Base: All respondents

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	301	149	133	57	30	54	40
Not yet actively trading	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Less than 2 years	9 3%	7b 5%	1 1%	1 2%	1 3%	1 2%	- -%
2-5 years	33 11%	23b 15%	10 8%	7 12%	1 3%	9 17%	2 5%
6-9 years	49 16%	20 13%	28 21%	13 23%	3 10%	12 22%	9 23%
10-19 years	94 31%	48 32%	40 30%	20 35%	8 27%	12 22%	8 20%
20+ years	114 38%	51 34%	53 40%	16 28%	17A 57%	20 37%	21 53%
Don't know	2 1%	- -%	1 1%	- -%	- -%	- -%	- -%
NET ---							
Less than 5 years	42 14%	30B 20%	11 8%	8 14%	2 7%	10 19%	2 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 9

<S8> How many sites or offices does your organisation operate from in the UK?

by

Base: All respondents

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	million	- £100	
						(e)	(f)				(c)		(a)	to £20 million	million (b)	million (c)
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50
1 to 5	201 67%	2 100%	11 92%	15 100%	28 97%	57FG 92%	65G 75%	51 41%	201 100%	- -%	- -%	- -%	36CD 82%	106CD 79%	35d 56%	18 36%
6 to 10	28 9%	- -%	- -%	- -%	- -%	2 3%	7 8%	19e 15%	- -%	28 100%	- -%	- -%	- -%	10 7%	8a 13%	10Ab 20%
11 to 20	21 7%	- -%	- -%	- -%	- -%	- -%	4 5%	17Ef 14%	- -%	- -%	21 100%	- -%	2 5%	4 3%	7b 11%	7B 14%
20+	31 10%	- -%	- -%	- -%	- -%	- -%	7e 8%	24Ef 20%	- -%	- -%	- -%	31 100%	3 7%	7 5%	11B 18%	8b 16%
Don't know	14 5%	- -%	- -%	- -%	- -%	2 3%	3 3%	9 7%	- -%	- -%	- -%	- -%	2 5%	6 4%	1 2%	4 8%
Rather not say	6 2%	- -%	1 8%	- -%	1 3%	1 2%	1 1%	3 2%	- -%	- -%	- -%	- -%	1 2%	1 1%	- -%	3b 6%
Median	3.00	1.00	1.00	1.00	1.00	2.00	3.00	6.00	2.00	7.00	15.00	50.00	1.00	2.00	5.00	7.00
Mean score	18.3	1.0	1.0	1.1	1.1	2.1bcd	12.6	35.7e	2.4	7.5A	16.0AB	133.3	4.6	7.9	40.2b	33.0aB
Standard deviation	78.73	-	-	.52	.38	1.47	55.35	113.79	1.43	1.53	3.19	205.80	9.16	28.98	145.39	83.90
Standard error	4.70	-	-	.13	.07	.19	6.08	10.80	.10	.29	.70	36.96	1.43	2.57	18.62	12.79

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 9 (continuation)

<S8> How many sites or offices does your organisation operate from in the UK?

by

Base: All respondents

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
1 to 5	201 67%	2 22%	50DFH 88%	12 63%	20 63%	9 38%	26h 65%	45H 76%	12 40%	25H 81%	7 78%	25e 76%	36e 73%	69E 73%	63 55%
6 to 10	28 9%	2 22%	5 9%	2 11%	4i 13%	4 17%	4 10%	4 7%	3 10%	- -%	- -%	3 9%	5 10%	7 7%	13 11%
11 to 20	21 7%	1 11%	1 2%	1 5%	2 6%	3 13%	2 5%	2 3%	6BG 20%	3 10%	1 11%	3 9%	2 4%	5 5%	10 9%
20+	31 10%	4 44%	- -%	2 11%	4B 13%	7 29%	2 5%	4b 7%	7Bfgi 23%	1 3%	- -%	1 3%	3 6%	8 9%	19b 17%
Don't know	14 5%	- -%	- -%	1 5%	2 6%	1 4%	5B 13%	2 3%	1 3%	2 6%	1 11%	1 3%	2 4%	3 3%	6 5%
Rather not say	6 2%	- -%	1 2%	1 5%	- -%	- -%	1 3%	2 3%	1 3%	- -%	- -%	- -%	1 2%	2 2%	3 3%
Median	3.00	12.00	2.00	4.00	3.50	7.00	3.00	2.00	7.50	2.00	1.00	3.00	4.00	2.00	4.00
Mean score	18.3	33.2BcF	3.2	8.1B	14.6B	85.3Bg	7.0b	9.7	39.8b	8.9	3.1	5.1	8.5	13.8	31.9
Standard deviation	78.73	46.85	3.08	12.49	29.29	230.22	13.34	30.18	106.10	27.53	4.85	6.13	22.37	55.24	116.44
Standard error	4.70	15.62	.41	3.03	5.35	48.00	2.29	4.07	20.05	5.11	1.72	1.08	3.30	5.86	11.36

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 9 (continuation)
<S8> How many sites or offices does your organisation operate from in the UK?
by
Base: All respondents

		PERSONAL PROFILE																	
		Location													Involvement				
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12		
1 to 5	201 67%	7 78%	18 56%	14 74%	10 77%	16 67%	6 40%	60 66%	38b 78%	13 65%	182 67%	6 86%	12 67%	1 25%	106B 67%	12 34%	8 67%		
6 to 10	28 9%	1 11%	3 9%	2 11%	3 23%	3 13%	2 13%	9 10%	1 2%	3 15%	27 10%	- -%	- -%	1 25%	19 12%	7 20%	2 17%		
11 to 20	21 7%	- -%	2 6%	1 5%	- -%	1 4%	3 20%	8 9%	3 6%	1 5%	19 7%	- -%	1 6%	1 25%	12 8%	8A 23%	1 8%		
20+	31 10%	1 11%	8ghj 25%	2 11%	- -%	2 8%	1 7%	8 9%	4 8%	2 10%	28 10%	- -%	2 11%	1 25%	22 14%	8 23%	1 8%		
Don't know	14 5%	- -%	1 3%	- -%	- -%	1 4%	2 13%	5 5%	3 6%	- -%	12 4%	- -%	2 11%	- -%	- -%	- -%	- -%		
Rather not say	6 2%	- -%	- -%	- -%	- -%	1 4%	1 7%	1 1%	- -%	1 5%	4 1%	1 14%	1 6%	- -%	- -%	- -%	- -%		
Median	3.00	2.00	4.00	5.00	2.00	2.50	5.00	3.00	1.50	5.00	3.00	2.50	4.00	11.00	4.00	10.00	3.00		
Mean score	18.3	113.4GJ	37.3g	12.8	3.2	10.2	11.8	9.8	19.5	20.9	19.4	2.3	8.0	17.0d	21.2	46.4	7.0		
Standard deviation	78.73	332.47	96.50	33.70	3.05	22.66	18.92	21.33	82.44	67.79	82.37	1.21	9.42	19.53	86.36	121.71	8.38		
Standard error	4.70	110.82	17.33	7.73	.85	4.83	5.46	2.31	12.16	15.55	5.15	.49	2.43	9.76	6.85	20.57	2.42		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 9 (continuation)

<S8> How many sites or offices does your organisation operate from in the UK?

by

Base: All respondents

		PERSONAL PROFILE																
		Fixed line services													Mostly used fixed line			
		Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)				
		ISDN2/ ISDN2e (a)	ISDN30 (b)											ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)		
Total	301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120		
1 to 5	201	81	bdijl	70	53	42	15	65	17	17	30	62	33	95	73	Bc	53	75
	67%	76%	60%	84%	58%	68%	65%	59%	61%	60%	62%	66%	63%	78%	60%	63%		
6 to 10	28	10	9	6	6	2	11	3	2	4	9	6	15	7	7	14		
	9%	9%	8%	10%	8%	9%	11%	10%	7%	8%	9%	12%	10%	8%	8%	12%		
11 to 20	21	5	15aCf	-	10aCf	3	4	3	3	5c	6c	3c	9c	4	10	7		
	7%	5%	13%	-%	14%	14%	4%	10%	11%	10%	6%	6%	6%	4%	11%	6%		
20+	31	8	16c	2	10c	2	9	5	5	9aC	13c	5	18c	6	12	13		
	10%	7%	14%	3%	14%	9%	9%	17%	18%	18%	13%	10%	12%	6%	14%	11%		
Don't know	14	2	5	1	4	-	7	1	1	2	7	2	9	2	5	7		
	5%	2%	4%	2%	5%	-%	7%	3%	4%	4%	7%	4%	6%	2%	6%	6%		
Rather not say	6	1	1	1	1	-	4	-	-	-	3	1	4	1	1	4		
	2%	1%	1%	2%	1%	-%	4%	-%	-%	-%	3%	2%	3%	1%	1%	3%		
Median	3.00	3.00	4.00	2.00	3.00	3.50	2.00	5.00	5.00	5.00	4.00	3.00	4.00	2.00	3.00	3.00		
Mean score	18.3	18.0	25.0c	4.1	26.8	15.2	9.7	54.8cf	31.0Cf	44.3cf	26.8	12.3	21.8	6.9	25.5a	22.4		
Standard deviation	78.73	100.11	79.37	9.31	90.53	42.04	22.04	189.95	70.69	151.53	111.40	32.38	92.33	15.43	85.06	101.42		
Standard error	4.70	9.82	7.57	1.19	10.98	8.96	2.34	35.90	13.60	21.87	11.74	4.72	7.89	1.63	9.39	9.71		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 9 (continuation)

<S8> How many sites or offices does your organisation operate from in the UK?

by

Base: All respondents

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
1 to 5	201 67%	106 72%	62 66%	67 67%	51 65%	41 61%	50 63%	36 64%	33 60%	8 89%	23 92%	20 87%	12 75%	6 55%	- -	2 40%
6 to 10	28 9%	10 7%	8 9%	5 5%	6 8%	6 9%	7 9%	3 5%	3 5%	1 11%	2 8%	1 4%	- -	3 27%	- -	- -
11 to 20	21 7%	11 7%	11 12%	9 9%	6 8%	8 12%	5 6%	6 11%	5 9%	- -	- -	- -	1 6%	- -	1 50%	1 20%
20+	31 10%	16 11%	10 11%	13 13%	12 15%	9 13%	14 18%	9 16%	12a 22%	- -	- -	2 9%	1 6%	2 18%	- -	2 40%
Don't know	14 5%	3 2%	3 3%	4 4%	3 4%	2 3%	3 4%	2 4%	1 2%	- -	- -	- -	1 6%	- -	1 50%	- -
Rather not say	6 2%	2 1%	- -	2 2%	1 1%	1 1%	1 1%	- -	1 2%	- -	- -	- -	1 6%	- -	- -	- -
Median	3.00	3.00	3.00	3.00	4.00	4.00	5.00	4.00	5.00	1.00	1.00	4.00	3.50	5.00	20.00	20.00
Mean score	18.3	16.9	21.4	23.4	25.4	20.1	21.4	25.1	37.3	2.3	2.4	5.7	6.9	20.2b	20.0	50.2Bc
Standard deviation	78.73	65.44	79.82	80.25	87.73	67.48	64.33	75.29	104.45	2.92	2.24	8.42	12.66	36.99	-	84.54
Standard error	4.70	5.47	8.37	8.28	10.13	8.43	7.38	10.25	14.35	.97	.45	1.75	3.38	11.15	-	37.81

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 9 (continuation)

<S8> How many sites or offices does your organisation operate from in the UK?

by

Base: All respondents

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Standalone (a)	In-house package (b)	Hosted solution (c)
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels (f)	-1470 channels (g)	or more nels (h)													
Total	301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
1 to 5	201 67%	23 88%	4 50%	11 69%	10 53%	5 42%	3 43%	- -%	- -%	70 64%	30 73%	49 60%	12 71%	50B 88%	20 63%	4 67%	36 62%	15 54%	7 78%	57 74%	53 69%	7 54%	
6 to 10	28 9%	1 4%	- -%	2 13%	1 5%	2 17%	1 14%	- -%	- -%	11 10%	3 7%	10 12%	1 6%	2 4%	5a 16%	- -%	4 7%	2 7%	1 11%	8 10%	4 5%	1 8%	
11 to 20	21 7%	1 4%	1 13%	- -%	5 26%	1 8%	1 14%	1 100%	1 33%	12 11%	1 2%	8 10%	3 18%	- -%	3a 9%	1 17%	5 9%	6 21%	1 11%	4 5%	8 10%	1 8%	
20+	31 10%	1 4%	2 25%	3 19%	1 5%	3 25%	1 14%	- -%	2 67%	14 13%	3 7%	14 17%	- -%	4 7%	2 6%	1 17%	11 19%	2 7%	- -%	5 6%	8 10%	4 31%	
Don't know	14 5%	- -%	1 13%	- -%	1 5%	1 8%	1 14%	- -%	- -%	2 2%	3 7%	- -%	1 6%	1 2%	1 3%	- -%	2 3%	2 7%	- -%	2 3%	3 4%	- -%	
Rather not say	6 2%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 3%	- -%	- -%	1 4%	- -%	1 1%	1 1%	- -%	
Median	3.00	2.00	2.00	4.00	5.00	6.00	4.00	12.00	25.00	4.00	2.00	4.00	4.50	2.00	5.00	3.50	3.00	5.00	5.00	2.00	3.00	5.00	
Mean score	18.3	4.3	15.4a	13.3	39.3	25.8a	87.0a	12.0	80.0Ac	22.0	7.5	27.6	5.3	6.1	13.9	10.7	32.2	13.2	5.2	7.0	17.3	26.0a	
Standard deviation	78.73	7.97	23.59	24.86	131.75	43.96	202.36	-	104.04	75.18	17.60	85.74	4.68	16.84	37.28	13.92	100.68	29.58	4.68	15.23	61.94	53.68	
Standard error	4.70	1.56	8.91	6.21	31.95	13.25	82.61	-	60.07	7.27	2.89	9.53	1.17	2.25	6.81	5.68	13.45	5.92	1.56	1.77	7.25	14.89	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 9 (continuation)

<S8> How many sites or offices does your organisation operate from in the UK?

by

Base: All respondents

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	301	37	66	71	68	92	27	64	91	60	18
1 to 5	201 67%	25 68%	42 64%	56b 79%	39 57%	73A 79%	15 56%	43 67%	58 64%	42 70%	18 100%
6 to 10	28 9%	5c 14%	6 9%	2 3%	8 12%	5 5%	3 11%	6 9%	9 10%	3 5%	- -%
11 to 20	21 7%	3 8%	9C 14%	1 1%	9b 13%	3 3%	2 7%	8 13%	10 11%	4 7%	- -%
20+	31 10%	4 11%	5 8%	9 13%	11 16%	6 7%	6 22%	4 6%	10 11%	7 12%	- -%
Don't know	14 5%	- -%	3 5%	2 3%	1 1%	3 3%	1 4%	3 5%	4 4%	2 3%	- -%
Rather not say	6 2%	- -%	1 2%	1 1%	- -%	2 2%	- -%	- -%	- -%	2 3%	- -%
Median	3.00	4.00	3.00	2.00	5.00	2.00	5.00	4.00	4.00	2.00	1.00
Mean score	18.3	22.0	11.2	17.3	21.2	13.4	31.2	8.0	14.9	21.5	2.2
Standard deviation	78.73	81.93	25.42	70.98	64.59	62.93	97.06	15.63	54.98	78.29	1.70
Standard error	4.70	13.47	3.23	8.61	7.89	6.75	19.04	2.00	5.89	10.46	.40

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 9 (continuation)

<S8> How many sites or offices does your organisation operate from in the UK?

by

Base: All respondents

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63
1 to 5	201	55	37	26	22	8	14	12	2	18	32	63	26	77	54	68	33	28	45	25	41
	67%	69%	69%	63%	79%	73%	58%	75%	33%	82%	59%	61%	65%	66%	57%	69%	65%	56%	63%	54%	65%
6 to 10	28	10	2	6	2	2	3	1	1	3	5c	13c	-	12	14	9	5	5	8	7	7
	9%	13%	4%	15%	7%	18%	13%	6%	17%	14%	9%	13%	-%	10%	15%	9%	10%	10%	11%	15%	11%
11 to 20	21	7	4	5	1	-	4	2	1	-	5	6	2	7	7	5	4	3	5	2	5
	7%	9%	7%	12%	4%	-%	17%	13%	17%	-%	9%	6%	5%	6%	7%	5%	8%	6%	7%	4%	8%
20+	31	8	4	4	3	1	3	1	2	1	9	12	8	14	14	13	5	11	11	9	8
	10%	10%	7%	10%	11%	9%	13%	6%	33%	5%	17%	12%	20%	12%	15%	13%	10%	22%	15%	20%	13%
Don't know	14	-	5A	-	-	-	-	-	-	-	3	7	3	4	4	1	3	3h	1	3h	-
	5%	-%	9%	-%	-%	-%	-%	-%	-%	-%	6%	7%	8%	3%	4%	1%	6%	6%	1%	7%	-%
Rather not say	6	-	2	-	-	-	-	-	-	-	-	2	1	3	2	2	1	-	2	-	2
	2%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	2%	3%	3%	2%	2%	2%	-%	3%	-%	3%
Median	3.00	3.00	2.00	4.00	2.00	3.00	4.50	3.00	10.00	1.00	5.00	4.00	4.00	4.00	5.00	3.00	4.00	5.00	4.00	4.00	4.00
Mean score	18.3	20.4	9.5	20.6	24.1	48.8	32.1	9.0	17.5E	3.4	20.6	27.0	17.8	23.9	27.9	27.8	10.8	41.0	18.7	38.3	18.3
Standard deviation	78.73	82.37	25.99	77.83	103.31	149.66	111.20	16.82	18.89	5.37	47.07	110.41	32.19	102.00	112.48	110.31	22.58	148.17	46.62	152.45	48.73
Standard error	4.70	9.21	3.79	12.15	19.52	45.12	22.70	4.21	7.71	1.14	6.59	11.39	5.36	9.73	11.92	11.32	3.29	21.61	5.61	23.25	6.24

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 9 (continuation)

<S8> How many sites or offices does your organisation operate from in the UK?

by

Base: All respondents

IP Based Services																						
	Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	and	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a)	(b)	(c)					(c)	(a)	(b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)	
Total	301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1	
1 to 5	201	54	31	60	30	4	64	24	69	14	6	14	14	52	11	1	1	-	2	2	1	
	67%	62%	70%	66%	71%	36%	62%	69%	66%	64%	50%	70%	70%	61%	69%	50%	25%	-%	33%	33%	100%	
6 to 10	28	9	2	9	5	1	13	2	12	1	1	2	-	11	1	-	2	-	-	2	-	
	9%	10%	5%	10%	12%	9%	13%	6%	12%	5%	8%	10%	-%	13%	6%	-%	50%	-%	-%	33%	-%	
11 to 20	21	6	3	6	2	1	8	1	7	-	1	-	-	6	2	1	-	-	2	1	-	
	7%	7%	7%	7%	5%	9%	8%	3%	7%	-%	8%	-%	-%	7%	13%	50%	-%	-%	33%	17%	-%	
20+	31	13	5	15	2	1	14	3	14	3	1	2	4	11	1	-	1	-	2	1	-	
	10%	15%	11%	16%	5%	9%	13%	9%	13%	14%	8%	10%	20%	13%	6%	-%	25%	-%	33%	17%	-%	
Don't know	14	3	2	-	2a	3	2	5A	1	4	2	1	1	4	-	-	-	-	-	-	-	
	5%	3%	5%	-%	5%	27%	2%	14%	1%	18%	17%	5%	5%	5%	-%	-%	-%	-%	-%	-%	-%	
Rather not say	6	2	1	1	1	1	3	-	1	-	1	1	1	1	1	-	-	-	-	-	-	
	2%	2%	2%	1%	2%	9%	3%	-%	1%	-%	8%	5%	5%	1%	6%	-%	-%	-%	-%	-%	-%	
Median	3.00	5.00	2.00	4.00	3.00	5.00	4.00	2.50	4.00	3.50	5.00	3.50	4.00	4.00	2.00	10.50	6.00	-	19.50	6.00	3.00	
Mean score	18.3	19.2	33.4	28.9	8.3	9.7	17.5	40.8	21.8	27.5	27.0	8.6	22.1	26.9	17.1	10.5	253.8	-	82.3	9.5	3.0	
Standard deviation	78.73	45.50	156.59	112.74	19.49	9.72	43.14	182.09	101.12	72.38	65.13	15.24	42.24	117.00	50.82	13.44	497.50	-	120.50	7.37	-	
Standard error	4.70	5.02	24.45	11.88	3.12	3.68	4.34	33.25	10.01	17.06	21.71	3.59	9.95	13.08	13.12	9.50	248.75	-	49.20	3.01	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 9 (continuation)

<S8> How many sites or offices does your organisation operate from in the UK?

by

Base: All respondents

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	301	149	133	57	30	54	40
1 to 5	201 67%	123B 83%	72 54%	42 74%	24 80%	30 56%	28 70%
6 to 10	28 9%	10 7%	17 13%	5 9%	2 7%	6 11%	1 3%
11 to 20	21 7%	5 3%	14a 11%	3 5%	1 3%	9 17%	2 5%
20+	31 10%	8 5%	19a 14%	5 9%	2 7%	6 11%	7 18%
Don't know	14 5%	1 1%	10A 8%	1 2%	1 3%	2 4%	2 5%
Rather not say	6 2%	2 1%	1 1%	1 2%	- -	1 2%	- -
Median	3.00	2.00	5.00	3.00	2.00	5.00	2.00
Mean score	18.3	8.9	29.3a	8.9	10.7	11.4	41.6
Standard deviation	78.73	46.75	106.83	19.03	36.89	17.87	122.19
Standard error	4.70	3.87	9.67	2.57	6.85	2.50	19.82

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10
<S8> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of?
by
Base: All with more than one site

		PERSONAL PROFILE														
		Company Size								No.Sites				Turnover		
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		(a)	million	- £100	(d)
Total					(e)	(f)				(c)			to £20 million	(b)	(c)	
Total	206	-	-	1	1	30	70	105	126	28	21	31	19	83	57	43
All sites	159	-	-	1	1	26g	61G	71	106	19	12	22	12	68	42	35
	77%	-%	-%	100%	100%	87%	87%	68%	84%	68%	57%	71%	63%	82%	74%	81%
Some sites	35	-	-	-	-	2	7	26ef	12	7	8	8	6	11	10	6
	17%	-%	-%	-%	-%	7%	10%	25%	10%	25%	38%	26%	32%	13%	18%	14%
Just the site operating from	12	-	-	-	-	2	2	8	8	2	1	1	1	4	5	2
	6%	-%	-%	-%	-%	7%	3%	8%	6%	7%	5%	3%	5%	5%	9%	5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10 (continuation)

<S8> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of?
by

Base: All with more than one site

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	206	9	40	12	20	22	28	32	23	20	3	23	38	65	76
All sites	159 77%	9 100%	35g 88%	9 75%	18 90%	17 77%	24 86%	21 66%	12 52%	14 70%	3 100%	17 74%	36DE 95%	48 74%	55 72%
Some sites	35 17%	– –%	2 5%	3 25%	2 10%	5 23%	4 14%	9B 28%	7 30%	3 15%	– –%	6 26%	2 5%	13c 20%	13 17%
Just the site operating from	12 6%	– –%	3 8%	– –%	– –%	– –%	– –%	2 6%	4 17%	3 15%	– –%	– –%	– –%	4 6%	8c 11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10 (continuation)
<S8> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of?
by
Base: All with more than one site

		PERSONAL PROFILE															
		Location													Involvement		
		North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	206	7	27	14	7	16	10	66	23	15	185	4	14	3	159	35	12
All sites	159 77%	6 86%	19 70%	12 86%	6 86%	14 88%	7 70%	53 80%	17 74%	11 73%	145 78%	3 75%	9 64%	2 67%	159B 100%	- -%	- -%
Some sites	35 17%	1 14%	5 19%	2 14%	- -%	2 13%	3 30%	11 17%	5 22%	1 7%	30 16%	- -%	4 29%	1 33%	- -%	35A 100%	- -%
Just the site operating from	12 6%	- -%	3 11%	- -%	1 14%	- -%	- -%	2 3%	1 4%	3 20%	10 5%	1 25%	1 7%	- -%	- -%	- -%	12 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10 (continuation)
<S8> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of?
by
Base: All with more than one site

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
		Total														
Total	206	71	89	35	54	18	64	25	24	42	71	35	106	60	65	81
All sites	159 77%	63FJL 89%	73f 82%	30f 86%	42 78%	18 100%	41 64%	22 88%	20 83%	35f 83%	50 70%	26 74%	76 72%	53C 88%	53c 82%	53 65%
Some sites	35 17%	4 6%	13 15%	2 6%	9a 17%	– –%	18AbC 28%	2 8%	4 17%	6 14%	16Ac 23%	8Ac 23%	24Ac 23%	3 5%	9 14%	23Ab 28%
Just the site operating from	12 6%	4 6%	3 3%	3 9%	3 6%	– –%	5 8%	1 4%	– –%	1 2%	5 7%	1 3%	6 6%	4 7%	3 5%	5 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10 (continuation)
<S8> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of?
by
Base: All with more than one site

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	206	101	77	71	60	52	67	44	48	4	12	17	12	11	1	4
All sites	159 77%	85 84%	63 82%	60 85%	50 83%	47h 90%	57 85%	42bH 95%	36 75%	4 100%	11 92%	17 100%	11 92%	10 91%	1 100%	2 50%
Some sites	35 17%	10 10%	8 10%	6 8%	6 10%	4 8%	6 9%	2 5%	6 13%	- -%	- -%	- -%	- -%	1 9%	- -%	1 25%
Just the site operating from	12 6%	6 6%	6 8%	5 7%	4 7%	1 2%	4 6%	- -%	6eg 13%	- -%	1 8%	- -%	1 8%	- -%	- -%	1 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10 (continuation)

<S8> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of?
by

Base: All with more than one site

ISDN LINES																							
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
	30	60	90-120	150-270	300-420	450-570	600	1500		Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted	
	(a)	(b)	(c)	ch	ch	chan	chan	or		(a)	(b)	(a)	(b)	Service	mentary	ck-up	Service	mentary	ck-up	dalone	-house	so	
	(d)	(e)		annels	annels	nels(f)	channe	ls(g)	nels(h)					(a)	service	(b)	(c)	(a)	service	(b)	(c)	(a)	package
Total	206	17	5	15	15	11	5	1	3	91	22	72	13	35	25	4	44	20	9	51	56	10	
All sites	159 77%	15 88%	3 60%	12 80%	12 80%	10 91%	4 80%	1 100%	3 100%	77 85%	20 91%	60 83%	13 100%	30 86%	24 96%	4 100%	36 82%	18 90%	9 100%	45 88%	50 89%	9 90%	
Some sites	35 17%	2 12%	1 20%	1 7%	3 20%	1 9%	1 20%	- -%	- -%	9 10%	2 9%	8 11%	- -%	1 3%	1 4%	- -%	7 16%	2 10%	- -%	4 8%	5 9%	- -%	
Just the site operating from	12 6%	- -%	1 20%	2 13%	- -%	- -%	- -%	- -%	- -%	5 5%	- -%	4 6%	- -%	4 11%	- -%	- -%	1 2%	- -%	- -%	2 4%	1 2%	1 10%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10 (continuation)
<S8> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of?
by
Base: All with more than one site

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	Co but unlikely to affect decision (d)	
Total	206	33	45	43	62	52	23	50	73	39	8
All sites	159 77%	30 91%	39 87%	37 86%	58b 94%	41 79%	21 91%	43 86%	64 88%	32 82%	7 88%
Some sites	35 17%	3 9%	4 9%	3 7%	4 6%	6 12%	2 9%	4 8%	6 8%	5 13%	- -%
Just the site operating from	12 6%	- -%	2 4%	3 7%	- -%	5a 10%	- -%	3 6%	3 4%	2 5%	1 13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10 (continuation)

<S8> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of?
by

Base: All with more than one site

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	206	65	24	39	18	10	23	15	6	10	45	75	29	83	78	73	35	42	56	36	48
All sites	159 77%	56 86%	19 79%	35 90%	15 83%	8 80%	20 87%	14 93%	4 67%	10 100%	34 76%	54 72%	20 69%	61 73%	54 69%	52 71%	27 77%	31 74%	43 77%	27 75%	35 73%
Some sites	35 17%	6 9%	3 13%	4 10%	2 11%	1 10%	3 13%	1 7%	1 17%	- -%	9 20%	19 25%	9 31%	18 22%	20 26%	18 25%	7 20%	10 24%	12 21%	7 19%	11 23%
Just the site operating from	12 6%	3 5%	2 8%	- -%	1 6%	1 10%	- -%	- -%	1 17%	- -%	2 4%	2 3%	- -%	4 5%	4 5%	3 4%	1 3%	1 2%	1 2%	2 6%	2 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10 (continuation)

<S8> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of?
by

Base: All with more than one site

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	and	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a) service (b) (c)					(c)			(a) (b) (c) (d)					(a) (b) (c)			(a) (b) (c)			
Total	206	71	25	68	30	7	79	22	81	14	8	13	15	66	9	1	4	-	5	6	1		
All sites	159 77%	52 73%	19 76%	52 76%	18 60%	6 86%	56 71%	17 77%	60 74%	10 71%	6 75%	8 62%	10 67%	52 79%	6 67%	1 100%	3 75%	- -%	3 60%	4 67%	1 100%		
Some sites	35 17%	16 23%	5 20%	13 19%	10 33%	1 14%	20 25%	3 14%	18 22%	3 21%	2 25%	4 31%	5 33%	13 20%	2 22%	- -%	1 25%	- -%	2 40%	2 33%	- -%		
Just the site operating from	12 6%	3 4%	1 4%	3 4%	2 7%	- -%	3 4%	2 9%	3 4%	1 7%	- -%	1 8%	- -%	1 2%	1 11%	- -%	- -%	- -%	- -%	- -%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 10 (continuation)
<S8> Does your involvement with purchasing decisions regarding your organisation’s telecoms and other communications services extend to all sites, some sites or just the site you operate out of?
by
Base: All with more than one site

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	206	83	114	42	16	47	26
All sites	159	64	91	42	11	39	23
	77%	77%	80%	100%	69%	83%	88%
Some sites	35	15	17	-	2	6	2
	17%	18%	15%	-%	13%	13%	8%
Just the site operating from	12	4	6	-	3	2	1
	6%	5%	5%	-%	19%	4%	4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11
<S9> In which of these regions are you personally based for work?

by

Base: All respondents

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11 to 20	21+	Up to	£1m to £20m	£21m to £100m	£101m+	(d)
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	(c)	(a)	million (b)	million (c)	(d)	
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50
London	91 30%	1 50%	2 17%	2 13%	5 17%	18 29%	24 28%	44 36%	60 30%	9 32%	8 38%	8 26%	9 20%	32 24%	25ab 40%	19 38%
South East England	49 16%	1 50%	4 33%	5 33%	10 34%	11 18%	13 15%	15 12%	38 19%	1 4%	3 14%	4 13%	7 16%	31cd 23%	5 8%	5 10%
North West England	32 11%	- -%	1 8%	- -%	1 3%	6 10%	10 11%	15 12%	18 9%	3 11%	2 10%	8 26%	3 7%	14 10%	6 10%	9 18%
West Midlands	24 8%	- -%	- -%	1 7%	1 3%	3 5%	8 9%	12 10%	16 8%	3 11%	1 5%	2 6%	1 2%	11 8%	8 13%	3 6%
South West England	20 7%	- -%	3 25%	1 7%	4 14%	3 5%	3 3%	10 8%	13 6%	3 11%	1 5%	2 6%	5 11%	7 5%	3 5%	4 8%
Yorkshire and the Humber	19 6%	- -%	- -%	3 20%	3 10%	4 6%	5 6%	7 6%	14 7%	2 7%	1 5%	2 6%	5 11%	9 7%	3 5%	2 4%
East England	15 5%	- -%	- -%	2 13%	2 7%	5 8%	5 6%	3 2%	6 3%	2 7%	3 14%	1 3%	3 7%	6 4%	4 6%	1 2%
East Midlands	13 4%	- -%	1 8%	1 7%	2 7%	4 6%	4 5%	3 2%	10 5%	3 11%	- -%	- -%	4d 9%	7 5%	2 3%	- -%
North East England	9 3%	- -%	- -%	- -%	- -%	3 5%	4 5%	2 2%	7 3%	1 4%	- -%	1 3%	2 5%	6 4%	1 2%	- -%
Wales	7 2%	- -%	- -%	- -%	- -%	- -%	3 3%	4 3%	6 3%	- -%	- -%	- -%	2 5%	2 1%	1 2%	1 2%
Scotland	18 6%	- -%	- -%	- -%	- -%	5 8%	8 9%	5 4%	12 6%	- -%	1 5%	2 6%	2 5%	9 7%	2 3%	5 10%
Northern Ireland	4 1%	- -%	1 8%	- -%	1 3%	- -%	- -%	3 2%	1 *	1 4%	1 5%	1 3%	1 2%	- -%	2b 3%	1 2%
Net ---																
England	272 90%	2 100%	11 92%	15 100%	28 97%	57 92%	76 87%	111 90%	182 91%	27 96%	19 90%	28 90%	39 89%	123 92%	57 92%	43 86%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 11 (continuation)

<S9> In which of these regions are you personally based for work?

by

Base: All respondents

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
London	91 30%	4 44%	12 21%	4 21%	10 31%	9 38%	15 38%	17 29%	8 27%	12 39%	5 56%	13e 39%	15 31%	32 34%	25 22%
South East England	49 16%	- %	9 16%	3 16%	10gh 31%	5 21%	7 18%	8 14%	3 10%	4 13%	- %	2 6%	7 14%	15 16%	25b 22%
North West England	32 11%	2 22%	6 11%	1 5%	1 3%	2 8%	3 8%	9 15%	5 17%	3 10%	- %	3 9%	3 6%	10 11%	16 14%
West Midlands	24 8%	- %	7g 12%	2 11%	3 9%	2 8%	6g 15%	1 2%	1 3%	2 6%	- %	1 3%	3 6%	10 11%	10 9%
South West England	20 7%	- %	5 9%	1 5%	- %	- %	1 3%	7d 12%	4d 13%	2 6%	- %	3 9%	4 8%	5 5%	8 7%
Yorkshire and the Humber	19 6%	1 11%	7d 12%	4 21%	- %	1 4%	1 3%	2 3%	2 7%	1 3%	1 11%	4 12%	4 8%	5 5%	5 4%
East England	15 5%	1 11%	1 2%	- %	3 9%	- %	1 3%	6 10%	1 3%	2 6%	- %	1 3%	3 6%	5 5%	5 4%
East Midlands	13 4%	- %	4 7%	1 5%	2 6%	1 4%	1 3%	1 2%	1 3%	2 6%	1 11%	1 3%	4 8%	2 2%	5 4%
North East England	9 3%	- %	3 5%	1 5%	- %	1 4%	1 3%	2 3%	1 3%	- %	- %	1 3%	1 2%	3 3%	4 4%
Wales	7 2%	- %	1 2%	- %	1 3%	- %	1 3%	1 2%	2 7%	1 3%	1 11%	- %	2 4%	1 1%	3 3%
Scotland	18 6%	1 11%	1 2%	1 5%	2 6%	3 13%	3 8%	4 7%	1 3%	2 6%	1 11%	4 12%	3 6%	6 6%	4 4%
Northern Ireland	4 1%	- %	1 2%	1 5%	- %	- %	- %	1 2%	1 3%	- %	- %	- %	- %	- %	4 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11 (continuation)
<S9> In which of these regions are you personally based for work?
by
Base: All respondents

PERSONAL PROFILE															
Total	Sector										Number of years trading				
	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)	
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
Net ---															
England	272 90%	8 89%	54 95%	17 89%	29 91%	21 88%	36 90%	53 90%	26 87%	28 90%	7 78%	29 88%	44 90%	87 93%	103 90%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11 (continuation)

<S9> In which of these regions are you personally based for work?

by

Base: All respondents

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12
London	91 30%	- -%	- -%	- -%	- -%	- -%	- -%	91BHJ 100%	- -%	- -%	91BH 33%	- -%	- -%	- -%	53 33%	11 31%	2 17%
South East England	49 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	49BGJ 100%	- -%	49BG 18%	- -%	- -%	- -%	17 11%	5 14%	1 8%
North West England	32 11%	- -%	32GHJ 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	32Gh 12%	- -%	- -%	- -%	19 12%	5 14%	3 25%
West Midlands	24 8%	- -%	- -%	- -%	- -%	24 100%	- -%	- -%	- -%	- -%	24Gh 9%	- -%	- -%	- -%	14 9%	2 6%	- -%
South West England	20 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	20 100%	20Gh 7%	- -%	- -%	- -%	11 7%	1 3%	3 25%
Yorkshire and the Humber	19 6%	- -%	- -%	19 100%	- -%	- -%	- -%	- -%	- -%	- -%	19G 7%	- -%	- -%	- -%	12 8%	2 6%	- -%
East England	15 5%	- -%	- -%	- -%	- -%	- -%	15 100%	- -%	- -%	- -%	15g 6%	- -%	- -%	- -%	7 4%	3 9%	- -%
East Midlands	13 4%	- -%	- -%	- -%	13 100%	- -%	- -%	- -%	- -%	- -%	13g 5%	- -%	- -%	- -%	6 4%	- -%	1 8%
North East England	9 3%	9 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 3%	- -%	- -%	- -%	6 4%	1 3%	- -%
Wales	7 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 100%	- -%	- -%	3 2%	- -%	1 8%
Scotland	18 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	18 100%	- -%	9 6%	4 11%	1 8%
Northern Ireland	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 100%	2 1%	1 3%	- -%
Net ---																	
England	272 90%	9 100%	32 100%	19 100%	13 100%	24 100%	15 100%	91 100%	49 100%	20 100%	272 100%	- -%	- -%	- -%	145 91%	30 86%	10 83%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 11 (continuation)

<S9> In which of these regions are you personally based for work?

by

Base: All respondents

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)	
Total																	
Total	301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120	
London	91 30%	32 30%	41 35%	14 22%	24 33%	11 50%	29 29%	8 28%	7 25%	14 28%	32 32%	11 22%	43 29%	26 28%	30 34%	35 29%	
South East England	49 16%	25 23%	16 14%	16df 25%	9 12%	5 23%	13 13%	7 24%	5 18%	9 18%	14 14%	8 16%	22 15%	22 24%	11 13%	16 13%	
North West England	32 11%	10 9%	16 14%	5 8%	9 12%	3 14%	9 9%	4 14%	6 21%	8 16%	11 11%	6 12%	17 11%	7 8%	13 15%	12 10%	
West Midlands	24 8%	5 5%	9 8%	5 8%	7 10%	— —%	10 10%	— —%	2 7%	2 4%	9 9%	3 6%	12 8%	5 5%	8 9%	11 9%	
South West England	20 7%	7 7%	9 8%	3 5%	5 7%	2 9%	6 6%	3 10%	3 11%	5 10%	6 6%	5 10%	11 7%	7 8%	5 6%	8 7%	
Yorkshire and the Humber	19 6%	6 6%	6 5%	6 10%	5 7%	— —%	7 7%	— —%	1 4%	1 2%	4 4%	4 8%	8 5%	6 6%	5 6%	8 7%	
East England	15 5%	5 5%	5 4%	3 5%	5 7%	— —%	5 5%	2 7%	— —%	2 4%	3 3%	4 8%	7 5%	5 5%	5 6%	5 4%	
East Midlands	13 4%	3 3%	3 3%	3 5%	2 3%	— —%	7 7%	— —%	1 4%	1 2%	5 5%	3 6%	8 5%	3 3%	3 3%	7 6%	
North East England	9 3%	6 6%	2 2%	4 6%	2 3%	— —%	1 1%	2 7%	— —%	2 4%	2 2%	1 2%	3 2%	4 4%	2 2%	3 3%	
Wales	7 2%	1 1%	6f 5%	1 2%	4f 5%	— —%	— —%	— —%	2 7%	2f 4%	1 1%	1 2%	2 1%	1 1%	5c 6%	1 1%	
Scotland	18 6%	6 6%	3 3%	2 3%	1 1%	1 5%	10bd 10%	3 10%	1 4%	4 8%	11bd 11%	3 6%	14bd 9%	6 6%	1 1%	11b 9%	
Northern Ireland	4 1%	1 1%	— —%	1 2%	— —%	— —%	3 3%	— —%	— —%	— —%	2 2%	1 2%	3 2%	1 1%	— —%	3 3%	
Net ---																	
England	272 90%	99 93%	107 92%	59 94%	68 93%	21 95%	87 87%	26 90%	25 89%	44 88%	86 86%	45 90%	131 87%	85 91%	82 93%	105 88%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11 (continuation)

<S9> In which of these regions are you personally based for work?

by

Base: All respondents

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 20 (e)	28 (f)	30+ (g)
Total	301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
London	91 30%	46 31%	34 36%	31 31%	23 29%	21 31%	31 39%	18 32%	26acd 47%	3 33%	3 12%	9 39%	5 31%	5 45%	1 50%	1 20%
South East England	49 16%	27 18%	13 14%	19 19%	16 20%	13 19%	13 16%	8 14%	6 11%	4 44%	7 28%	3 13%	2 13%	2 18%	1 50%	1 20%
North West England	32 11%	19 13%	14 15%	14 14%	11 14%	13 19%	11 14%	9 16%	7 13%	- -%	1 4%	- -%	2 13%	3 27%	- -%	3 60%
West Midlands	24 8%	11 7%	5 5%	7 7%	6 8%	7 10%	5 6%	3 5%	4 7%	- -%	2 8%	1 4%	2 13%	- -%	- -%	- -%
South West England	20 7%	8 5%	4 4%	7e 7%	2 3%	- -%	5e 6%	5e 9%	4e 7%	- -%	3 12%	3 13%	- -%	- -%	- -%	- -%
Yorkshire and the Humber	19 6%	9 6%	3 3%	5 5%	2 3%	3 4%	2 3%	2 4%	1 2%	- -%	2 8%	1 4%	2 13%	- -%	- -%	- -%
East England	15 5%	7 5%	5 5%	4 4%	4 5%	1 1%	4 5%	3 5%	1 2%	2 22%	1 4%	1 4%	- -%	1 9%	- -%	- -%
East Midlands	13 4%	5 3%	5 5%	2 2%	4 5%	1 1%	2 3%	3 5%	1 2%	- -%	2 8%	1 4%	- -%	- -%	- -%	- -%
North East England	9 3%	5 3%	3 3%	4 4%	3 4%	3 4%	2 3%	3 5%	2 4%	- -%	1 4%	2 9%	1 6%	- -%	- -%	- -%
Wales	7 2%	6 4%	3 3%	4 4%	4f 5%	- -%	- -%	1 2%	2 4%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%
Scotland	18 6%	4 3%	5 5%	3 3%	3 4%	5 7%	4 5%	1 2%	1 2%	- -%	1 4%	2 9%	2 13%	- -%	- -%	- -%
Northern Ireland	4 1%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%
Net	---															
England	272 90%	137 93%	86 91%	93 93%	71 90%	62 93%	75 94%	54 96%	52 95%	9 100%	22 88%	21 91%	14 88%	11 100%	2 100%	5 100%

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Lake Market Research

Table 11 (continuation)

<S9> In which of these regions are you personally based for work?

by

Base: All respondents

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 or more channe ls(g)	1500 nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
London	91 30%	10 38%	2 25%	7 44%	6 32%	7 58%	3 43%	- -%	1 33%	40B 37%	6 15%	31 38%	5 29%	17 30%	9 28%	3 50%	26 45%	9 32%	2 22%	29 38%	22 29%	1 8%	
South East England	49 16%	4 15%	3 38%	1 6%	2 11%	- -%	- -%	- -%	- -%	14 13%	8 20%	9 11%	1 6%	16 28%	4 13%	1 17%	6 10%	4 14%	1 11%	12 16%	14 18%	1 8%	
North West England	32 11%	3 12%	1 13%	1 6%	3 16%	- -%	2 29%	- -%	2 67%	14 13%	4 10%	13 16%	1 6%	7 12%	2 6%	- -%	9 16%	4 14%	- -%	7 9%	11 14%	2 15%	
West Midlands	24 8%	3 12%	1 13%	2 13%	1 5%	- -%	1 14%	- -%	- -%	9 8%	3 7%	6 7%	3 18%	2 4%	3 9%	- -%	5 9%	1 4%	2 22%	10B 13%	- -	3 23%	
South West England	20 7%	2 8%	- -%	2 13%	2 11%	- -%	- -%	- -%	- -%	9 8%	3 7%	5 6%	3 18%	4 7%	3 9%	- -%	3 5%	1 4%	2 22%	4 5%	7 9%	- -%	
Yorkshire and the Humber	19 6%	1 4%	1 13%	- -%	- -%	2 17%	- -%	1 100%	- -%	5 5%	4 10%	2 2%	3 18%	2 4%	3 9%	- -%	1 2%	4 14%	- -%	3 4%	6 8%	1 8%	
East England	15 5%	- -%	- -%	1 6%	2 11%	2 17%	- -%	- -%	- -%	7 6%	3 7%	5 6%	1 6%	2 4%	2 6%	1 17%	2 3%	2 7%	1 11%	4 5%	5 6%	- -%	
East Midlands	13 4%	1 4%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	3 3%	1 2%	2 2%	- -%	1 2%	2 6%	- -%	2 3%	1 4%	- -%	4 5%	2 3%	- -%	
North East England	9 3%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	3 7%	2 2%	- -%	3 5%	1 3%	- -%	1 2%	- -%	- -%	3 4%	2 3%	1 8%	
Wales	7 2%	- -%	- -%	1 6%	2 11%	1 8%	1 14%	- -%	- -%	2 2%	3 7%	2 2%	- -%	1 2%	- -%	- -%	1 2%	2 7%	1 11%	- -%	4a 5%	1 8%	
Scotland	18 6%	1 4%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	3 3%	3 7%	3 4%	- -%	2 4%	2 6%	1 17%	2 3%	- -%	- -%	1 1%	3 4%	3 23%	
Northern Ireland	4 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	
Net ---																							
England	272 90%	25 96%	8 100%	14 88%	17 89%	11 92%	6 86%	1 100%	3 100%	103 94%	35 85%	75 93%	17 100%	54 95%	29 91%	5 83%	55 95%	26 93%	8 89%	76b 99%	69 90%	9 69%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11 (continuation)

<S9> In which of these regions are you personally based for work?

by

Base: All respondents

	ISDN LINES										

	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years	Longer ago	Never	Yes	No	Definitely switch	More likely to switch	Net-likely to switch	Consider but unlikely to affect decision	No impact
		(a)	(b)	(c)	(a)	(b)	(a)	(b)	(c)	(d)	(e)
Total	301	37	66	71	68	92	27	64	91	60	18
London	91 30%	18bc 49%	18 27%	18 25%	31B 46%	21 23%	14 52%	18 28%	32 35%	17 28%	4 22%
South East England	49 16%	3 8%	8 12%	21ab 30%	3 4%	24A 26%	2 7%	9 14%	11 12%	12 20%	6 33%
North West England	32 11%	4 11%	6 9%	10 14%	9 13%	9 10%	4 15%	7 11%	11 12%	9 15%	- -%
West Midlands	24 8%	1 3%	6 9%	6 8%	2 3%	9 10%	1 4%	3 5%	4 4%	6 10%	2 11%
South West England	20 7%	1 3%	7 11%	3 4%	2 3%	6 7%	- -%	6 9%	6 7%	3 5%	1 6%
Yorkshire and the Humber	19 6%	2 5%	3 5%	5 7%	5 7%	5 5%	1 4%	5 8%	6 7%	4 7%	- -%
East England	15 5%	2 5%	4 6%	3 4%	4 6%	5 5%	1 4%	4 6%	5 5%	3 5%	2 11%
East Midlands	13 4%	3c 8%	3 5%	- -%	3 4%	3 3%	- -%	3 5%	3 3%	2 3%	1 6%
North East England	9 3%	1 3%	3 5%	2 3%	3 4%	2 2%	1 4%	3 5%	4 4%	1 2%	- -%
Wales	7 2%	- -%	5c 8%	- -%	1 1%	5 5%	- -%	4 6%	4 4%	2 3%	- -%
Scotland	18 6%	2 5%	2 3%	3 4%	4 6%	3 3%	3 11%	1 2%	4 4%	1 2%	2 11%
Northern Ireland	4 1%	- -%	1 2%	- -%	1 1%	- -%	- -%	1 2%	1 1%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11 (continuation)
<S9> In which of these regions are you personally based for work?
by
Base: All respondents

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)	
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Total	301	37	66	71	68	92	27	64	91	60	18
Net	-----										
England	272 90%	35 95%	58 88%	68 96%	62 91%	84 91%	24 89%	58 91%	82 90%	57 95%	16 89%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11 (continuation)

<S9> In which of these regions are you personally based for work?

by

Base: All respondents

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
Total	301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63
London	91 30%	29 36%	13 24%	21 51%	7 25%	4 36%	14 58%	5 31%	3 50%	3 14%	15 28%	29 28%	13 33%	32 27%	31 33%	25 26%	17 33%	15 30%	19 26%	13 28%	19 30%
South East England	49 16%	10 13%	14a 26%	2 5%	6 21%	1 9%	3 13%	1 6%	— —%	5 23%	6 11%	14 14%	4 10%	18 15%	13 14%	18 18%	8 16%	7 14%	15 21%	6 13%	8 13%
North West England	32 11%	11 14%	4 7%	7 17%	4 14%	2 18%	— —%	4 25%	1 17%	4 18%	10 19%	11 11%	6 15%	11 9%	10 11%	13 13%	3 6%	6 12%	11 15%	8 17%	8 13%
West Midlands	24 8%	6 8%	6 11%	1 2%	3 11%	1 9%	3 13%	— —%	— —%	2 9%	3 6%	9 9%	6 15%	12 10%	8 8%	11 11%	7 14%	8 16%	8 11%	6 13%	9 14%
South West England	20 7%	7 9%	1 2%	2 5%	1 4%	— —%	1 4%	1 6%	1 17%	3 14%	2 4%	8 8%	2 5%	9 8%	6 6%	8 8%	2 4%	2 4%	5 7%	3 7%	4 6%
Yorkshire and the Humber	19 6%	8 10%	1 2%	4 10%	4 14%	1 9%	1 4%	4 25%	— —%	2 9%	2 4%	5 5%	1 3%	6 5%	2 2%	6 6%	2 4%	1 2%	2 3%	2 4%	2 3%
East England	15 5%	2 3%	5 9%	1 2%	— —%	1 9%	— —%	1 6%	— —%	— —%	1 2%	5 5%	— —%	4 3%	5 5%	4 4%	2 4%	1 2%	1 1%	— —%	1 2%
East Midlands	13 4%	3 4%	1 2%	2 5%	— —%	— —%	2 8%	— —%	— —%	1 5%	1 2%	5 5%	2 5%	7 6%	6 6%	4 4%	3 6%	2 4%	3 4%	3 7%	4 6%
North East England	9 3%	2 3%	4 7%	1 2%	1 4%	1 9%	— —%	— —%	— —%	1 5%	1 2%	2 2%	— —%	3 3%	2 2%	3 3%	— —%	2 4%	2 3%	2 4%	2 3%
Wales	7 2%	1 1%	3 6%	— —%	1 4%	— —%	— —%	— —%	— —%	1 5%	2 4%	1 1%	— —%	1 1%	1 1%	2 2%	— —%	— —%	1 1%	— —%	1 2%
Scotland	18 6%	1 1%	1 2%	— —%	1 4%	— —%	— —%	— —%	1 17%	— —%	9 17%	12 12%	5 13%	11 9%	9 9%	3 3%	6c 12%	4 8%	4 6%	2 4%	4 6%
Northern Ireland	4 1%	— —%	1 2%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	2 4%	2 2%	1 3%	3 3%	2 2%	1 1%	1 2%	2 4%	1 1%	1 2%	1 2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11 (continuation)
<S9> In which of these regions are you personally based for work?
by
Base: All respondents

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr iaied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63
Net																					
England	272	78	49	41	26	11	24	16	5	21	41	88	34	102	83	92	44	44	66	43	57
	90%	98%	91%	100%	93%	100%	100%	100%	83%	95%	76%	85%	85%	87%	87%	94%	86%	88%	92%	93%	90%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11 (continuation)

<S9> In which of these regions are you personally based for work?

by

Base: All respondents

		IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
London	91 30%	25 29%	11 25%	24 26%	13 31%	4 36%	31 30%	11 31%	31 30%	6 27%	4 33%	9 45%	6 30%	19 22%	6 38%	1 50%	1 25%	- -%	- -%	3 50%	- -%
South East England	49 16%	12 14%	8 18%	11 12%	9 21%	1 9%	11 11%	8 23%	14 13%	4 18%	2 17%	2 10%	2 10%	13 15%	4 25%	1 50%	- -%	- -%	2 33%	- -%	- -%
North West England	32 11%	15b 17%	1 2%	11 12%	3 7%	1 9%	14 13%	1 3%	13 13%	1 5%	1 8%	2 10%	1 5%	8 9%	4 25%	- -%	1 25%	- -%	1 17%	1 17%	1 100%
West Midlands	24 8%	9 10%	3 7%	10 11%	2 5%	- -%	8 8%	3 9%	4 4%	4 18%	2 17%	1 5%	1 5%	9 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
South West England	20 7%	5 6%	6 14%	7 8%	3 7%	1 9%	7 7%	2 6%	8 8%	2 9%	- -%	- -%	2 10%	8 9%	1 6%	- -%	- -%	- -%	1 17%	1 17%	- -%
Yorkshire and the Humber	19 6%	3 3%	3 7%	6 7%	2 5%	- -%	7 7%	1 3%	7 7%	- -%	1 8%	2 10%	1 5%	5 6%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%
East England	15 5%	3 3%	1 2%	5 5%	1 2%	- -%	5 5%	1 3%	3 3%	2 9%	- -%	2 10%	- -%	4 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
East Midlands	13 4%	4 5%	2 5%	4 4%	4 10%	- -%	4 4%	4 11%	7 7%	- -%	- -%	- -%	2 10%	5 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
North East England	9 3%	1 1%	2 5%	3 3%	- -%	- -%	1 1%	2 6%	3 3%	- -%	- -%	- -%	1 5%	2 2%	- -%	- -%	2 50%	- -%	- -%	- -%	- -%
Wales	7 2%	2 2%	- -%	1 1%	- -%	1 9%	2 2%	- -%	1 1%	1 5%	- -%	- -%	1 5%	1 1%	- -%	- -%	- -%	- -%	- -%	1 17%	- -%
Scotland	18 6%	7 8%	5 11%	6 7%	5 12%	3 27%	11 11%	2 6%	10 10%	2 9%	2 17%	2 10%	3 15%	9 11%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%
Northern Ireland	4 1%	1 1%	2 5%	3 3%	- -%	- -%	3 3%	- -%	3 3%	- -%	- -%	- -%	- -%	2 2%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11 (continuation)
<S9> In which of these regions are you personally based for work?
by
Base: All respondents

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	but	kept	some	removed	mentary	ck-up	at all	mentary	ck-up
				(a)	(b)	(c)					(c)	(a)	(b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)	
Total																						
Total		301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
Net																						
England		272	77	37	81	37	7	88	33	90	19	10	18	16	73	15	2	4	-	5	5	1
		90%	89%	84%	89%	88%	64%	85%	94%	87%	86%	83%	90%	80%	86%	94%	100%	100%	-%	83%	83%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 11 (continuation)

<S9> In which of these regions are you personally based for work?

by

Base: All respondents

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	301	149	133	57	30	54	40
London	91 30%	34 23%	48a 36%	22 39%	7 23%	22 41%	14 35%
South East England	49 16%	36B 24%	11 8%	10 18%	10 33%	2 4%	9A 23%
North West England	32 11%	11 7%	20a 15%	4 7%	5 17%	5 9%	7 18%
West Midlands	24 8%	12 8%	10 8%	1 2%	2 7%	6 11%	2 5%
South West England	20 7%	10 7%	9 7%	3 5%	1 3%	5 9%	2 5%
Yorkshire and the Humber	19 6%	11 7%	6 5%	3 5%	1 3%	4 7%	1 3%
East England	15 5%	7 5%	6 5%	2 4%	3 10%	3 6%	1 3%
East Midlands	13 4%	9 6%	4 3%	3 5%	- -	2 4%	1 3%
North East England	9 3%	7 5%	2 2%	4 7%	- -	1 2%	1 3%
Wales	7 2%	2 1%	5 4%	1 2%	- -	3 6%	1 3%
Scotland	18 6%	9 6%	9 7%	3 5%	1 3%	1 2%	1 3%
Northern Ireland	4 1%	1 1%	3 2%	1 2%	- -	- -	- -
Net ---							
England	272 90%	137 92%	116 87%	52 91%	29 97%	50 93%	38 95%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		PERSONAL PROFILE															
		Company Size								No.Sites				Turnover			
		Total	1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million	£21 - £100	£101m+
			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(a)	(b)	(c)		(a)	to £20 million (b)	million (c)	(d)
Total		301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50
Less than £250,000	(100000.0)	17 6%	2 100%	6 50%	1 7%	9 31%	4 6%	2 2%	2 2%	15 7%	- -%	- -%	1 3%	17BCD 39%	- -%	- -%	- -%
£250, 000 - £499,999	(374999.5)	8 3%	- -%	- -%	2 13%	2 7%	1 2%	2 2%	3 2%	4 2%	- -%	2 10%	2 6%	8BCD 18%	- -%	- -%	- -%
£500, 000 - £999,999	(749999.5)	19 6%	- -%	2 17%	4 27%	6 21%	9FG 15%	2 2%	2 2%	17 8%	- -%	- -%	- -%	19BCD 43%	- -%	- -%	- -%
£1 million - £2.5 million	(1750000.0)	57 19%	- -%	2 17%	6 40%	8 28%	23FG 37%	15 17%	11 9%	47 23%	3 11%	2 10%	3 10%	- -%	57ACD 43%	- -%	- -%
£2.5 million - £20 million	(6250000.0)	77 26%	- -%	- -%	1 7%	1 3%	18g 29%	39G 45%	19 15%	59 29%	7 25%	2 10%	4 13%	- -%	77ACD 57%	- -%	- -%
£21 million - £50 million	(35500000.0)	41 14%	- -%	- -%	- -%	- -%	3 5%	13e 15%	25E 20%	22 11%	7 25%	6 29%	5 16%	- -%	- -%	41ABD 66%	- -%
£51 million - £100 million	(75500000.0)	21 7%	- -%	- -%	- -%	- -%	- -%	7e 8%	14E 11%	13 6%	1 4%	1 5%	6 19%	- -%	- -%	21ABD 34%	- -%
£101 million - £500 million	(300500000.0)	29 10%	- -%	- -%	- -%	- -%	1 2%	3 3%	25EF 20%	13 6%	7 25%	3 14%	5 16%	- -%	- -%	- -%	29ABC 58%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		PERSONAL PROFILE														
		Company Size							No.Sites				Turnover			
Total		1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50
Over £500 million (750000000.0)	21 7%	- -%	- -%	- -%	- -%	2 3%	2 2%	17eF 14%	5 2%	3 11%	4 19%	3 10%	- -%	- -%	- -%	21ABC 42%
Don't know	11 4%	- -%	2 17%	1 7%	3 10%	1 2%	2 2%	5 4%	6 3%	- -%	1 5%	2 6%	- -%	- -%	- -%	- -%
NET ---																
Less than £1m	44 15%	2 100%	8 67%	7 47%	17 59%	14FG 23%	6 7%	7 6%	36 18%	- -%	2 10%	3 10%	44BCD 100%	- -%	- -%	- -%
£1m to £20m	134 45%	- -%	2 17%	7 47%	9 31%	41G 66%	54G 62%	30 24%	106 53%	10 36%	4 19%	7 23%	- -%	134ACD 100%	- -%	- -%
£21 million to £100 million	62 21%	- -%	- -%	- -%	- -%	3 5%	20E 23%	39E 32%	35 17%	8 29%	7 33%	11 35%	- -%	- -%	62ABD 100%	- -%
£101 million +	50 17%	- -%	- -%	- -%	- -%	3 5%	5 6%	42EF 34%	18 9%	10 36%	7 33%	8 26%	- -%	- -%	- -%	50ABC 100%
Mean score	96915344.8	100000.0	559999.9	1471428.4	1015384.5	33889754.0	43105294.1	189388347 bCDEF	50696153.8	168803571A	210337500A	152210345	430681.5	4335820.9 A	49048387.1 AB	489290000ABC

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		PERSONAL PROFILE														
		Total	Sector									Number of years trading				
			Primary (a)	Manuf acturing (b)	Const ruction (c)	Wholesale/ Transport/ Comm unications (d)	Retail (e)	Financial Services (f)	Other services (g)	Public admin and services (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114	
Less than £250,000	(100000.0)	17 6%	– –%	– –%	1 5%	1 3%	– –%	1 3%	8B 14%	4B 13%	2 6%	3 33%	5de 15%	2 4%	3 3%	4 4%
£250, 000 – £499,999	(374999.5)	8 3%	2 22%	– –%	– –%	1 3%	1 4%	2 5%	1 2%	– –%	1 3%	– –%	2 6%	2 4%	2 2%	2 2%
£500, 000 – £999,999	(749999.5)	19 6%	– –%	4 7%	3 16%	1 3%	1 4%	2 5%	7h 12%	– –%	1 3%	2 22%	5de 15%	3 6%	4 4%	5 4%
£1 million – £2.5 million	(1750000.0)	57 19%	2 22%	11 19%	6 32%	10fg 31%	4 17%	4 10%	8 14%	4 13%	8 26%	1 11%	7 21%	11 22%	23e 24%	15 13%
£2.5 million – £20 million	(6250000.0)	77 26%	– –%	20 35%	5 26%	9 28%	6 25%	10 25%	15 25%	5 17%	7 23%	1 11%	9 27%	13 27%	29 31%	25 22%
£21 million – £50 million	(35500000.0)	41 14%	2 22%	6 11%	2 11%	3 9%	6 25%	6 15%	5 8%	4 13%	7 23%	– –%	4 12%	10 20%	12 13%	15 13%
£51 million – £100 million	(75500000.0)	21 7%	1 11%	4g 7%	2 11%	3g 9%	2 8%	4g 10%	– –%	3g 10%	2g 6%	– –%	1 3%	2 4%	5 5%	12 11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manuf acturing (b)	Const ruction (c)	Wholesale/ Transport/ Comm unications (d)	Retail (e)	Financial Services (f)	Other services (g)	Public admin and services (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
£101 million - £500 million (300500000.0)	29 10%	2 22%	7i 12%	- -%	4i 13%	1 4%	6i 15%	5 8%	4i 13%	- -%	- -%	- -%	4 8%	6 6%	19bd 17%
Over £500 million (750000000.0)	21 7%	- -%	3 5%	- -%	- -%	3 13%	5d 13%	5 8%	4d 13%	1 3%	1 11%	- -%	1 2%	6 6%	13b 11%
Don't know	11 4%	- -%	2 4%	- -%	- -%	- -%	- -%	5 8%	2 7%	2 6%	1 11%	- -%	1 2%	4 4%	4 4%
NET ---															
Less than £1m	44 15%	2 22%	4 7%	4 21%	3 9%	2 8%	5 13%	16Bd 27%	4 13%	4 13%	5 56%	12cDE 36%	7 14%	9 10%	11 10%
£1m to £20m	134 45%	2 22%	31h 54%	11 58%	19fh 59%	10 42%	14 35%	23 39%	9 30%	15 48%	2 22%	16 48%	24 49%	52E 55%	40 35%
£21 million to £100 million	62 21%	3 33%	10 18%	4 21%	6 19%	8 33%	10g 25%	5 8%	7 23%	9g 29%	- -%	5 15%	12 24%	17 18%	27 24%
£101 million +	50 17%	2 22%	10 18%	- -%	4 13%	4 17%	11I 28%	10 17%	8I 27%	1 3%	1 11%	- -%	5 10%	12b 13%	32Bcd 28%
Mean score	96915344.8	83527777.7 c	91195454.5	14005263.1	50311718.7	123338542	153496250 cdi	102669907	164612500 cdi	41675000.0	94974999.9	8818181.7	53368749.9	81467222.2b	155321818BCd

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		PERSONAL PROFILE																	
		Total	Location														Involvement		
			North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net – England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12		
Less than £250,000	(100000.0)	17 6%	2 22%	– –%	– –%	1 8%	– –%	1 7%	3 3%	4 8%	3 15%	14 5%	2 29%	1 6%	– –%	2 1%	2 6%	– –%	
£250, 000 – £499,999	(374999.5)	8 3%	– –%	1 3%	– –%	2 15%	– –%	– –%	2 2%	1 2%	1 5%	7 3%	– –%	1 6%	– –%	4 3%	2 6%	– –%	
£500, 000 – £999,999	(749999.5)	19 6%	– –%	2 6%	5 26%	1 8%	1 4%	2 13%	4 4%	2 4%	1 5%	18 7%	– –%	– –%	1 25%	6 4%	2 6%	1 8%	
£1 million – £2.5 million	(1750000.0)	57 19%	2 22%	6 19%	6 32%	1 8%	4 17%	2 13%	16 18%	15 31%	2 10%	54 20%	1 14%	2 11%	– –%	25 16%	2 6%	2 17%	
£2.5 million – £20 million	(6250000.0)	77 26%	4 44%	8 25%	3 16%	6 46%	7 29%	4 27%	16 18%	16g 33%	5 25%	69 25%	1 14%	7 39%	– –%	43 27%	9 26%	2 17%	
£21 million – £50 million	(35500000.0)	41 14%	1 11%	3 9%	2 11%	– –%	4 17%	3 20%	19h 21%	3 6%	2 10%	37 14%	1 14%	2 11%	1 25%	26 16%	8 23%	2 17%	
£51 million – £100 million	(75500000.0)	21 7%	– –%	3 9%	1 5%	2 15%	4 17%	1 7%	6 7%	2 4%	1 5%	20 7%	– –%	– –%	1 25%	16 10%	2 6%	3 25%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		PERSONAL PROFILE																
		Location														Involvement		
		Total	North England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12	
£101 million - £500 million	(300500000.0)	29 10%	- -%	5 16%	1 5%	- -%	2 8%	- -%	10 11%	3 6%	3 15%	24 9%	- -%	4 22%	1 25%	24 15%	2 6%	2 17%
Over £500 million	(750000000.0)	21 7%	- -%	4 13%	1 5%	- -%	1 4%	1 7%	9 10%	2 4%	1 5%	19 7%	1 14%	1 6%	- -%	11 7%	4 11%	- -%
Don't know		11 4%	- -%	- -%	- -%	- -%	1 4%	1 7%	6 7%	1 2%	1 5%	10 4%	1 14%	- -%	- -%	2 1%	2 6%	- -%
NET ---																		
Less than £1m		44 15%	2 22%	3 9%	5 26%	4 31%	1 4%	3 20%	9 10%	7 14%	5 25%	39 14%	2 29%	2 11%	1 25%	12 8%	6 17%	1 8%
£1m to £20m		134 45%	6 67%	14 44%	9 47%	7 54%	11 46%	6 40%	32 35%	31Gj 63%	7 35%	123 45%	2 29%	9 50%	- -%	68 43%	11 31%	4 33%
£21 million to £100 million		62 21%	1 11%	6 19%	3 16%	2 15%	8 33%	4 27%	25h 27%	5 10%	3 15%	57 21%	1 14%	2 11%	2 50%	42 26%	10 29%	5 42%
£101 million +		50 17%	- -%	9h 28%	2 11%	- -%	3 13%	1 7%	19 21%	5 10%	4 20%	43 16%	1 14%	5 28%	1 25%	35 22%	6 17%	2 17%
Mean score	96915344.8	7133333.3	153058594	64736842.0	14757692.2	80282608.7	68721428.5	129582941	58073437.5	96535526.3	94766316.7	132283333	115040278	103062500ad	114087261	124187879	76270833.3	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		PERSONAL PROFILE																
		Total	Fixed line services													Mostly used fixed line		
			ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Switched ISDN (j)	IP Not Switched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total		301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120	
Less than £250,000	(100000.0)	17 6%	6 6%	4 3%	4 6%	2 3%	– –%	7 7%	2 7%	2 7%	4 8%	4 4%	7bdj 14%	11 7%	5 5%	2 2%	10 8%	
£250, 000 – £499,999	(374999.5)	8 3%	5 5%	1 1%	3 5%	1 1%	– –%	2 2%	2 7%	– –%	2 4%	3 3%	1 2%	4 3%	5 5%	1 1%	2 2%	
£500, 000 – £999,999	(749999.5)	19 6%	4 4%	3 3%	4 6%	3 4%	– –%	12aBi 12%	– –%	– –%	– –%	9bi 9%	3 6%	12i 8%	4 4%	3 3%	12 10%	
£1 million – £2.5 million	(1750000.0)	57 19%	28bfijl 26%	18 16%	21BdFIJkL 33%	13 18%	4 18%	15 15%	5 17%	3 11%	6 12%	13 13%	8 16%	21 14%	25c 27%	15 17%	17 14%	
£2.5 million – £20 million	(6250000.0)	77 26%	26 24%	28 24%	17 27%	18 25%	5 23%	28 28%	5 17%	6 21%	10 20%	25 25%	13 26%	38 25%	25 27%	22 25%	30 25%	
£21 million – £50 million	(35500000.0)	41 14%	18c 17%	21cf 18%	4 6%	11 15%	6 27%	8 8%	10 34%	6 21%	14CFk1 28%	16 16%	6 12%	22 15%	15 16%	12 14%	14 12%	
£51 million – £100 million	(75500000.0)	21 7%	6 6%	10 9%	5 8%	10fijL 14%	– –%	5 5%	1 3%	– –%	1 2%	4 4%	2 4%	6 4%	6 6%	10c 11%	5 4%	
£101 million – £500 million	(300500000.0)	29 10%	7 7%	15c 13%	2 3%	8 11%	3 14%	10 10%	3 10%	5 18%	7c 14%	14c 14%	3 6%	17 11%	4 4%	11a 13%	14 12%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 12 (continuation)
<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?
by
Base: All respondents

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
		Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Switched ISDN (j)	IP Not Switched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total		301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120
Over £500 million	(750000000.0)	21 7%	6 6%	13 11%	2 3%	7 10%	4 18%	6 6%	1 3%	3 11%	3 6%	7 7%	2 4%	9 6%	3 3%	11a 13%	7 6%
Don't know		11 4%	1 1%	3 3%	1 2%	– –%	– –%	7ad 7%	– –%	3 11%	3d 6%	5 5%	5AbcD 10%	10ad 7%	1 1%	1 1%	9ab 8%
NET																	

Less than £1m		44 15%	15 14%	8 7%	11b 17%	6 8%	– –%	21Bd 21%	4 14%	2 7%	6 12%	16b 16%	11Bd 22%	27B 18%	14 15%	6 7%	24B 20%
£1m to £20m		134 45%	54i 50%	46 40%	38BdfIJL 60%	31 42%	9 41%	43 43%	10 34%	9 32%	16 32%	38 38%	21 42%	59 39%	50c 54%	37 42%	47 39%
£21 million to £100 million		62 21%	24 22%	31f 27%	9 14%	21cF 29%	6 27%	13 13%	11 38%	6 21%	15cf 30%	20 20%	8 16%	28 19%	21 23%	22 25%	19 16%
£101 million +		50 17%	13 12%	28aCk 24%	4 6%	15c 21%	7 32%	16 16%	4 14%	8 29%	10c 20%	21c 21%	5 10%	26c 17%	7 8%	22A 25%	21a 18%
Mean score		96915344.8	74645990.5	141305531	44645564.5	122432534c	188761364	90088172.0	73205172.4	160338000C	106386170	110676579	63646111.1	95559642.8	50466032.6	148311207	95130630.6
				aCk			aCk					c				A	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		ISDN LINES															
		ISDN services Used									ISDN2/2e Channels						
		Total	Incoming/ outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/ Alarm (e)	Data (f)	Card payments (g)	Video co nferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total		301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
Less than £250,000	(100000.0)	17 6%	6 4%	3 3%	6 6%	4 5%	1 1%	1 1%	2 4%	2 4%	3 33%	1 4%	- -	- -	- -	- -	- -
£250, 000 - £499,999	(374999.5)	8 3%	5 3%	3 3%	2 2%	3 4%	2 3%	3 4%	3 5%	1 2%	- -	2 8%	2 9%	1 6%	- -	- -	- -
£500, 000 - £999,999	(749999.5)	19 6%	5 3%	2 2%	2 2%	2 3%	1 1%	- -	1 2%	- -	1 11%	1 4%	1 4%	- -	- -	- -	- -
£1 million - £2.5 million	(1750000.0)	57 19%	35 24%	13 14%	20 20%	15 19%	14 21%	10 13%	9 16%	6 11%	3 33%	8 32%	6 26%	5 31%	2 18%	- -	1 20%
£2.5 million - £20 million	(6250000.0)	77 26%	35 24%	23 24%	29 29%	20 25%	17 25%	26 33%	16 29%	12 22%	- -	7 28%	8 35%	3 19%	5 45%	- -	1 20%
£21 million - £50 million	(35500000.0)	41 14%	24 16%	18 19%	13 13%	13 16%	9 13%	15 19%	8 14%	10 18%	1 11%	3 12%	4 17%	6 38%	- -	1 50%	- -
£51 million - £100 million	(75500000.0)	21 7%	10 7%	10 11%	7 7%	5 6%	6 9%	7 9%	3 5%	7 13%	- -	2 8%	1 4%	1 6%	1 9%	- -	1 20%
£101 million - £500 million	(300500000.0)	29 10%	14 9%	9 10%	9 9%	8 10%	10 15%	10 13%	7 13%	8 15%	- -	1 4%	- -	- -	2 18%	- -	1 20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		ISDN LINES															
		ISDN services Used								ISDN2/2e Channels							
Total		Incoming/ outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/ Alarm (e)	Data (f)	Card payments (g)	Video co nferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)	
Total		301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
Over £500 million	(750000000.0)	21 7%	12 8%	11 12%	11 11%	8 10%	7 10%	8 10%	7 13%	9 16%	1 11%	- -	1 4%	- -	1 9%	1 50%	1 20%
Don't know		11 4%	2 1%	2 2%	1 1%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET ---																	
Less than £1m		44 15%	16 11%	8 9%	10 10%	9 11%	4 6%	4 5%	6 11%	3 5%	4 44%	4 16%	3 13%	1 6%	- -	- -	- -
£1m to £20m		134 45%	70 47%	36 38%	49 49%	35 44%	31 46%	36 45%	25 45%	18 33%	3 33%	15 60%	14 61%	8 50%	7 64%	- -	2 40%
£21 million to £100 million		62 21%	34 23%	28 30%	20 20%	18 23%	15 22%	22 28%	11 20%	17 31%	1 11%	5 20%	5 22%	7 44%	1 9%	1 50%	1 20%
£101 million +		50 17%	26 18%	20 21%	20 20%	16 20%	17 25%	18 23%	14 25%	17a 31%	1 11%	1 4%	1 4%	- -	3 27%	1 50%	2 40%
Mean score		96915344.8	103426199	136064402	122864646	120477885	136714179	128090312	142532589	184065000a	87977777.7	24693999.9	44760869.5	19773437.5	132840909b	392750000	226800000Bd

BcD

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		ISDN LINES															
		Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status		
			30	60	90-120	150-270	300-420	450-570 ch	600-1470	1500 or	Yes	No	Yes	No	Primary	Suppl	A back-up
			(a)	(b)	(c)	channels	channels	annels(f)	ch	more ch							
					(d)	(e)									(a)	(b)	
Total		301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6
Less than £250,000	(100000.0)	17 6%	— —%	— —%	— —%	1 5%	— —%	— —%	— —%	— —%	2 2%	3 7%	— —%	1 6%	5 9%	— —%	— —%
£250, 000 – £499,999	(374999.5)	8 3%	— —%	— —%	— —%	1 5%	— —%	— —%	— —%	— —%	5 5%	— —%	3 4%	2 12%	4 7%	1 3%	— —%
£500, 000 – £999,999	(749999.5)	19 6%	2 8%	1 13%	— —%	— —%	— —%	— —%	— —%	— —%	3 3%	3 7%	3 4%	— —%	2 4%	1 3%	1 17%
£1 million – £2.5 million	(1750000.0)	57 19%	8 31%	2 25%	2 13%	3 16%	1 8%	— —%	— —%	— —%	15 14%	13a 32%	10 12%	4 24%	15 26%	9 28%	— —%
£2.5 million – £20 million	(6250000.0)	77 26%	9 35%	1 13%	4 25%	5 26%	3 25%	— —%	— —%	— —%	27 25%	11 27%	18 22%	4 24%	18 32%	5 16%	2 33%
£21 million – £50 million	(35500000.0)	41 14%	1 4%	1 13%	5 31%	3 16%	4 33%	2 29%	— —%	— —%	18 17%	7 17%	15 19%	1 6%	4 7%	9A 28%	3 50%
£51 million – £100 million	(75500000.0)	21 7%	— —%	2 25%	1 6%	4 21%	2 17%	1 14%	— —%	— —%	16B 15%	— —%	15 19%	1 6%	2 4%	4 13%	— —%
£101 million – £500 million	(300500000.0)	29 10%	1 4%	— —%	4 25%	1 5%	1 8%	1 14%	1 100%	1 33%	12 11%	2 5%	10 12%	2 12%	3 5%	2 6%	— —%

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		ISDN LINES															
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			
Total		30 (a)	60 (b)	90-120 (c)	150-270 channels (d)	300-420 channels (e)	450-570 ch annels(f)	600-1470 ch annels(g)	1500 or more ch annels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	
Total		301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6
Over £500 million	(750000000.0)	21	4	1	-	1	1	3	-	2	11	2	7	2	4	1	-
		7%	15%	13%	-%	5%	8%	43%	-%	67%	10%	5%	9%	12%	7%	3%	-%
Don't know		11	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		4%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET ---																	
Less than £1m		44	2	1	-	2	-	-	-	-	10	6	6	3	11	2	1
		15%	8%	13%	-%	11%	-%	-%	-%	-%	9%	15%	7%	18%	19%	6%	17%
£1m to £20m		134	17	3	6	8	4	-	-	-	42	24a	28	8	33	14	2
		45%	65%	38%	38%	42%	33%	-%	-%	-%	39%	59%	35%	47%	58%	44%	33%
£21 million to £100 million		62	1	3	6	7	6	3	-	-	34	7	30	2	6	13A	3
		21%	4%	38%	38%	37%	50%	43%	-%	-%	31%	17%	37%	12%	11%	41%	50%
£101 million +		50	5	1	4	2	2	4	1	3	23	4	17	4	7	3	-
		17%	19%	13%	25%	11%	17%	57%	100%	100%	21%	10%	21%	24%	12%	9%	-%
Mean score		96915344.8	136310000	118375000	92718750.0	78735526.3	113666667	385285714	300500000	600166667	127544266	59598780.5	124115741	132050000	76083333.3	63144531.2	19958333.3
								CD		abCDE							

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		ISDN LINES											
		ISDN30 Service Status				Purchased as			Ever Switched			Considering switch	
		Total	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	Standalone (a)	In-house package (b)	Hosted solution (c)	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)
Total		301	58	28	9	77	77	13	37	66	71	68	92
Less than £250,000	(100000.0)	17 6%	– –%	1 4%	– –%	2 3%	4 5%	1 8%	1 3%	4 6%	2 3%	– –%	6a 7%
£250,000 – £499,999	(374999.5)	8 3%	1 2%	– –%	– –%	3 4%	3 4%	– –%	2 5%	3 5%	1 1%	4 6%	2 2%
£500,000 – £999,999	(749999.5)	19 6%	1 2%	2 7%	– –%	4 5%	2 3%	1 8%	2 5%	3 5%	2 3%	2 3%	5 5%
£1 million – £2.5 million	(1750000.0)	57 19%	9 16%	6 21%	2 22%	21 27%	15 19%	1 8%	6 16%	14 21%	20 28%	12 18%	23 25%
£2.5 million – £20 million	(6250000.0)	77 26%	15 26%	7 25%	2 22%	22 29%	20 26%	2 15%	9 24%	15 23%	23 32%	12 18%	32a 35%
£21 million – £50 million	(35500000.0)	41 14%	8 14%	6 21%	1 11%	8 10%	15 19%	1 8%	7 19%	13c 20%	5 7%	16B 24%	6 7%
£51 million – £100 million	(75500000.0)	21 7%	6 10%	2 7%	1 11%	7 9%	6 8%	1 8%	2 5%	6 9%	7 10%	7 10%	7 8%
£101 million – £500 million	(300500000.0)	29 10%	8 14%	3 11%	1 11%	4 5%	8 10%	3 23%	4 11%	5 8%	6 8%	11B 16%	3 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

ISDN LINES												
Total	ISDN30 Service Status			Purchased as			Ever Switched			Considering switch		
	Primary Service (a)	Supplementary service (b)	A back-up (c)	Standalone (a)	In-house package (b)	Hosted solution (c)	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	
Total	301	58	28	9	77	77	13	37	66	71	68	92
Over £500 million (750000000.0)	21 7%	9 16%	1 4%	2 22%	6 8%	3 4%	3 23%	4 11%	3 5%	4 6%	4 6%	7 8%
Don't know	11 4%	1 2%	- -	- -	- -	1 1%	- -	- -	- -	1 1%	- -	1 1%
NET	---											
Less than £1m	44 15%	2 3%	3 11%	- -	9 12%	9 12%	2 15%	5 14%	10 15%	5 7%	6 9%	13 14%
£1m to £20m	134 45%	24 41%	13 46%	4 44%	43 56%	35 45%	3 23%	15 41%	29 44%	43a 61%	24 35%	55A 60%
£21 million to £100 million	62 21%	14 24%	8 29%	2 22%	15 19%	21 27%	2 15%	9 24%	19 29%	12 17%	23B 34%	13 14%
£101 million +	50 17%	17 29%	4 14%	3 33%	10 13%	11 14%	6 46%	8 22%	8 12%	10 14%	15 22%	10 11%
Mean score	96915344.8	175467105	73976785.7	214166667	86923051.9	76233881.5	252123077aB	126232432	72560984.8	81283214.3	110308823	78443406.6

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?
by

Base: All respondents

		ISDN LINES					

		Considering switch					

Total		Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
		-----	-----	-----	-----	-----	-----
Total		301	27	64	91	60	18
Less than £250,000	(100000.0)	17 6%	1 4%	1 2%	2 2%	2 3%	1 6%
£250, 000 - £499,999	(374999.5)	8 3%	2 7%	3 5%	5 5%	1 2%	- -%
£500, 000 - £999,999	(749999.5)	19 6%	1 4%	2 3%	3 3%	4 7%	- -%
£1 million - £2.5 million	(1750000.0)	57 19%	3 11%	14 22%	17 19%	15 25%	7 39%
£2.5 million - £20 million	(6250000.0)	77 26%	4 15%	17 27%	21 23%	15 25%	9 50%
£21 million - £50 million	(35500000.0)	41 14%	7 26%	12 19%	19 21%	6 10%	- -%
£51 million - £100 million	(75500000.0)	21 7%	3 11%	4 6%	7 8%	6 10%	1 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		ISDN LINES					

		Considering switch					

Total		Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
		-----	-----	-----	-----	-----	
Total		301	27	64	91	60	18
£101 million - £500 million	(300500000.0)	29 10%	3 11%	8 13%	11 12%	3 5%	- -%
Over £500 million	(750000000.0)	21 7%	3 11%	3 5%	6 7%	7 12%	- -%
Don't know		11 4%	- -%	- -%	- -%	1 2%	- -%
NET ---							
Less than £1m		44 15%	4 15%	6 9%	10 11%	7 12%	1 6%
£1m to £20m		134 45%	7 26%	31 48%	38 42%	30 50%	16 89%
£21 million to £100 million		62 21%	10 37%	16 25%	26 29%	12 20%	1 6%
£101 million +		50 17%	6 22%	11 17%	17 19%	10 17%	- -%
Mean score		96915344.8	135494444	86179296.8	100811264e	117645339	8005555.6

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		IP Based Services												
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			
Total		Yes (a)	No (b)	Yes (a)	No (b)	Currently (a)	Planning to (b)	Have trialed (c)	plan to implement (d)	Not trialed (e)	SIP trunking (a)	Hosted VOIP (b)	IP Centrex (c)	
Total		301	80	54	41	28	11	24	16	6	22	54	103	40
Less than £250,000	(100000.0)	17 6%	— —%	6A 11%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	2 4%	8 8%	2 5%
£250, 000 – £499,999	(374999.5)	8 3%	2 3%	1 2%	1 2%	1 4%	— —%	1 4%	— —%	— —%	1 5%	1 2%	3 3%	1 3%
£500, 000 – £999,999	(749999.5)	19 6%	3 4%	3 6%	2 5%	— —%	— —%	1 4%	1 6%	— —%	1 5%	2 4%	9 9%	1 3%
£1 million – £2.5 million	(1750000.0)	57 19%	20 25%	13 24%	5 12%	12 43%	2 18%	3 13%	4 25%	2 33%	9 41%	9 17%	12 12%	9 23%
£2.5 million – £20 million	(6250000.0)	77 26%	17 21%	16 30%	9 22%	5 18%	1 9%	7 29%	3 19%	— —%	6 27%	19 35%	28 27%	9 23%
£21 million – £50 million	(35500000.0)	41 14%	11 14%	6 11%	10 24%	1 4%	2 18%	5 21%	3 19%	1 17%	— —%	7 13%	17 17%	4 10%
£51 million – £100 million	(75500000.0)	21 7%	11 14%	4 7%	5 12%	4 14%	3 27%	2 8%	3 19%	1 17%	1 5%	2 4%	6 6%	2 5%
£101 million – £500 million	(300500000.0)	29 10%	9 11%	2 4%	6 15%	2 7%	— —%	3 13%	2 13%	1 17%	3 14%	8 15%	10 10%	6 15%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		IP Based Services												
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Currently (a)	Planning to (b)	Have trialed (c)	plan to implement (d)	Not trialed (e)	SIP trunking (a)	Hosted IP VOIP (b)	IP Centrex (c)
Total		301	80	54	41	28	11	24	16	6	22	54	103	40
Over £500 million	(750000000.0)	21 7%	7 9%	3 6%	3 7%	3 11%	3 27%	2 8%	– –%	1 17%	1 5%	1 2%	7 7%	4 10%
Don't know		11 4%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	3 6%	3 3%	2 5%
NET ---														
Less than £1m		44 15%	5 6%	10a 19%	3 7%	1 4%	– –%	2 8%	1 6%	– –%	2 9%	5 9%	20 19%	4 10%
£1m to £20m		134 45%	37 46%	29 54%	14 34%	17 61%	3 27%	10 42%	7 44%	2 33%	15 68%	28 52%	40 39%	18 45%
£21 million to £100 million		62 21%	22 28%	10 19%	15 37%	5 18%	5 45%	7 29%	6 38%	2 33%	1 5%	9 17%	23 22%	6 15%
£101 million +		50 17%	16 20%	5 9%	9 22%	5 18%	3 27%	5 21%	2 13%	2 33%	4 18%	9 17%	17 17%	10 25%
Mean score		96915344.8	116496875	64666203.7	118350610	115754464	232477273	115838542	60031250.0	194166667	80971590.9	72354411.7	95161749.9	136034868
95 percent as lower case or *, 99 percent as UPPER CASE or **														

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		IP Based Services															
		Total	IP Services Used								Switch Installed		Service Status			IP required investment	
			Incoming/ Outgoing Calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/ Alarms (e)	Data (f)	Card payments (g)	Video co nferencing (h)	Yes (a)	No (b)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	Yes (a)	No (b)
Total		301	117	95	98	51	50	72	46	63	87	44	91	42	11	104	35
Less than £250,000	(100000.0)	17 6%	10 9%	8 8%	8 8%	1 2%	2 4%	6 8%	3 7%	5 8%	3 3%	7a 16%	6 7%	5 12%	— —%	6 6%	3 9%
£250, 000 – £499,999	(374999.5)	8 3%	2 2%	3 3%	2 2%	2 4%	2 4%	1 1%	2 4%	1 2%	3 3%	— —%	3 3%	1 2%	— —%	2 2%	1 3%
£500, 000 – £999,999	(749999.5)	19 6%	8 7%	4 4%	10 10%	6 12%	3 6%	4 6%	4 9%	2 3%	4 5%	6 14%	8 9%	2 5%	1 9%	7 7%	4 11%
£1 million – £2.5 million	(1750000.0)	57 19%	18 15%	13 14%	13 13%	8 16%	8 16%	11 15%	8 17%	7 11%	12 14%	5 11%	14 15%	5 12%	2 18%	16 15%	4 11%
£2.5 million – £20 million	(6250000.0)	77 26%	27 23%	22 23%	27 28%	11 22%	12 24%	21 29%	10 22%	16 25%	23 26%	11 25%	17 19%	16a 38%	3 27%	23 22%	14a 40%
£21 million – £50 million	(35500000.0)	41 14%	16 14%	17 18%	15 15%	9 18%	8 16%	8 11%	10 22%	9 14%	13 15%	7 16%	17 19%	3 7%	2 18%	14 13%	7 20%
£51 million – £100 million	(75500000.0)	21 7%	3 3%	4 4%	3 3%	2 4%	2 4%	3 4%	1 2%	2 3%	4 5%	1 2%	4 4%	1 2%	1 9%	6 6%	—

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		IP Based Services															
		IP Services Used								Switch Installed		Service Status			IP required investment		
		Incoming/ Outgoing Calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/ Alarms (e)	Data (f)	Card payments (g)	Video co nferencing (h)	Yes (a)	No (b)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	Yes (a)	No (b)	
		Total															
Total		301	117	95	98	51	50	72	46	63	87	44	91	42	11	104	35
£101 million - £500 million	(300500000.0)	29 10%	17 15%	11 12%	10 10%	9 18%	8 16%	11 15%	7 15%	11 17%	13 15%	4 9%	10 11%	6 14%	1 9%	16 15%	1 3%
Over £500 million	(750000000.0)	21 7%	8 7%	7 7%	5 5%	1 2%	3 6%	4 6%	1 2%	5 8%	7 8%	- -	4 4%	3 7%	- -	8 8%	- -
Don't know		11 4%	8 7%	6 6%	5 5%	2 4%	2 4%	3 4%	- -	5 8%	5 6%	3 7%	8b 9%	- -	1 9%	6 6%	1 3%
NET ---																	
Less than £1m		44 15%	20 17%	15 16%	20 20%	9 18%	7 14%	11 15%	9 20%	8 13%	10 11%	13a 30%	17 19%	8 19%	1 9%	15 14%	8 23%
£1m to £20m		134 45%	45 38%	35 37%	40 41%	19 37%	20 40%	32 44%	18 39%	23 37%	35 40%	16 36%	31 34%	21 50%	5 45%	39 38%	18 51%
£21 million to £100 million		62 21%	19 16%	21 22%	18 18%	11 22%	10 20%	11 15%	11 24%	11 17%	17 20%	8 18%	21 23%	4 10%	3 27%	20 19%	7 20%
£101 million +		50 17%	25 21%	18 19%	15 15%	10 20%	11 22%	15 21%	8 17%	16 25%	20 23%	4 9%	14 15%	9 21%	1 9%	24B 23%	1 3%
Mean score		96915344.8	111110092	108159270	82952150.5	81899999.9	107941667	101021377	73142391.2	131734914	123038719	39236585.3	84927409.6	103479167	47000000.0	121799490	19034558.8
											b					B	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		IP Based Services															
		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			COMMS SPEND		
Total		Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Less than £24k (a)	£100k+ (b)	
Total		301	104	22	12	20	20	85	16	2	4	-	6	6	1	149	133
Less than £250,000	(100000.0)	17 6%	9 9%	1 5%	1 8%	1 5%	2 10%	6 7%	1 6%	- -	1 25%	- -	1 17%	1 17%	- -	14b 9%	3 2%
£250, 000 - £499,999	(374999.5)	8 3%	2 2%	2 9%	- -	1 5%	2 10%	1 1%	- -	- -	- -	- -	- -	- -	- -	7b 5%	1 1%
£500, 000 - £999,999	(749999.5)	19 6%	8 8%	1 5%	2 17%	4 20%	2 10%	4 5%	1 6%	- -	- -	- -	- -	- -	- -	16B 11%	2 2%
£1 million - £2.5 million	(1750000.0)	57 19%	15 14%	3 14%	2 17%	5 25%	2 10%	10 12%	4 25%	2 100%	- -	- -	1 17%	- -	- -	46B 31%	10 8%
£2.5 million - £20 million	(6250000.0)	77 26%	21 20%	12 55%	3 25%	3 15%	8 40%	24 28%	2 13%	- -	- -	- -	1 17%	1 17%	- -	43 29%	32 24%
£21 million - £50 million	(35500000.0)	41 14%	17 16%	1 5%	2 17%	3 15%	1 5%	13 15%	2 13%	- -	2 50%	- -	1 17%	2 33%	1 100%	11 7%	28A 21%
£51 million - £100 million	(75500000.0)	21 7%	5 5%	1 5%	- -	- -	- -	6 7%	- -	- -	- -	- -	- -	- -	- -	6 4%	14a 11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		IP Based Services															
		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			COMMS SPEND		
Total		Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Less than £24k (a)	£100k+ (b)	
Total		301	104	22	12	20	20	85	16	2	4	-	6	6	1	149	133
£101 million - £500 million	(300500000.0)	29 10%	14 13%	1 5%	1 8%	2 10%	1 5%	12 14%	2 13%	- %	1 25%	- %	1 17%	- %	- %	3 2%	25A 19%
Over £500 million	(750000000.0)	21 7%	6 6%	- %	1 8%	1 5%	2 10%	2 2%	2 13%	- %	- %	- %	1 17%	- %	- %	1 1%	16A 12%
Don't know		11 4%	7 7%	- %	- %	- %	- %	7 8%	2 13%	- %	- %	- %	- %	2 33%	- %	2 1%	2 2%
NET ---																	
Less than £1m		44 15%	19 18%	4 18%	3 25%	6 30%	6 30%	11 13%	2 13%	- %	1 25%	- %	1 17%	1 17%	- %	37B 25%	6 5%
£1m to £20m		134 45%	36 35%	15 68%	5 42%	8 40%	10 50%	34 40%	6 38%	2 100%	- %	- %	2 33%	1 17%	- %	89B 60%	42 32%
£21 million to £100 million		62 21%	22 21%	2 9%	2 17%	3 15%	1 5%	19 22%	2 13%	- %	2 50%	- %	1 17%	2 33%	1 100%	17 11%	42A 32%
£101 million +		50 17%	20 19%	1 5%	2 17%	3 15%	3 15%	14 16%	4 25%	- %	1 25%	- %	2 33%	- %	- %	4 3%	41A 31%
Mean score		96915344.8	101578866	22424999.9	95445833.3	74423749.9	94597499.9	79384294.8	156596429	1750000.0	92900000.0	-	182350000	19337500.0	35500000.0	19457653.0	166283779A
95 percent as lower case or *, 99 percent as UPPER CASE or **																	

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		IP Based Services				
		Total	CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
			Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total		301	57	30	54	40
Less than £250,000	(100000.0)	17 6%	3 5%	1 3%	1 2%	1 3%
£250, 000 – £499,999	(374999.5)	8 3%	4 7%	1 3%	1 2%	– –%
£500, 000 – £999,999	(749999.5)	19 6%	4 7%	– –%	2 4%	1 3%
£1 million – £2.5 million	(1750000.0)	57 19%	9 16%	12a 40%	8 15%	7 18%
£2.5 million – £20 million	(6250000.0)	77 26%	15 26%	8 27%	11 20%	13 33%
£21 million – £50 million	(35500000.0)	41 14%	14B 25%	– –%	12 22%	3 8%
£51 million – £100 million	(75500000.0)	21 7%	2 4%	3 10%	5 9%	5 13%
£101 million – £500 million	(300500000.0)	29 10%	4 7%	1 3%	8 15%	4 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 12 (continuation)

<S10> To the best of your knowledge what would you say is the annual UK turnover for your company?

by

Base: All respondents

		IP Based Services				
		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
Total		Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total		301	57	30	54	40
Over £500 million	(750000000.0)	21	2	3	6	6
		7%	4%	10%	11%	15%
Don't know		11	—	1	—	—
		4%	—%	3%	—%	—%
NET						

Less than £1m		44	11	2	4	2
		15%	19%	7%	7%	5%
£1m to £20m		134	24	20a	19	20
		45%	42%	67%	35%	50%
£21 million to £100 million		62	16	3	17	8
		21%	28%	10%	31%	20%
£101 million +		50	6	4	14	10
		17%	11%	13%	26%	25%
Mean score		96915344.8	60777192.9	98223275.8	144300463	157008750

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13
 <S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?
 by

Base: All respondents

		PERSONAL PROFILE															
		Company Size								No.Sites				Turnover			
Total		1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total		301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50
Less than £5k	(2500.0)	25 8%	2 100%	7 58%	7 47%	16 55%	7FG 11%	1 1%	1 1%	24 12%	- -%	1 5%	- -%	15BCD 34%	8c 6%	- -%	1 2%
£5k - £9k	(7000.0)	21 7%	- -%	1 8%	3 20%	4 14%	11fG 18%	5g 6%	1 1%	20 10%	1 4%	- -%	- -%	5d 11%	14d 10%	2 3%	- -%
£10k - £24k	(17000.0)	27 9%	- -%	1 8%	3 20%	4 14%	15FG 24%	6g 7%	2 2%	25 12%	- -%	- -%	2 6%	6cD 14%	19CD 14%	1 2%	- -%
£25k - £49k	(37000.0)	44 15%	- -%	1 8%	1 7%	2 7%	12 19%	18g 21%	12 10%	33 16%	3 11%	2 10%	3 10%	10D 23%	26D 19%	6 10%	2 4%
£50k - £99k	(74500.0)	32 11%	- -%	- -%	- -%	- -%	7 11%	13 15%	12 10%	21 10%	6 21%	2 10%	3 10%	1 2%	22aD 16%	8d 13%	1 2%
£100k - £249k	(129500.0)	45 15%	- -%	1 8%	- -%	1 3%	4 6%	18e 21%	22e 18%	33 16%	4 14%	2 10%	4 13%	5 11%	22 16%	14d 23%	4 8%
£250k - £499k	(374500.0)	26 9%	- -%	- -%	- -%	- -%	1 2%	7 8%	18E 15%	11 5%	4 14%	4 19%	2 6%	1 2%	10 7%	9a 15%	6 12%
£500k - £999k	(749500.0)	29 10%	- -%	- -%	- -%	- -%	1 2%	7 8%	21E 17%	16 8%	4 14%	1 5%	7 23%	- -%	6 4%	9Ab 15%	12AB 24%
£5 million -£9 million	(7000000.0)	23 8%	- -%	- -%	- -%	- -%	3 5%	6 7%	14 11%	9 4%	4 14%	3 14%	4 13%	- -%	4 3%	7ab 11%	12AB 24%
£10 million - £24 million	(17000000.0)	7 2%	- -%	- -%	- -%	- -%	- -%	2 2%	5 4%	2 1%	1 4%	2 10%	2 6%	- -%	- -%	3b 5%	4B 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)
<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?
by
Base: All respondents

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 - £100 million	£101m+ (d)	
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)									
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50
£25 million or more (27500000.0)	31%	-%	-%	-%	-%	-%	-%	32%	1*	-%	210%	-%	-%	-%	-%	3B6%
Don't know	196%	-%	18%	17%	27%	12%	45%	12e10%	63%	14%	210%	413%	12%	32%	35%	5b10%
NET	---															
Less than £24k	7324%	2100%	975%	1387%	2483%	33FG53%	12G14%	43%	6934%	14%	15%	26%	26BCD59%	41CD31%	35%	12%
£25k - £99k	7625%	-%	18%	17%	27%	1931%	31G36%	2420%	5427%	932%	419%	619%	11D25%	48D36%	14d23%	36%
£100k - £499k	7124%	-%	18%	-%	13%	58%	25E29%	40E33%	4422%	829%	629%	619%	614%	3224%	23Ad37%	1020%
£500k+	6221%	-%	-%	-%	-%	46%	1517%	43EF35%	2814%	932%	838%	1342%	-%	107%	19AB31%	31ABC62%
Mean score	1434328	2500.0	18909.1	9035.7	12574.1	392738	1059916	2632532dEf	760490	1873296	5933263	2551185	38162.8	321626	1911492	5475778ABC

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

		PERSONAL PROFILE														
		Sector										Number of years trading				
Total		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)	
Total		301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
Less than £5k	(2500.0)	25 8%	– %	2 4%	3 16%	1 3%	1 4%	2 5%	12Bdf 20%	2 7%	2 6%	1 11%	3 9%	5 10%	9 10%	7 6%
£5k – £9k	(7000.0)	21 7%	– %	7 12%	– %	6fg 19%	2 8%	1 3%	2 3%	1 3%	2 6%	3 33%	2 6%	1 2%	6 6%	9 8%
£10k – £24k	(17000.0)	27 9%	1 11%	6 11%	5 26%	1 3%	1 4%	2 5%	6 10%	1 3%	4 13%	1 11%	5 15%	3 6%	8 9%	10 9%
£25k – £49k	(37000.0)	44 15%	1 11%	9 16%	3 16%	6 19%	2 8%	9g 23%	4 7%	3 10%	7g 23%	2 22%	8e 24%	7 14%	15 16%	12 11%
£50k – £99k	(74500.0)	32 11%	1 11%	8 14%	1 5%	6 19%	2 8%	2 5%	7 12%	3 10%	2 6%	– %	5 15%	4 8%	10 11%	13 11%
£100k – £249k	(129500.0)	45 15%	3 33%	10 18%	3 16%	4 13%	4 17%	5 13%	6 10%	5 17%	5 16%	– %	7e 21%	8 16%	19e 20%	10 9%
£250k – £499k	(374500.0)	26 9%	1 11%	7 12%	1 5%	1 3%	5 21%	5 13%	3 5%	2 7%	1 3%	– %	1 3%	9bd 18%	5 5%	11 10%
£500k – £999k	(749500.0)	29 10%	– %	1 2%	1 5%	3 9%	4 17%	8B 20%	5 8%	4b 13%	3 10%	– %	2 6%	6 12%	7 7%	14 12%
£5 million –£9 million	(7000000.0)	23 8%	1 11%	5 9%	1 5%	1 3%	2 8%	4 10%	4 7%	3 10%	2 6%	1 11%	– %	5 10%	7 7%	10 9%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

PERSONAL PROFILE																
		Sector										Number of years trading				
Total		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 20+ years years years years years (a) (b) (c) (d) (e)					
Total		301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
£10 million - £24 million	(17000000.0)	7 2%	1 11%	- -%	- -%	1 3%	1 4%	1 3%	1 2%	2b 7%	- -%	- -%	- -%	- -%	2 2%	5 4%
£25 million or more	(27500000.0)	3 1%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	2bg 7%	- -%	- -%	- -%	- -%	- -%	3 3%
Don't know		19 6%	- -%	2 4%	1 5%	1 3%	- -%	1 3%	9bf 15%	2 7%	3 10%	1 11%	- -%	1 2%	6 6%	10 9%
NET ---																
Less than £24k		73 24%	1 11%	15 26%	8 42%	8 25%	4 17%	5 13%	20fh 34%	4 13%	8 26%	5 56%	10 30%	9 18%	23 24%	26 23%
£25k - £99k		76 25%	2 22%	17 30%	4 21%	12g 38%	4 17%	11 28%	11 19%	6 20%	9 29%	2 22%	13e 39%	11 22%	25 27%	25 22%
£100k - £499k		71 24%	4 44%	17 30%	4 21%	5 16%	9 38%	10 25%	9 15%	7 23%	6 19%	- -%	8 24%	17e 35%	24 26%	21 18%
£500k+		62 21%	2 22%	6 11%	2 11%	6 19%	7 29%	13B 33%	10 17%	11Bg 37%	5 16%	1 11%	2 6%	11b 22%	16 17%	32B 28%
Mean score		1434328	2765722b	740927	488361	1786177	1526875	1385744	1029270	4098500	634482	889313	107727	927729	1069091	2452601bcb

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

		PERSONAL PROFILE																
		Location													Involvement			
		Total	North East England (a)	North West England and the (b)	Yo rkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scot land (l)	No rthern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12	
Less than £5k	(2500.0)	25 8%	1 11%	1 3%	3 16%	1 8%	1 4%	2 13%	5 5%	8g 16%	2 10%	24 9%	- %	- %	1 25%	4 3%	1 3%	- %
£5k - £9k	(7000.0)	21 7%	- %	3 9%	3 16%	2 15%	2 8%	1 7%	3 3%	4 8%	1 5%	19 7%	1 14%	1 6%	- %	7 4%	- %	1 8%
£10k - £24k	(17000.0)	27 9%	- %	3 9%	2 11%	2 15%	1 4%	2 13%	10 11%	4 8%	- %	24 9%	- %	3 17%	- %	12 8%	3 9%	- %
£25k - £49k	(37000.0)	44 15%	1 11%	2 6%	1 5%	4 31%	5 21%	- %	11 12%	12b 24%	3 15%	39 14%	1 14%	4 22%	- %	22 14%	6 17%	2 17%
£50k - £99k	(74500.0)	32 11%	5 56%	2 6%	2 11%	- %	3 13%	2 13%	5 5%	8g 16%	4 20%	31 11%	- %	1 6%	- %	19 12%	5 14%	1 8%
£100k - £249k	(129500.0)	45 15%	2 22%	4 13%	2 11%	2 15%	4 17%	3 20%	16 18%	3 6%	1 5%	37 14%	4 57%	4 22%	- %	31 19%	5 14%	3 25%
£250k - £499k	(374500.0)	26 9%	- %	4 13%	3 16%	1 8%	3 13%	1 7%	6 7%	2 4%	3 15%	23 8%	- %	2 11%	1 25%	17 11%	4 11%	- %
£500k - £999k	(749500.0)	29 10%	- %	7hj 22%	1 5%	- %	2 8%	1 7%	8 9%	3 6%	3 15%	25 9%	1 14%	2 11%	1 25%	21 13%	3 9%	2 17%
£5 million -£9 million	(7000000.0)	23 8%	- %	4 13%	- %	1 8%	1 4%	- %	13h 14%	1 2%	2 10%	22 8%	- %	- %	1 25%	16 10%	2 6%	1 8%
£10 million - £24 million	(17000000.0)	7 2%	- %	1 3%	- %	- %	- %	1 7%	4 4%	- %	- %	6 2%	- %	1 6%	- %	4 3%	2 6%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

		PERSONAL PROFILE																
		Location													Involvement			
		Total	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	Mid lands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scot land (l)	No rthern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12	
£25 million or more	(27500000.0)	3 1%	- %	- %	- %	- %	- %	- %	1 1%	2 4%	- %	3 1%	- %	- %	- %	2 1%	1 3%	- %
Don't know		19 6%	- %	1 3%	2 11%	- %	2 8%	2 13%	9 10%	2 4%	1 5%	19 7%	- %	- %	- %	4 3%	3 9%	2 17%
NET ---																		
Less than £24k		73 24%	1 11%	7 22%	8 42%	5 38%	4 17%	5 33%	18 20%	16 33%	3 15%	67 25%	1 14%	4 22%	1 25%	23 14%	4 11%	1 8%
£25k - £99k		76 25%	6 67%	4 13%	3 16%	4 31%	8 33%	2 13%	16 18%	20BGj 41%	7 35%	70 26%	1 14%	5 28%	- %	41 26%	11 31%	3 25%
£100k - £499k		71 24%	2 22%	8 25%	5 26%	3 23%	7 29%	4 27%	22h 24%	5 10%	4 20%	60 22%	4 57%	6 33%	1 25%	48 30%	9 26%	3 25%
£500k+		62 21%	- %	12Hj 38%	1 5%	1 8%	3 13%	2 13%	26h 29%	6 12%	5 25%	56 21%	1 14%	3 17%	2 50%	43 27%	8 23%	3 25%
Mean score	1434328	74555.6	1695484	140029	602462	481023	1439038	2412171	1415787	943289	1482198	187357	1113694	2031625c	1700729	2516938	904300	
95 percent as lower case or *, 99 percent as UPPER CASE or **																		

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

		PERSONAL PROFILE																	
		Total	Fixed line services												Mostly used fixed line				
			ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)		
Total		301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120		
Less than £5k	(2500.0)	25 8%	11 10%	5 4%	9bj 14%	5 7%	– %	9 9%	2 7%	– %	2 4%	5 5%	6 12%	11 7%	10 11%	5 6%	10 8%		
£5k – £9k	(7000.0)	21 7%	9j 8%	6 5%	8J 13%	4 5%	– %	6 6%	1 3%	2 7%	3 6%	2 2%	7J 14%	9 6%	9 10%	5 6%	7 6%		
£10k – £24k	(17000.0)	27 9%	10 9%	9 8%	8 13%	5 7%	1 5%	9 9%	1 3%	3 11%	4 8%	11 11%	2 4%	13 9%	9 10%	7 8%	11 9%		
£25k – £49k	(37000.0)	44 15%	16 15%	12 10%	11 17%	8 11%	2 9%	18 18%	3 10%	2 7%	5 10%	17 17%	6 12%	23 15%	15 16%	10 11%	19 16%		
£50k – £99k	(74500.0)	32 11%	9 8%	15 13%	6 10%	13jl 18%	2 9%	10 10%	3 10%	2 7%	3 6%	7 7%	6 12%	13 9%	8 9%	13 15%	11 9%		
£100k – £249k	(129500.0)	45 15%	17 16%	17 15%	10 16%	11 15%	2 9%	13 13%	5 17%	4 14%	9 18%	16 16%	6 12%	22 15%	16 17%	13 15%	16 13%		
£250k – £499k	(374500.0)	26 9%	8 7%	13c 11%	1 2%	8c 11%	4 18%	9 9%	3 10%	1 4%	4 8%	11c 11%	2 4%	13 9%	6 6%	10 11%	10 8%		
£500k – £999k	(749500.0)	29 10%	8 7%	12 10%	3 5%	6 8%	2 9%	11 11%	4 14%	5 18%	8c 16%	14 14%	5 10%	19 13%	7 8%	7 8%	15 13%		
£5 million –£9 million	(7000000.0)	23 8%	10 9%	12 10%	3 5%	6 8%	4 18%	5 5%	4 14%	3 11%	6 12%	7 7%	4 8%	11 7%	6 6%	10 11%	7 6%		
£10 million – £24 million	(17000000.0)	7 2%	3 3%	5 4%	1 2%	3 4%	2 9%	1 1%	1 3%	1 4%	1 2%	1 1%	1 2%	2 1%	2 2%	4 5%	1 1%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)
<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?
by
Base: All respondents

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120
£25 million or more (27500000.0)	3 1%	2 2%	3 3%	- -%	- -%	2 9%	- -%	1 3%	2 7%	2f 4%	1 1%	1 2%	2 1%	1 1%	- -%	2 2%
Don't know	19 6%	4 4%	7 6%	3 5%	4 5%	1 5%	9 9%	1 3%	3 11%	3 6%	8 8%	4 8%	12 8%	4 4%	4 5%	11 9%
NET	---															
Less than £24k	73 24%	30 28%	20 17%	25 40%	14 19%	1 5%	24 24%	4 14%	5 18%	9 18%	18 18%	15 30%	33 22%	28 30%	17 19%	28 23%
£25k - £99k	76 25%	25 23%	27 23%	17 27%	21 29%	4 18%	28 28%	6 21%	4 14%	8 16%	24 24%	12 24%	36 24%	23 25%	23 26%	30 25%
£100k - £499k	71 24%	25 23%	30 26%	11 17%	19 26%	6 27%	22 22%	8 28%	5 18%	13 26%	27 27%	8 16%	35 23%	22 24%	23 26%	26 22%
£500k+	62 21%	23 21%	32c 28%	7 11%	15 21%	10 45%	17 17%	10 34%	11 39%	17Cf 34%	23 23%	11 22%	34 23%	16 17%	21 24%	25 21%
Mean score	1434328	1832199	2470945 cF	716442	1497210	5737905 AbCDFJk L	735462	2772589 cf	3917120 CFjl	2620468 cf	1212484	1707402	1377457	1286039	1787857	1282963

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

		ISDN LINES														
		ISDN services Used									ISDN2/2e Channels					
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d) (e)	20 -28 (f)	30+ (g)
Total		301	148	94	100	79	67	80	56	55	9	25	23	16	11	5
Less than £5k	(2500.0)	25 8%	14bfh 9%	2 2%	5 5%	4 5%	4 6%	2 3%	3 5%	- -%	5 56%	4 16%	- -%	- -%	- -%	- -%
£5k - £9k	(7000.0)	21 7%	11f 7%	7 7%	4 4%	4 5%	5 7%	1 1%	5f 9%	3 5%	1 11%	3 12%	1 4%	2 13%	- -%	- -%
£10k - £24k	(17000.0)	27 9%	15 10%	10 11%	8 8%	7 9%	4 6%	3 4%	4 7%	3 5%	1 11%	- -%	5 22%	- -%	2 18%	1 20%
£25k - £49k	(37000.0)	44 15%	20 14%	11 12%	14 14%	11 14%	11 16%	11 14%	7 13%	6 11%	- -%	8 32%	5 22%	1 6%	- -%	- -%
£50k - £99k	(74500.0)	32 11%	17 11%	13 14%	11 11%	8 10%	6 9%	8 10%	4 7%	8 15%	1 11%	3 12%	1 4%	2 13%	1 9%	- -%
£100k - £249k	(129500.0)	45 15%	23 16%	13 14%	18 18%	14 18%	7 10%	14 18%	5 9%	6 11%	- -%	3 12%	6 26%	5 31%	1 9%	- -%
£250k - £499k	(374500.0)	26 9%	13 9%	9 10%	7 7%	9 11%	6 9%	8 10%	8 14%	3 5%	- -%	- -%	1 4%	3 19%	4 36%	- -%
£500k - £999k	(749500.0)	29 10%	12 8%	11 12%	12 12%	7 9%	7 10%	11 14%	5 9%	7 13%	- -%	1 4%	2 9%	1 6%	2 18%	1 20%
£5 million -£9 million	(7000000.0)	23 8%	12 8%	9 10%	11 11%	8 10%	10 15%	13 16%	9 16%	10a 18%	1 11%	1 4%	1 4%	1 6%	- -%	2 100%
£10 million - £24 million	(17000000.0)	7 2%	5 3%	5 5%	4 4%	4 5%	5 7%	6 8%	3 5%	5 9%	- -%	1 4%	- -%	1 6%	1 9%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

		ISDN LINES															
		ISDN services Used									ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)	
Total		301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
£25 million or more	(27500000.0)	3 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 2%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know		19 6%	5 3%	3 3%	5 5%	2 3%	1 1%	2 3%	2 4%	3 5%	- -%	1 4%	1 4%	- -%	- -%	- -%	- -%
NET ---																	
Less than £24k		73 24%	40Fh 27%	19f 20%	17 17%	15f 19%	13f 19%	6 8%	12f 21%	6 11%	7 78%	7 28%	6 26%	2 13%	2 18%	- -%	1 20%
£25k - £99k		76 25%	37 25%	24 26%	25 25%	19 24%	17 25%	19 24%	11 20%	14 25%	1 11%	11 44%	6 26%	3 19%	1 9%	- -%	- -%
£100k - £499k		71 24%	36 24%	22 23%	25 25%	23 29%	13 19%	22 28%	13 23%	9 16%	- -%	3 12%	7 30%	8 50%	5 45%	- -%	- -%
£500k+		62 21%	30 20%	26 28%	28 28%	20 25%	23a 34%	31A 39%	18 32%	23Ad 42%	1 11%	3 12%	3 13%	3 19%	3 27%	2 100%	4 80%
Mean score		1434328	1508493	2092286	1978532	2118052	2907076	3007942	2769602	3664173A	790111	1070354	454636	1670031	1839545	7000000	4353300aC

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 channels (g)	1500 or more ch nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)	
Total		301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13
Less than £5k	(2500.0)	25 8%	3 12%	- -	- -	- -	- -	- -	1 100%	- -	4 4%	6a 15%	1 1%	2 12%	9 16%	1 3%	- -	3 5%	2 7%	- -	8 10%	7 9%	- -
£5k - £9k	(7000.0)	21 7%	2 8%	1 13%	- -	1 5%	- -	- -	- -	- -	5 5%	3 7%	3 4%	1 6%	6 11%	1 3%	- -	3 5%	1 4%	- -	7 9%	5 6%	- -
£10k - £24k	(17000.0)	27 9%	5 19%	2 25%	- -	- -	- -	- -	- -	- -	9 8%	2 5%	6 7%	- -	6 11%	2 6%	- -	6 10%	2 7%	- -	10 13%	6 8%	- -
£25k - £49k	(37000.0)	44 15%	5 19%	1 13%	2 13%	2 11%	- -	- -	- -	- -	15 14%	7 17%	12 15%	2 12%	9 16%	6 19%	1 17%	6 10%	3 11%	2 22%	10 13%	10 13%	3 23%
£50k - £99k	(74500.0)	32 11%	3 12%	1 13%	3 19%	4 21%	1 8%	1 14%	- -	- -	16 15%	2 5%	12 15%	1 6%	4 7%	4 13%	- -	8 14%	2 7%	2 22%	9 12%	7 9%	1 8%
£100k - £249k	(129500.0)	45 15%	3 12%	1 13%	5 31%	4 21%	1 8%	1 14%	- -	- -	15 14%	11 27%	10 12%	4 24%	9 16%	5 16%	2 33%	7 12%	4 14%	3 33%	13 17%	11 14%	3 23%
£250k - £499k	(374500.0)	26 9%	- -	1 13%	3 19%	4 21%	3 25%	1 14%	- -	- -	13 12%	3 7%	9 11%	4 24%	5 9%	3 9%	- -	6 10%	6 21%	- -	7 9%	8 10%	1 8%
£500k - £999k	(749500.0)	29 10%	2 8%	- -	2 13%	- -	2 17%	1 14%	- -	- -	10 9%	4 10%	9 11%	1 6%	4 7%	3 9%	- -	5 9%	2 7%	1 11%	1 1%	10A 13%	3 23%
£5 million -£9 million	(7000000.0)	23 8%	3 12%	- -	- -	1 5%	3 25%	1 14%	- -	3 100%	15b 14%	- -	13 16%	2 12%	3 5%	4 13%	2 33%	7 12%	4 14%	- -	7 9%	7 9%	2 15%
£10 million - £24 million	(17000000.0)	7 2%	- -	1 13%	- -	1 5%	1 8%	2 29%	- -	- -	5 5%	1 2%	5 6%	- -	1 2%	1 3%	1 17%	4 7%	1 4%	- -	3 4%	3 4%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)
<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?
by
Base: All respondents

		ISDN LINES																						
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In Hosted so lution (c)	
Total	301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13		
£25 million or more (27500000.0)	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	1 4%	- -%	- -%	1 1%	- -%		
Don't know	19 6%	- -%	- -%	1 6%	2 11%	1 8%	- -%	- -%	- -%	2 2%	2 5%	1 1%	- -%	1 2%	1 3%	- -%	3 5%	- -%	1 11%	2 3%	2 3%	- -%		
NET ---																								
Less than £24k	73 24%	10 38%	3 38%	- -%	1 5%	- -%	- -%	1 100%	- -%	18 17%	11 27%	10 12%	3 18%	21b 37%	4 13%	- -%	12 21%	5 18%	- -%	25 32%	18 23%	- -%		
£25k - £99k	76 25%	8 31%	2 25%	5 31%	6 32%	1 8%	1 14%	- -%	- -%	31 28%	9 22%	24 30%	3 18%	13 23%	10 31%	1 17%	14 24%	5 18%	4 44%	19 25%	17 22%	4 31%		
£100k - £499k	71 24%	3 12%	2 25%	8 50%	8 42%	4 33%	2 29%	- -%	- -%	28 26%	14 34%	19 23%	8 47%	14 25%	8 25%	2 33%	13 22%	10 36%	3 33%	20 26%	19 25%	4 31%		
£500k+	62 21%	5 19%	1 13%	2 13%	2 11%	6 50%	4 57%	- -%	3 100%	30b 28%	5 12%	27 33%	3 18%	8 14%	9 28%	3 50%	16 28%	8 29%	1 11%	11 14%	21a 27%	5 38%		
Mean score	1434328	900096	2207063	237833	1552647	3711500 ac	6046857 AC	2500.0	7000000 ACD	1927579	590359	2360931	995647	800598	2486548	5216000A	2269991	2752500	170125	1417787	1872820	1322846		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	301	37	66	71	68	92	27	64	91	60	18	
Less than £5k	(2500.0)	25 8%	2 5%	6 9%	7 10%	2 3%	13a 14%	2 7%	2 3%	4 4%	7 12%	3 17%
£5k - £9k	(7000.0)	21 7%	2 5%	4 6%	8 11%	- -%	13A 14%	1 4%	3 5%	4 4%	6 10%	3 17%
£10k - £24k	(17000.0)	27 9%	3 8%	4 6%	9 13%	5 7%	9 10%	3 11%	- -%	3 3%	9BC 15%	3 17%
£25k - £49k	(37000.0)	44 15%	5 14%	7 11%	13 18%	6 9%	17 18%	2 7%	11 17%	13 14%	9 15%	3 17%
£50k - £99k	(74500.0)	32 11%	5 14%	4 6%	10 14%	5 7%	11 12%	2 7%	8 13%	10 11%	7 12%	1 6%
£100k - £249k	(129500.0)	45 15%	7 19%	15c 23%	6 8%	16 24%	12 13%	6 22%	14 22%	20 22%	6 10%	3 17%
£250k - £499k	(374500.0)	26 9%	1 3%	9 14%	6 8%	8 12%	6 7%	2 7%	9 14%	11 12%	4 7%	1 6%
£500k - £999k	(749500.0)	29 10%	3 8%	7 11%	4 6%	9B 13%	2 2%	3 11%	7 11%	10 11%	2 3%	- -%
£5 million -£9 million	(7000000.0)	23 8%	5 14%	6 9%	4 6%	10b 15%	4 4%	3 11%	7 11%	10 11%	4 7%	1 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	Co but unlikely to affect decision (d)	
Total	301	37	66	71	68	92	27	64	91	60	18
£10 million - £24 million (17000000.0)	7 2%	3 8%	2 3%	1 1%	5b 7%	1 1%	2 7%	2 3%	4 4%	2 3%	- -%
£25 million or more (27500000.0)	3 1%	1 3%	- -%	- -%	1 1%	- -%	1 4%	- -%	1 1%	- -%	- -%
Don't know	19 6%	- -%	2 3%	3 4%	1 1%	4 4%	- -%	1 2%	1 1%	4 7%	- -%
NET ---											
Less than £24k	73 24%	7 19%	14 21%	24 34%	7 10%	35A 38%	6 22%	5 8%	11 12%	22BC 37%	9 50%
£25k - £99k	76 25%	10 27%	11 17%	23b 32%	11 16%	28a 30%	4 15%	19 30%	23 25%	16 27%	4 22%
£100k - £499k	71 24%	8 22%	24C 36%	12 17%	24b 35%	18 20%	8 30%	23d 36%	31d 34%	10 17%	4 22%
£500k+	62 21%	12c 32%	15 23%	9 13%	25B 37%	7 8%	9 33%	16 25%	25d 27%	8 13%	1 6%
Mean score	1434328	3179919	1362930	771684	2910418B	591193	3205944	1499349	2011328	1193589	446000

C

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total		301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63
Less than £5k	(2500.0)	25 8%	4 5%	9a 17%	1 2%	2 7%	– %	1 4%	– %	– %	3 14%	2 4%	7 7%	– %	9 8%	3 3%	9 9%	3 6%	2 4%	4 6%	1 2%	2 3%
£5k – £9k	(7000.0)	21 7%	7 9%	3 6%	– %	5 18%	1 9%	– %	2 13%	– %	4 18%	– %	7 7%	1 3%	7 6%	4 4%	4 4%	3 6%	– %	2 3%	3 7%	5e 8%
£10k – £24k	(17000.0)	27 9%	8 10%	5 9%	5 12%	2 7%	1 9%	3 13%	1 6%	– %	3 14%	6 11%	8 8%	3 8%	12 10%	10 11%	8 8%	6 12%	5 10%	5 7%	4 9%	5 8%
£25k – £49k	(37000.0)	44 15%	11 14%	7 13%	4 10%	6 21%	1 9%	5 21%	– %	1 17%	4 18%	8 15%	14 14%	9 23%	19 16%	16 17%	14 14%	7 14%	9 18%	12 17%	11 24%	8 13%
£50k – £99k	(74500.0)	32 11%	11 14%	6 11%	5 12%	3 11%	2 18%	5 21%	– %	1 17%	2 9%	9 17%	8 8%	4 10%	9 8%	7 7%	8 8%	3 6%	5 10%	8 11%	3 7%	6 10%
£100k – £249k	(129500.0)	45 15%	9 11%	9 17%	6 15%	3 11%	2 18%	3 13%	3 19%	– %	1 5%	7 13%	19 18%	8 20%	14 12%	13 14%	15 15%	7 14%	8 16%	11 15%	5 11%	7 11%
£250k – £499k	(374500.0)	26 9%	9 11%	4 7%	6 15%	2 7%	1 9%	1 4%	4 25%	1 17%	2 9%	3 6%	11 11%	3 8%	11 9%	8 8%	9 9%	6 12%	6 12%	7 10%	6 13%	4 6%
£500k – £999k	(749500.0)	29 10%	8 10%	2 4%	6 15%	1 4%	– %	2 8%	4 25%	1 17%	1 5%	10 19%	14 14%	5 13%	17 15%	17 18%	13 13%	5 10%	6 12%	10 14%	9 20%	11 17%
£5 million –£9 million	(7000000.0)	23 8%	7 9%	5 9%	5 12%	2 7%	2 18%	3 13%	1 6%	– %	1 5%	5 9%	9 9%	3 8%	7 6%	7 7%	7 7%	5 10%	4 8%	6 8%	3 7%	5 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialled (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total		301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63
£10 million - £24 million	(17000000.0)	7 2%	4 5%	1 2%	2 5%	1 4%	1 9%	1 4%	1 6%	1 17%	- %	1 2%	2 2%	1 3%	1 1%	- %	1 1%	- %	- %	- %	- %	1 2%
£25 million or more	(27500000.0)	3 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 2%	1 1%	- %	2 2%	2 2%	2 2%	2 4%	1 2%	2 3%	1 2%	2 3%
Don't know		19 6%	2 3%	3 6%	1 2%	1 4%	- %	- %	- %	1 17%	1 5%	2 4%	3 3%	3 8%	9 8%	8g 8%	8g 8%	4 8%	4 8%	5 7%	- %	7g 11%
NET ---																						
Less than £24k		73 24%	19 24%	17 31%	6 15%	9 32%	2 18%	4 17%	3 19%	- %	10 45%	8 15%	22 21%	4 10%	28 24%	17 18%	21 21%	12 24%	7 14%	11 15%	8 17%	12 19%
£25k - £99k		76 25%	22 28%	13 24%	9 22%	9 32%	3 27%	10 42%	- %	2 33%	6 27%	17 31%	22 21%	13 33%	28 24%	23 24%	22 22%	10 20%	14 28%	20 28%	14 30%	14 22%
£100k - £499k		71 24%	18 23%	13 24%	12 29%	5 18%	3 27%	4 17%	7 44%	1 17%	3 14%	10 19%	30 29%	11 28%	25 21%	21 22%	24 24%	13 25%	14 28%	18 25%	11 24%	11 17%
£500k+		62 21%	19 24%	8 15%	13 32%	4 14%	3 27%	6 25%	6 38%	2 33%	2 9%	17 31%	26 25%	9 23%	27 23%	26 27%	23 23%	12 24%	11 22%	18 25%	13 28%	19 30%
Mean score		1434328	1653250	1117588	1928225	1237278	2894864	1703042	1807219	3647100	429119	1732663	1428895	1205297	1308546	1410805	1526189	2074766	1392946	1637164	1279609	2116375

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

		IP Based Services																				
		Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
			Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total		301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	–	6	6	1
Less than £5k	(2500.0)	25 8%	4 5%	6 14%	8 9%	3 7%	– –%	7 7%	3 9%	9 9%	1 5%	1 8%	2 10%	1 5%	5 6%	2 13%	– –%	1 25%	– –%	– –%	– –%	– –%
£5k – £9k	(7000.0)	21 7%	3 3%	4 9%	4 4%	5 12%	– –%	5 5%	4 11%	6 6%	1 5%	1 8%	– –%	1 5%	8 9%	– –%	– –%	– –%	– –%	1 17%	– –%	– –%
£10k – £24k	(17000.0)	27 9%	6 7%	5 11%	10 11%	3 7%	– –%	11 11%	1 3%	10 10%	1 5%	1 8%	4 20%	2 10%	6 7%	1 6%	1 50%	– –%	– –%	1 17%	– –%	– –%
£25k – £49k	(37000.0)	44 15%	14 16%	6 14%	15 16%	7 17%	1 9%	12 12%	9a 26%	11 11%	6 27%	5 42%	4 20%	8 40%	6 7%	4 25%	– –%	– –%	– –%	– –%	1 17%	– –%
£50k – £99k	(74500.0)	32 11%	8 9%	4 9%	7 8%	6 14%	– –%	9 9%	4 11%	9 9%	3 14%	– –%	2 10%	3 15%	7 8%	1 6%	1 50%	– –%	– –%	1 17%	– –%	– –%
£100k – £249k	(129500.0)	45 15%	13 15%	6 14%	13 14%	5 12%	4 36%	17 16%	4 11%	16 15%	6 27%	– –%	3 15%	2 10%	17 20%	– –%	– –%	1 25%	– –%	– –%	2 33%	– –%
£250k – £499k	(374500.0)	26 9%	7 8%	5 11%	6 7%	4 10%	2 18%	9 9%	4 11%	9 9%	2 9%	2 17%	1 5%	– –%	9 11%	2 13%	– –%	– –%	– –%	– –%	– –%	1 100%
£500k – £999k	(749500.0)	29 10%	14 16%	4 9%	14 15%	5 12%	– –%	17 16%	2 6%	17 16%	1 5%	– –%	1 5%	2 10%	14 16%	1 6%	– –%	1 25%	– –%	2 33%	2 33%	– –%
£5 million –£9 million	(7000000.0)	23 8%	9 10%	1 2%	5 5%	2 5%	2 18%	7 7%	3 9%	7 7%	1 5%	2 17%	– –%	1 5%	7 8%	2 13%	– –%	1 25%	– –%	– –%	– –%	– –%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
Total		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)		
Total		301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1	
£10 million - £24 million	(17000000.0)	7 2%	2 2%	- -	1 1%	1 2%	- -	2 2%	- -	2 2%	- -	- -	1 5%	- -	1 1%	- -	- -	- -	- -	- -	- -		
£25 million or more	(27500000.0)	3 1%	2 2%	- -	1 1%	1 2%	- -	2 2%	- -	1 1%	- -	- -	- -	2 2%	- -	- -	- -	- -	1 17%	- -	- -		
Don't know		19 6%	5 6%	3 7%	7 8%	- -	2 18%	6 6%	1 3%	7 7%	- -	- -	2 10%	- -	3 4%	3 19%	- -	- -	- -	- -	1 17%		
NET																							

Less than £24k		73 24%	13 15%	15a 34%	22 24%	11 26%	- -	23 22%	8 23%	25 24%	3 14%	3 25%	6 30%	4 20%	19 22%	3 19%	1 50%	1 25%	- -	2 33%	- -		
£25k - £99k		76 25%	22 25%	10 23%	22 24%	13 31%	1 9%	21 20%	13a 37%	20 19%	9 41%	5 42%	6 30%	11 55%	13 15%	5 31%	1 50%	- -	- -	1 17%	1 17%		
£100k - £499k		71 24%	20 23%	11 25%	19 21%	9 21%	6 55%	26 25%	8 23%	25 24%	8 36%	2 17%	4 20%	2 10%	26 31%	2 13%	- -	1 25%	- -	- -	2 33%		
£500k+		62 21%	27b 31%	5 11%	21 23%	9 21%	2 18%	28 27%	5 14%	27 26%	2 9%	2 17%	2 10%	3 15%	24 28%	3 19%	- -	2 50%	- -	3 50%	2 33%		
Mean score		1434328	2049329b	324280	1133548	1552202	1700444	1608852	741132	1340165	443068	1246708	1049028	466050	1682671	1211000	45750.0	1970375	-	4849583	359000	374500	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

		IP Based Services						
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
Total		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
-----		-----	-----	-----	-----	-----	-----	
Total		301	149	133	57	30	54	40
Less than £5k	(2500.0)	25 8%	25B 17%	- -%	4 7%	4 13%	2 4%	3 8%
£5k - £9k	(7000.0)	21 7%	21B 14%	- -%	3 5%	4 13%	2 4%	1 3%
£10k - £24k	(17000.0)	27 9%	27B 18%	- -%	4 7%	3 10%	2 4%	5 13%
£25k - £49k	(37000.0)	44 15%	44B 30%	- -%	9 16%	4 13%	5 9%	5 13%
£50k - £99k	(74500.0)	32 11%	32B 21%	- -%	7 12%	1 3%	9 17%	4 10%
£100k - £249k	(129500.0)	45 15%	- -%	45A 34%	12 21%	3 10%	9 17%	6 15%
£250k - £499k	(374500.0)	26 9%	- -%	26A 20%	4 7%	3 10%	7 13%	5 13%
£500k - £999k	(749500.0)	29 10%	- -%	29A 22%	5 9%	1 3%	5 9%	3 8%
£5 million -£9 million	(7000000.0)	23 8%	- -%	23A 17%	5 9%	4 13%	6 11%	5 13%
£10 million - £24 million	(17000000.0)	7 2%	- -%	7A 5%	3 5%	- -%	3 6%	2 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 13 (continuation)

<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites?

by

Base: All respondents

		IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
Total		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total		301	149 133	57 30		54 40	
£25 million or more	(27500000.0)	3 1%	- -%	3 2%	1 2%	- -%	1 2% -%
Don't know		19 6%	- -%	- -%	3a 10%	3 6%	1 3%
NET ---							
Less than £24k		73 24%	73B 49%	- -%	11 19%	11 37%	6 11% 23%
£25k - £99k		76 25%	76B 51%	- -%	16 28%	5 17%	14 26% 23%
£100k - £499k		71 24%	- -%	71A 53%	16 28%	6 20%	16 30% 28%
£500k+		62 21%	- -%	62A 47%	14 25%	5 17%	15 28% 25%
Mean score		1434328	31412.8 3006015A	2127246 1132333		2528294 1909756	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14
<S13> You have said that you use {ServiceUsed}. Which of these services would you say your business mostly uses?
by
Base: All with one combination of ISDN2/2e / ISDN30 or IP

		PERSONAL PROFILE														
		Company Size							No.Sites				Turnover			
Total		1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 million (c)	£101m+ (d)
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50
IP	120 40%	2 100%	6 50%	4 27%	12 41%	21 34%	25 29%	62eF 50%	75 37%	14 50%	7 33%	13 42%	24bc 55%	47 35%	19 31%	21 42%
ISDN2/ISDN2e	93 31%	- -%	5 42%	10 67%	15 52%	24G 39%	32G 37%	22 18%	73 36%	7 25%	4 19%	6 19%	14d 32%	50D 37%	21d 34%	7 14%
ISDN30	88 29%	- -%	1 8%	1 7%	2 7%	17 27%	30 34%	39 32%	53 26%	7 25%	10 48%	12 39%	6 14%	37 28%	22a 35%	22Ab 44%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)

<S13> You have said that you use {ServiceUsed}. Which of these services would you say your business mostly uses?

by

Base: All with one combination of ISDN2/2e / ISDN30 or IP

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
IP	120 40%	2 22%	20 35%	8 42%	11 34%	10 42%	15 38%	29 49%	12 40%	13 42%	6 67%	17c 52%	13 27%	40 43%	42 37%
ISDN2/ISDN2e	93 31%	3 33%	17 30%	8 42%	13 41%	7 29%	13 33%	16 27%	6 20%	10 32%	2 22%	7 21%	17 35%	35 37%	32 28%
ISDN30	88 29%	4 44%	20 35%	3 16%	8 25%	7 29%	12 30%	14 24%	12 40%	8 26%	1 11%	9 27%	19d 39%	19 20%	40d 35%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)
<S13> You have said that you use {ServiceUsed}. Which of these services would you say your business mostly uses?
by
Base: All with one combination of ISDN2/2e / ISDN30 or IP

PERSONAL PROFILE																	
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	Midlands (e)	West Midlands (f)	East England (g)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12
IP	120 40%	3 33%	12 38%	8 42%	7 54%	11 46%	5 33%	35 38%	16 33%	8 40%	105 39%	1 14%	11 61%	3 75%	53 33%	23A 66%	5 42%
ISDN2/ISDN2e	93 31%	4 44%	7 22%	6 32%	3 23%	5 21%	5 33%	26 29%	22b 45%	7 35%	85 31%	1 14%	6 33%	1 25%	53B 33%	3 9%	4 33%
ISDN30	88 29%	2 22%	13 41%	5 26%	3 23%	8 33%	5 33%	30 33%	11 22%	5 25%	82 30%	5 71%	1 6%	- -%	53 33%	9 26%	3 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)

<S13> You have said that you use {ServiceUsed}. Which of these services would you say your business mostly uses?

by

Base: All with one combination of ISDN2/2e / ISDN30 or IP

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120
IP	120	7cd	16CD	-	-	3	100 ABCDIJK L	7	16	20ABCD	78ABCDI 42 ABCDI	120ABCDI	-	-	-	120AB
	40%	7%	14%	-%	-%	14%	100%	24%	57%	40%	78%	84%	80%	-%	-%	100%
ISDN2/ISDN2e	93	93 BDFIJKL	12DF	63 ABDFIJK L	-	12	-	21	3	21 BDFJKL	14DF	7DF	21DF	93BC	-	-
	31%	87%	10%	100%	-%	55%	-%	72%	11%	42%	14%	14%	14%	100%	-%	-%
ISDN30	88	7cF	88 ACFIJKL	-	73 ABCFIJK L	7	-	1	9	9aCFKl	8cF	1	9cf	-	88AC	-
	29%	7%	76%	-%	100%	32%	-%	3%	32%	18%	8%	2%	6%	-%	100%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)
<S13> You have said that you use {ServiceUsed}. Which of these services would you say your business mostly uses?
by
Base: All with one combination of ISDN2/2e / ISDN30 or IP

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card (g)	pa yments (h)	Video confe rencing (i)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
Total	301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
IP	120 40%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ISDN2/ISDN2e	93 31%	75 51%	45 48%	52 52%	34 43%	32 48%	43 54%	28 50%	21 38%	8 89%	23 92%	23 100%	16 100%	9 82%	2 100%	3 60%
ISDN30	88 29%	73 49%	49 52%	48 48%	45 57%	35 52%	37 46%	28 50%	34 62%	1 11%	2 8%	- -%	- -%	2 18%	- -%	2 40%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)
<S13> You have said that you use {ServiceUsed}. Which of these services would you say your business mostly uses?
by
Base: All with one combination of ISDN2/2e / ISDN30 or IP

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted	
		(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 or more chan nels(g)	chan nels(h)	(a)	(b)	(a)	(b)	Service (a)	mentary service (b)	ck-up (c)	Service (a)	mentary service (b)	ck-up (c)	dalone (a)	-house package (b)	lution (c)	
Total	301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
IP	120	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	40%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
ISDN2/ISDN2e	93	3	1	2	2	2	1	-	-	54	20	39	7	53	30	5	4	4	4	37	44	6	
	31%	12%	13%	13%	11%	17%	14%	-%	-%	50%	49%	48%	41%	93%	94%	83%	7%	14%	44%	48%	57%	46%	
ISDN30	88	23	7	14	17	10	6	1	3	55	21	42	10	4	2	1	54	24	5	40	33	7	
	29%	88%	88%	88%	89%	83%	86%	100%	100%	50%	51%	52%	59%	7%	6%	17%	93%	86%	56%	52%	43%	54%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)
<S13> You have said that you use {ServiceUsed}. Which of these services would you say your business mostly uses?
by
Base: All with one combination of ISDN2/2e / ISDN30 or IP

ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	301	37	66	71	68	92	27	64	91	60	18
IP	120 40%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ISDN2/ISDN2e	93 31%	20 54%	35 53%	35 49%	37 54%	45 49%	17 63%	29 45%	46 51%	28 47%	14 78%
ISDN30	88 29%	17 46%	31 47%	36 51%	31 46%	47 51%	10 37%	35 55%	45 49%	32 53%	4 22%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)
<S13> You have said that you use {ServiceUsed}. Which of these services would you say your business mostly uses?
by
Base: All with one combination of ISDN2/2e / ISDN30 or IP

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Total	Yes	No	Yes	No	Curr	Pla	Have	plan	Not	SIP tr	Hosted	IP Ce	Inco	Int	Int	Fax	Secu	Data	Card pa	Video
			(a)	(b)	(a)	(b)	ently	anning	tried	to im	tried	unking	VOIP	ntrex	ming/ Out going Calls (a)	Calls (b)	ernet (c)	(d)	rity/ Alarms (e)	(f)	yments (g)	confe rencing (h)
Total	301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63	
IP	120	-	-	-	-	-	-	-	-	-	41	84	35	100	77	82	41	42	62	40	57	
	40%	-%	-%	-%	-%	-%	-%	-%	-%	-%	76%	82%	88%	85%	81%	84%	80%	84%	86%	87%	90%	
ISDN2/ISDN2e	93	37	22	20	12	4	13	9	1	10	8	15	4	10	11	12	8h	5	6	4	3	
	31%	46%	41%	49%	43%	36%	54%	56%	17%	45%	15%	15%	10%	9%	12%	12%	16%	10%	8%	9%	5%	
ISDN30	88	43	32	21	16	7	11	7	5	12	5	4	1	7	7	4	2	3	4	2	3	
	29%	54%	59%	51%	57%	64%	46%	44%	83%	55%	9%	4%	3%	6%	7%	4%	4%	6%	6%	4%	5%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)

<S13> You have said that you use {ServiceUsed}. Which of these services would you say your business mostly uses?

by

Base: All with one combination of ISDN2/2e / ISDN30 or IP

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	—	6	6	1
IP	120 40%	66 76%	37 84%	75 82%	34 81%	6 55%	87 84%	25 71%	89 86%	15 68%	8 67%	16 80%	16 80%	67 79%	14 88%	2 100%	4 100%	— —%	6 100%	6 100%	1 100%
ISDN2/ISDN2e	93 31%	16 18%	4 9%	11 12%	6 14%	4 36%	12 12%	8 23%	12 12%	4 18%	3 25%	4 20%	3 15%	13 15%	— —%	— —%	— —%	— —%	— —%	— —%	— —%
ISDN30	88 29%	5 6%	3 7%	5 5%	2 5%	1 9%	5 5%	2 6%	3 3%	3 14%	1 8%	— —%	1 5%	5 6%	2 13%	— —%	— —%	— —%	— —%	— —%	— —%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 14 (continuation)
<S13> You have said that you use {ServiceUsed}. Which of these services would you say your business mostly uses?
by
Base: All with one combination of ISDN2/2e / ISDN30 or IP

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	301	149	133	57	30	54	40
IP	120	58	51	-	-	-	-
	40%	39%	38%	-%	-%	-%	-%
ISDN2/ISDN2e	93	51	38	53	27	8	4
	31%	34%	29%	93%	90%	15%	10%
ISDN30	88	40	44	4	3	46	36
	29%	27%	33%	7%	10%	85%	90%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15

<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+		1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 - £100 million	£101m+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)		(a)	(b)	(c)		(a)	(b)	(c)	(d)
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
2 channels (1 ISDN2/ ISDN2e subscription)	9 9%	- -%	3 60%	2 20%	5 33%	3 11%	1 3%	- -%	8 10%	1 13%	- -%	- -%	4 29%	3 6%	1 5%	1 9%
4 channels (2 ISDN2/ ISDN2e subscriptions)	25 25%	- -%	- -%	5 50%	5 33%	7 26%	10 30%	3 12%	23 29%	2 25%	- -%	- -%	4 29%	15 29%	5 23%	1 9%
6 channels (3 ISDN2/ ISDN2esubscriptions)	23 23%	- -%	1 20%	1 10%	2 13%	7 26%	7 21%	7 28%	20 26%	1 13%	- -%	2 29%	3 21%	14 27%	5 23%	1 9%
8 channels (4 ISDN2/ ISDN2e subscriptions)	16 16%	- -%	- -%	- -%	- -%	5 19%	6 18%	5 20%	12 15%	- -%	1 25%	1 14%	1 7%	8 15%	7 32%	- -%
10 - 18 channels (5 - 9 ISDN2/ ISDN2e subscriptions)	11 11%	- -%	- -%	- -%	- -%	2 7%	5 15%	4 16%	6 8%	3 38%	- -%	2 29%	- -%	7 13%	1 5%	3 27%
20 -28 channels (10-14 ISDN2/ ISDN2e subscriptions)	2 2%	- -%	- -%	- -%	- -%	- -%	1 3%	1 4%	- -%	- -%	1 25%	- -%	- -%	- -%	1 5%	1 9%
30 or more channels (15 or more ISDN2/ ISDN2e subscriptions)	5 5%	- -%	- -%	- -%	- -%	2 7%	- -%	3 12%	2 3%	- -%	1 25%	2 29%	- -%	2 4%	1 5%	2 18%
Don't know	9 9%	- -%	1 20%	2 20%	3 20%	1 4%	3 9%	2 8%	7 9%	1 13%	1 25%	- -%	2 14%	3 6%	1 5%	2 18%
NET ---																
2 - 4 channels or less (1 - 2 subscriptions)	34 34%	- -%	3 60%	7 70%	10 67%	10 37%	11 33%	3 12%	31 40%	3 38%	- -%	- -%	8 57%	18 35%	6 27%	2 18%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)
<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?
by
Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	million	- £100	(d)	
					(e)	(f)				(c)		(a)	to £20 million	million	(c)	
												(b)				
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
6 - 8 channels or less (3 - 4 subscriptions)	39 39%	- -%	1 20%	1 10%	2 13%	12 44%	13 39%	12 48%	32 41%	1 13%	1 25%	3 43%	4 29%	22 42%	12 55%	1 9%
10+ channels (4+ subscriptions)	18 18%	- -%	- -%	- -%	- -%	4 15%	6 18%	8 32%	8 10%	3 38%	2 50%	4 57%	- -%	9 17%	3 14%	6 55%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)

<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?

by

Base: All with ISDN2/ISDN2e

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
2 channels (1 ISDN2/ ISDN2e subscription)	9 9%	- -%	1 5%	- -%	2 14%	- -%	2 14%	2 12%	- -%	2 20%	- -%	- -%	1 6%	7e 19%	1 3%
4 channels (2 ISDN2/ ISDN2e subscriptions)	25 25%	- -%	5 26%	1 13%	5 36%	4 57%	3 21%	3 18%	3 38%	1 10%	1 50%	3 38%	4 22%	8 22%	9 26%
6 channels (3 ISDN2/ ISDN2e subscriptions)	23 23%	- -%	3 16%	4 50%	1 7%	1 14%	4 29%	6 35%	- -%	4 40%	- -%	3 38%	6 33%	11e 30%	3 9%
8 channels (4 ISDN2/ ISDN2e subscriptions)	16 16%	2 67%	5 26%	2 25%	- -%	2 29%	2 14%	- -%	1 13%	2 20%	- -%	- -%	6 33%	3 8%	7 20%
10 - 18 channels (5 - 9 ISDN2/ ISDN2e subscriptions)	11 11%	1 33%	3 16%	- -%	3 21%	- -%	2 14%	1 6%	1 13%	- -%	- -%	2 25%	1 6%	3 8%	5 14%
20 -28 channels (10-14 ISDN2/ ISDN2e subscriptions)	2 2%	- -%	- -%	- -%	- -%	- -%	1 7%	1 6%	- -%	- -%	- -%	- -%	- -%	1 3%	1 3%
30 or more channels (15 or more ISDN2/ ISDN2e subscriptions)	5 5%	- -%	1 5%	- -%	1 7%	- -%	- -%	1 6%	2 25%	- -%	- -%	- -%	- -%	1 3%	4 11%
Don't know	9 9%	- -%	1 5%	1 13%	2 14%	- -%	- -%	3 18%	1 13%	1 10%	1 50%	- -%	- -%	3 8%	5 14%
NET ---															
2 - 4 channels or less (1 - 2 subscriptions)	34 34%	- -%	6 32%	1 13%	7 50%	4 57%	5 36%	5 29%	3 38%	3 30%	1 50%	3 38%	5 28%	15 41%	10 29%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 15 (continuation)
<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?
by
Base: All with ISDN2/ISDN2e

PERSONAL PROFILE															
Total	Sector										Number of years trading				
	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+	
	(a)	cturing	ruction	lesale/	(e)	ncial	se	admin	(i)						2 years
		(b)	(c)	Transport/ Tra nsport/ Communi cations (d)		Services (f)	rvices (g)	and se rvices (h)		(a)	(b)	(c)	years (d)	(e)	
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
6 - 8 channels or less (3 - 4 subscriptions)	39 39%	2 67%	8 42%	6 75%	1 7%	3 43%	6 43%	6 35%	1 13%	6 60%	- -%	3 38%	12 67%	14 38%	10 29%
10+ channels (4+ subscriptions)	18 18%	1 33%	4 21%	- -%	4 29%	- -%	3 21%	3 18%	3 38%	- -%	- -%	2 25%	1 6%	5 14%	10 29%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)

<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?

by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE																
		Location													Involvement			
Total		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4	
2 channels (1 ISDN2/ ISDN2e subscription)	9 9%	- -%	- -%	- -%	- -%	- -%	2 40%	3 10%	4 17%	- -%	9 10%	- -%	- -%	- -%	4 7%	- -%	- -%	
4 channels (2 ISDN2/ ISDN2e subscriptions)	25 25%	1 25%	1 11%	2 33%	2 67%	2 40%	1 20%	3 10%	7 30%	3 43%	22 24%	1 100%	1 17%	1 100%	11 19%	- -%	1 25%	
6 channels (3 ISDN2/ ISDN2e subscriptions)	23 23%	2 50%	- -%	1 17%	1 33%	1 20%	1 20%	9 30%	3 13%	3 43%	21 23%	- -%	2 33%	- -%	17 29%	- -%	- -%	
8 channels (4 ISDN2/ ISDN2e subscriptions)	16 16%	1 25%	2 22%	2 33%	- -%	2 40%	- -%	5 17%	2 9%	- -%	14 15%	- -%	2 33%	- -%	11 19%	- -%	1 25%	
10 - 18 channels (5 - 9 ISDN2/ ISDN2e subscriptions)	11 11%	- -%	3 33%	- -%	- -%	- -%	1 20%	5 17%	2 9%	- -%	11 12%	- -%	- -%	- -%	10 17%	1 33%	- -%	
20 -28 channels (10-14 ISDN2/ ISDN2e subscriptions)	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	1 4%	- -%	2 2%	- -%	- -%	- -%	1 2%	- -%	- -%	
30 or more channels (15 or more ISDN2/ ISDN2e subscriptions)	5 5%	- -%	3 33%	- -%	- -%	- -%	- -%	1 3%	1 4%	- -%	5 5%	- -%	- -%	- -%	2 3%	1 33%	1 25%	
Don't know	9 9%	- -%	- -%	1 17%	- -%	- -%	- -%	3 10%	3 13%	1 14%	8 9%	- -%	1 17%	- -%	2 3%	1 33%	1 25%	
NET	---																	
2 - 4 channels or less (1 - 2 subscriptions)	34 34%	1 25%	1 11%	2 33%	2 67%	2 40%	3 60%	6 20%	11 48%	3 43%	31 34%	1 100%	1 17%	1 100%	15 26%	- -%	1 25%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)
<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?
by
Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																	
Total	Location														Involvement		
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op- erating from (c)	
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
6 - 8 channels or less (3 - 4 subscriptions)	39 39%	3 75%	2 22%	3 50%	1 33%	3 60%	1 20%	14 47%	5 22%	3 43%	35 38%	- -%	4 67%	- -%	28 48%	- -%	1 25%
10+ channels (4+ subscriptions)	18 18%	- -%	6 67%	- -%	- -%	- -%	1 20%	7 23%	4 17%	- -%	18 20%	- -%	- -%	- -%	13 22%	2 67%	1 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)

<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?

by

Base: All with ISDN2/ISDN2e

	PERSONAL PROFILE															
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
2 channels (1 ISDN2/ISDN2e subscription)	9 9%	9 9%	1 5%	6 10%	- -%	1 5%	- -%	2 9%	- -%	2 9%	1 7%	1 13%	2 9%	8 9%	1 14%	- -%
4 channels (2 ISDN2/ISDN2e subscriptions)	25 25%	25 25%	4 21%	19 30%	- -%	4 21%	- -%	3 14%	1 25%	3 14%	1 7%	2 25%	3 14%	23 25%	2 29%	- -%
6 channels (3 ISDN2/ISDN2e subscriptions)	23 23%	23 23%	4 21%	13 21%	- -%	4 21%	- -%	7 32%	1 25%	7 32%	5 36%	2 25%	7 32%	23 25%	- -%	- -%
8 channels (4 ISDN2/ISDN2e subscriptions)	16 16%	16 16%	3 16%	9 14%	- -%	3 16%	- -%	5 23%	1 25%	5 23%	3 21%	2 25%	5 23%	16 17%	- -%	- -%
10 - 18 channels (5 - 9 ISDN2/ISDN2e subscriptions)	11 11%	11 11%	3 16%	7 11%	- -%	3 16%	- -%	1 5%	- -%	1 5%	1 7%	- -%	1 5%	9 10%	2 29%	- -%
20 -28 channels (10-14 ISDN2/ISDN2e subscriptions)	2 2%	2 2%	- -%	1 2%	- -%	- -%	- -%	1 5%	- -%	1 5%	1 7%	- -%	1 5%	2 2%	- -%	- -%
30 or more channels (15 or more ISDN2/ISDN2e subscriptions)	5 5%	5 5%	3 16%	1 2%	- -%	3 16%	- -%	2 9%	1 25%	2 9%	1 7%	1 13%	2 9%	3 3%	2 29%	- -%
Don't know	9 9%	9 9%	1 5%	7 11%	- -%	1 5%	- -%	1 5%	- -%	1 5%	1 7%	- -%	1 5%	9 10%	- -%	- -%
NET	---															
2 - 4 channels or less (1 - 2 subscriptions)	34 34%	34 34%	5 26%	25 40%	- -%	5 26%	- -%	5 23%	1 25%	5 23%	2 14%	3 38%	5 23%	31 33%	3 43%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)
<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?
by
Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
6 - 8 channels or less (3 - 4 subscriptions)	39 39%	39 39%	7 37%	22 35%	- -%	7 37%	- -%	12 55%	2 50%	12 55%	8 57%	4 50%	12 55%	39 42%	- -%	- -%
10+ channels (4+ subscriptions)	18 18%	18 18%	6 32%	9 14%	- -%	6 32%	- -%	4 18%	1 25%	4 18%	3 21%	1 13%	4 18%	14 15%	4 57%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)

<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?

by

Base: All with ISDN2/ISDN2e

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
2 channels (1 ISDN2/ ISDN2e subscription)	9 9%	8 10%	4 8%	4 7%	5 13%	2 6%	1 2%	2 6%	1 4%	9 100%	- -	- -	- -	- -	- -	- -
4 channels (2 ISDN2/ ISDN2e subscriptions)	25 25%	23 28%	10 20%	13 22%	7 18%	7 19%	8 17%	5 16%	2 8%	- -	25 100%	- -	- -	- -	- -	- -
6 channels (3 ISDN2/ ISDN2esubscriptions)	23 23%	18 22%	11 22%	13 22%	11 28%	9 25%	13 28%	11 34%	8 31%	- -	- -	23 100%	- -	- -	- -	- -
8 channels (4 ISDN2/ ISDN2e subscriptions)	16 16%	14 17%	10 20%	12 21%	7 18%	9 25%	10 21%	6 19%	5 19%	- -	- -	- -	16 100%	- -	- -	- -
10 - 18 channels (5 - 9 ISDN2/ ISDN2e subscriptions)	11 11%	9 11%	7 14%	6 10%	4 10%	4 11%	9 19%	4 13%	5 19%	- -	- -	- -	- -	11 100%	- -	- -
20 -28 channels (10-14 ISDN2/ ISDN2e subscriptions)	2 2%	1 1%	1 2%	2 3%	- -	1 3%	1 2%	1 3%	- -	- -	- -	- -	- -	- -	2 100%	- -
30 or more channels (15 or more ISDN2/ ISDN2e subscriptions)	5 5%	5 6%	4 8%	3 5%	2 5%	3 8%	3 6%	1 3%	3 12%	- -	- -	- -	- -	- -	- -	5 100%
Don't know	9 9%	4 5%	3 6%	5 9%	3 8%	1 3%	2 4%	2 6%	2 8%	- -	- -	- -	- -	- -	- -	- -
NET ---																
2 - 4 channels or less (1 - 2 subscriptions)	34 34%	31f 38%	14 28%	17 29%	12 31%	9 25%	9 19%	7 22%	3 12%	9 100%	25 100%	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)
<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?
by
Base: All with ISDN2/ISDN2e

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	International Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
6 - 8 channels or less (3 - 4 subscriptions)	39 39%	32 39%	21 42%	25 43%	18 46%	18 50%	23 49%	17 53%	13 50%	- -%	- -%	23 100%	16 100%	- -%	- -%	- -%
10+ channels (4+ subscriptions)	18 18%	15 18%	12 24%	11 19%	6 15%	8 22%	13 28%	6 19%	8 31%	- -%	- -%	- -%	- -%	11 100%	2 100%	5 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)

<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 channels (g)	1500 or more channels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Standalone (a)	In-house package (b)	Hosted solution (c)
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7
2 channels (1 ISDN2/ISDN2e subscription)	9 9%	1 17%	-	-	-	-	-	-	-	4 7%	2 10%	2 4%	1 14%	6 11%	3 9%	-	1 13%	-	-	4 10%	5 11%	-
4 channels (2 ISDN2/ISDN2e subscriptions)	25 25%	2 33%	-	1 50%	-	-	1 50%	-	-	11 18%	9 43%	9 20%	1 14%	17 30%	6 19%	2 33%	1 13%	2 29%	1 25%	11 26%	13 29%	1 14%
6 channels (3 ISDN2/ISDN2esubscriptions)	23 23%	2 33%	-	-	1 33%	1 33%	-	-	-	17 28%	4 19%	11 24%	3 43%	11 19%	9 28%	2 33%	1 13%	1 14%	2 50%	9 21%	11 24%	3 43%
8 channels (4 ISDN2/ISDN2e subscriptions)	16 16%	-	-	-	1 33%	1 33%	1 50%	-	-	11 18%	2 10%	8 18%	1 14%	8 14%	8 25%	-	1 13%	1 14%	1 25%	7 17%	7 16%	-
10 - 18 channels (5 - 9 ISDN2/ ISDN2e subscriptions)	11 11%	-	-	1 50%	1 33%	1 33%	-	-	-	9 15%	1 5%	8 18%	1 14%	8 14%	3 9%	-	2 25%	1 14%	-	6 14%	5 11%	-
20 -28 channels (10-14 ISDN2/ ISDN2e subscriptions)	2 2%	-	-	-	-	-	-	-	-	1 2%	-	1 2%	-	1 2%	-	1 17%	-	-	-	-	2 4%	-
30 or more channels (15 or more ISDN2/ ISDN2e subscriptions)	5 5%	1 17%	1 100%	-	-	-	-	-	1 100%	5 8%	-	5 11%	-	3 5%	2 6%	-	2 25%	1 14%	-	2 5%	1 2%	2 29%
Don't know	9 9%	-	-	-	-	-	-	-	-	2 3%	3 14%	1 2%	-	3 5%	1 3%	1 17%	-	1 14%	-	3 7%	1 2%	1 14%
NET ---																						
2 - 4 channels or less (1 - 2 subscriptions)	34 34%	3 50%	-	1 50%	-	-	1 50%	-	-	15 25%	11 52%	11 24%	2 29%	23 40%	9 28%	2 33%	2 25%	2 29%	1 25%	15 36%	18 40%	1 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)
<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?
by
Base: All with ISDN2/ISDN2e

		ISDN LINES																				
Total		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
		(a)	(b)	(c)	ch	ch	chan	-1470 or	more	(a)	(b)	(a)	(b)	Service	mentary	ck-up	Service	mentary	ck-up	dalone	-house	so
		annels			annels	annels	nels(f)	channe	chan					(a)	(b)	(c)	(a)	(b)	(c)	(a)	package	lution
				(d)	(e)	(f)	(g)	(h)												(b)	(c)	
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7
6 - 8 channels or less (3 - 4 subscriptions)	39	2	-	-	2	2	1	-	-	28	6	19	4	19	17	2	2	2	3	16	18	3
	39%	33%	-%	-%	67%	67%	50%	-%	-%	47%	29%	42%	57%	33%	53%	33%	25%	29%	75%	38%	40%	43%
10+ channels (4+ subscriptions)	18	1	1	1	1	1	-	-	1	15	1	14	1	12	5	1	4	2	-	8	8	2
	18%	17%	100%	50%	33%	33%	-%	-%	100%	25%	5%	31%	14%	21%	16%	17%	50%	29%	-%	19%	18%	29%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)

<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?

by

Base: All with ISDN2/ISDN2e

ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	22	37	38	41	48	19	31	50	31	14
2 channels (1 ISDN2/ISDN2e subscription)	9 9%	3 14%	2 5%	4 11%	2 5%	6 13%	3 16%	1 3%	4 8%	2 6%	1 7%
4 channels (2 ISDN2/ISDN2e subscriptions)	25 25%	6 27%	11 30%	8 21%	8 20%	13 27%	3 16%	11 35%	14 28%	7 23%	3 21%
6 channels (3 ISDN2/ISDN2e subscriptions)	23 23%	6 27%	9 24%	8 21%	12 29%	9 19%	5 26%	8 26%	13 26%	7 23%	3 21%
8 channels (4 ISDN2/ISDN2e subscriptions)	16 16%	3 14%	6 16%	7 18%	8 20%	6 13%	4 21%	3 10%	7 14%	6 19%	3 21%
10 - 18 channels (5 - 9 ISDN2/ISDN2e subscriptions)	11 11%	2 9%	5 14%	4 11%	8 20%	3 6%	2 11%	4 13%	6 12%	4 13%	1 7%
20 -28 channels (10-14 ISDN2/ISDN2e subscriptions)	2 2%	- -%	1 3%	- -%	1 2%	- -%	- -%	- -%	- -%	2 6%	- -%
30 or more channels (15 or more ISDN2/ISDN2e subscriptions)	5 5%	1 5%	1 3%	3 8%	1 2%	4 8%	- -%	2 6%	2 4%	2 6%	1 7%
Don't know	9 9%	1 5%	2 5%	4 11%	1 2%	7a 15%	2 11%	2 6%	4 8%	1 3%	2 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)
<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?
by
Base: All with ISDN2/ISDN2e

ISDN LINES											

	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Total	100	22	37	38	41	48	19	31	50	31	14
NET	-----										
2 - 4 channels or less (1 - 2 subscriptions)	34 34%	9 41%	13 35%	12 32%	10 24%	19 40%	6 32%	12 39%	18 36%	9 29%	4 29%
6 - 8 channels or less (3 - 4 subscriptions)	39 39%	9 41%	15 41%	15 39%	20 49%	15 31%	9 47%	11 35%	20 40%	13 42%	6 43%
10+ channels (4+ subscriptions)	18 18%	3 14%	7 19%	7 18%	10 24%	7 15%	2 11%	6 19%	8 16%	8 26%	2 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)

<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?

by

Base: All with ISDN2/ISDN2e

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa yments (f)	Card pa yments (g)	Video confe rencing (h)	
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
2 channels (1 ISDN2/ISDN2e subscription)	9 9%	2 5%	5 20%	1 5%	- %	1 20%	- %	1 11%	- %	- %	1 13%	- %	- %	- %	2 17%	1 8%	- %	- %	- %	- %	- %
4 channels (2 ISDN2/ISDN2e subscriptions)	25 25%	13 33%	8 32%	5 23%	6 46%	1 20%	4 29%	2 22%	1 100%	5 45%	1 13%	2 13%	1 25%	1 9%	1 8%	2 15%	1 13%	- %	- %	- %	- %
6 channels (3 ISDN2/ISDN2esubscriptions)	23 23%	10 25%	2 8%	8 36%	1 8%	1 20%	5 36%	2 22%	- %	2 18%	2 25%	5 31%	2 50%	5 45%	5 42%	2 15%	4 50%	3 50%	1 14%	2 50%	2 50%
8 channels (4 ISDN2/ISDN2e subscriptions)	16 16%	6 15%	3 12%	3 14%	3 23%	1 20%	1 7%	2 22%	- %	2 18%	2 25%	5 31%	- %	3 27%	2 17%	4 31%	2 25%	2 33%	1 14%	1 25%	- %
10 - 18 channels (5 - 9 ISDN2/ISDN2e subscriptions)	11 11%	7 18%	3 12%	4 18%	2 15%	- %	3 21%	2 22%	- %	2 18%	1 13%	- %	- %	1 9%	- %	1 8%	1 13%	- %	1 14%	1 25%	1 25%
20 -28 channels (10-14 ISDN2/ISDN2e subscriptions)	2 2%	- %	1 4%	- %	- %	- %	- %	- %	- %	- %	- %	1 6%	- %	- %	- %	- %	- %	- %	1 14%	- %	- %
30 or more channels (15 or more ISDN2/ISDN2e subscriptions)	5 5%	2 5%	1 4%	1 5%	1 8%	1 20%	1 7%	- %	- %	- %	1 13%	2 13%	1 25%	1 9%	2 17%	2 15%	- %	1 17%	2 29%	- %	1 25%
Don't know	9 9%	- %	2 8%	- %	- %	- %	- %	- %	- %	- %	- %	1 6%	- %	- %	- %	1 8%	- %	- %	1 14%	- %	- %
NET ---																					
2 - 4 channels or less (1 - 2 subscriptions)	34 34%	15 38%	13 52%	6 27%	6 46%	2 40%	4 29%	3 33%	1 100%	5 45%	2 25%	2 13%	1 25%	1 9%	3 25%	3 23%	1 13%	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 15 (continuation)
<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?
by
Base: All with ISDN2/ISDN2e

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr iaied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
6 - 8 channels or less (3 - 4 subscriptions)	39	16	5	11	4	2	6	4	-	4	4	10	2	8	7	6	6	5	2	3	2
	39%	40%	20%	50%	31%	40%	43%	44%	-%	36%	50%	63%	50%	73%	58%	46%	75%	83%	29%	75%	50%
10+ channels (4+ subscriptions)	18	9	5	5	3	1	4	2	-	2	2	3	1	2	2	3	1	1	4	1	2
	18%	23%	20%	23%	23%	20%	29%	22%	-%	18%	25%	19%	25%	18%	17%	23%	13%	17%	57%	25%	50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)

<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?

by

Base: All with ISDN2/ISDN2e

	Total	IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-	
2 channels (1 ISDN2/ ISDN2e subscription)	9 9%	2 12%	- -	2 17%	- -	- -	1 8%	1 13%	2 17%	- -	- -	1 25%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	
4 channels (2 ISDN2/ ISDN2e subscriptions)	25 25%	2 12%	1 25%	1 8%	2 33%	- -	1 8%	2 25%	- -	1 25%	- -	- -	1 33%	1 8%	- -	- -	- -	- -	- -	- -	- -	
6 channels (3 ISDN2/ ISDN2esubscriptions)	23 23%	4 24%	2 50%	4 33%	1 17%	2 50%	4 31%	2 25%	5 42%	1 25%	1 25%	1 25%	2 67%	4 31%	- -	- -	- -	- -	- -	- -	- -	
8 channels (4 ISDN2/ ISDN2e subscriptions)	16 16%	4 24%	1 25%	4 33%	- -	1 25%	3 23%	2 25%	3 25%	1 25%	1 25%	2 50%	- -	3 23%	- -	- -	- -	- -	- -	- -	- -	
10 - 18 channels (5 - 9 ISDN2/ ISDN2e subscriptions)	11 11%	1 6%	- -	- -	1 17%	- -	1 8%	- -	1 8%	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	
20 -28 channels (10-14 ISDN2/ ISDN2e subscriptions)	2 2%	1 6%	- -	- -	- -	1 25%	1 8%	- -	- -	- -	1 25%	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	
30 or more channels (15 or more ISDN2/ ISDN2e subscriptions)	5 5%	2 12%	- -	1 8%	1 17%	- -	2 15%	- -	1 8%	- -	1 25%	- -	- -	1 8%	1 100%	- -	- -	- -	- -	- -	- -	
Don't know	9 9%	1 6%	- -	- -	1 17%	- -	- -	1 13%	- -	1 25%	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	
NET ---																						
2 - 4 channels or less (1 - 2 subscriptions)	34 34%	4 24%	1 25%	3 25%	2 33%	- -	2 15%	3 38%	2 17%	1 25%	- -	1 25%	1 33%	2 15%	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 15 (continuation)

<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at all
Total				(a)	(b)	(a)	(b)	(a)	(b)	(c)	(a)	(b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)		
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-	
6 - 8 channels or less (3 - 4 subscriptions)	39	8	3	8	1	3	7	4	8	2	2	3	2	7	-	-	-	-	-	-	-	
	39%	47%	75%	67%	17%	75%	54%	50%	67%	50%	50%	75%	67%	54%	-%	-%	-%	-%	-%	-%	-%	
10+ channels (4+ subscriptions)	18	4	-	1	2	1	4	-	2	-	2	-	-	3	1	-	-	-	-	-	-	
	18%	24%	-%	8%	33%	25%	31%	-%	17%	-%	50%	-%	-%	23%	100%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)

<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?

by

Base: All with ISDN2/ISDN2e

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	52	44	57	30	11	8
2 channels (1 ISDN2/ISDN2e subscription)	9 9%	8b 15%	1 2%	5 9%	3 10%	1 9%	- -%
4 channels (2 ISDN2/ISDN2e subscriptions)	25 25%	18b 35%	6 14%	12 21%	9 30%	3 27%	1 13%
6 channels (3 ISDN2/ISDN2e subscriptions)	23 23%	12 23%	10 23%	13 23%	4 13%	2 18%	2 25%
8 channels (4 ISDN2/ISDN2e subscriptions)	16 16%	5 10%	11a 25%	14b 25%	2 7%	3 27%	- -%
10 - 18 channels (5 - 9 ISDN2/ISDN2e subscriptions)	11 11%	3 6%	8 18%	7 12%	4 13%	- -%	3 38%
20 -28 channels (10-14 ISDN2/ISDN2e subscriptions)	2 2%	- -%	2 5%	1 2%	1 3%	- -%	- -%
30 or more channels (15 or more ISDN2/ISDN2e subscriptions)	5 5%	1 2%	4 9%	1 2%	4a 13%	1 9%	2 25%
Don't know	9 9%	5 10%	2 5%	4 7%	3 10%	1 9%	- -%
NET	---						
2 - 4 channels or less (1 - 2 subscriptions)	34 34%	26B 50%	7 16%	17 30%	12 40%	4 36%	1 13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 15 (continuation)
<A1a> How many ISDN2/2e channels are in use across your organisation in the UK?
by
Base: All with ISDN2/ISDN2e

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	100	52	44	57	30	11	8
6 - 8 channels or less (3 - 4 subscriptions)	39 39%	17 33%	21 48%	27b 47%	6 20%	5 45%	2 25%
10+ channels (4+ subscriptions)	18 18%	4 8%	14A 32%	9 16%	9 30%	1 9%	5 63%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16

<A1b> How many ISDN30 channels are in use across your organisation in the UK?

by

Base: All with ISDN30

		PERSONAL PROFILE														
		Company Size							No.Sites				Turnover			
Total		1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
30 channels (1 ISDN30 subscription)	26 26%	- -%	- -%	1 100%	1 50%	12 63%	9 26%	4 9%	23 37%	1 14%	1 8%	1 8%	2 33%	17 40%	1 4%	5 21%
60 channels (2 ISDN30 subscriptions)	8 8%	- -%	- -%	- -%	- -%	1 5%	3 9%	4 9%	4 6%	- -%	1 8%	2 15%	1 17%	3 7%	3 12%	1 4%
90-120 channels (3-4 ISDN30 subscriptions)	16 16%	- -%	- -%	- -%	- -%	3 16%	5 14%	8 18%	11 18%	2 29%	- -%	3 23%	- -%	6 14%	6 23%	4 17%
150-270 channels (5-9 ISDN30 subscriptions)	19 19%	- -%	- -%	- -%	- -%	- -%	9 26%	10 23%	10 16%	1 14%	5 42%	1 8%	2 33%	8 19%	7 27%	2 8%
300-420 channels (10-14 ISDN30 subscriptions)	12 12%	- -%	- -%	- -%	- -%	- -%	6 17%	6 14%	5 8%	2 29%	1 8%	3 23%	- -%	4 9%	6 23%	2 8%
450-570 channels (15-19 ISDN30 subscriptions)	7 7%	- -%	- -%	- -%	- -%	- -%	2 6%	5 11%	3 5%	1 14%	1 8%	1 8%	- -%	- -%	3 12%	4 17%
600-1470 channels (20-49 ISDN30 subscriptions)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	1 4%
1500 or more channels (50 or more ISDN30 subscriptions)	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	3 7%	- -%	- -%	1 8%	2 15%	- -%	- -%	- -%	3 13%
Don't know	8 8%	- -%	1 100%	- -%	1 50%	3 16%	1 3%	3 7%	6 10%	- -%	1 8%	- -%	1 17%	5 12%	- -%	2 8%
NET	---															
120 channels or less (1-4 subscriptions)	50 50%	- -%	- -%	1 100%	1 50%	16 84%	17 49%	16 36%	38 61%	3 43%	2 17%	6 46%	3 50%	26 60%	10 38%	10 42%

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 16 (continuation)
<Alt> How many ISDN30 channels are in use across your organisation in the UK?
by
Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	million	- £100	(d)	
					(e)	(f)				(c)		(a)	to £20 million	(b)	(c)	
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
150+ channels (5+ subscriptions)	42	-	-	-	-	-	17	25	18	4	9	7	2	12	16	12
	42%	-%	-%	-%	-%	-%	49%	57%	29%	57%	75%	54%	33%	28%	62%	50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)

<Alt> How many ISDN30 channels are in use across your organisation in the UK?

by

Base: All with ISDN30

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
30 channels (1 ISDN30 subscription)	26 26%	1 20%	7 33%	1 33%	3 25%	2 22%	1 8%	6 40%	– –%	5 45%	– –%	3 27%	4 19%	8 38%	11 24%
60 channels (2 ISDN30 subscriptions)	8 8%	– –%	3 14%	1 33%	1 8%	1 11%	1 8%	1 7%	– –%	– –%	– –%	– –%	– –%	3 14%	5 11%
90-120 channels (3-4 ISDN30 subscriptions)	16 16%	1 20%	4 19%	– –%	1 8%	2 22%	1 8%	5 33%	– –%	2 18%	– –%	3 27%	3 14%	4 19%	6 13%
150-270 channels (5-9 ISDN30 subscriptions)	19 19%	2 40%	3 14%	– –%	2 17%	2 22%	4 33%	2 13%	2 17%	2 18%	– –%	5 45%	4 19%	3 14%	7 15%
300-420 channels (10-14 ISDN30 subscriptions)	12 12%	– –%	2 10%	– –%	3 25%	2 22%	1 8%	– –%	3 25%	1 9%	– –%	– –%	7 33%	1 5%	4 9%
450-570 channels (15-19 ISDN30 subscriptions)	7 7%	– –%	– –%	– –%	1 8%	– –%	2 17%	– –%	3 25%	1 9%	– –%	– –%	2 10%	1 5%	4 9%
600-1470 channels (20-49 ISDN30 subscriptions)	1 1%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	1 8%	– –%	– –%	– –%	– –%	– –%	1 2%
1500 or more channels (50 or more ISDN30 subscriptions)	3 3%	1 20%	– –%	– –%	– –%	– –%	– –%	1 7%	1 8%	– –%	1 100%	– –%	1 5%	– –%	1 2%
Don't know	8 8%	– –%	2 10%	1 33%	1 8%	– –%	2 17%	– –%	2 17%	– –%	– –%	– –%	– –%	1 5%	7 15%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)
<Alb> How many ISDN30 channels are in use across your organisation in the UK?
by
Base: All with ISDN30

PERSONAL PROFILE															
Total	Sector										Number of years trading				
	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+	
	(a)	cturing	ruction	lesale/	(e)	ncial	se	admin	(i)	than	5 years	9 years	to 19	years	
		(b)	(c)	nsport/ Communi cations (d)		Ser vices (f)	(g)	rvices (h)		2 years (a)	(b)	(c)	years (d)	(e)	
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
NET	---														
120 channels or less (1-4 subscriptions)	50 50%	2 40%	14 67%	2 67%	5 42%	5 56%	3 25%	12 80%	- -%	7 64%	- -%	6 55%	7 33%	15 71%	22 48%
150+ channels (5+ subscriptions)	42 42%	3 60%	5 24%	- -%	6 50%	4 44%	7 58%	3 20%	10 83%	4 36%	1 100%	5 45%	14 67%	5 24%	17 37%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)

<Alb> How many ISDN30 channels are in use across your organisation in the UK?

by

Base: All with ISDN30

		PERSONAL PROFILE															Involvement		
		Location																	
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3		
30 channels (1 ISDN30 subscription)	26 26%	1 50%	3 23%	1 20%	1 33%	3 38%	- -	10 27%	4 31%	2 29%	25 27%	- -	1 50%	- -	15 24%	2 22%	- -		
60 channels (2 ISDN30 subscriptions)	8 8%	- -	1 8%	1 20%	- -	1 13%	- -	2 5%	3 23%	- -	8 9%	- -	- -	- -	3 5%	1 11%	1 33%		
90-120 channels (3-4 ISDN30 subscriptions)	16 16%	- -	1 8%	- -	- -	2 25%	1 20%	7 19%	1 8%	2 29%	14 15%	1 20%	1 50%	- -	12 19%	1 11%	2 67%		
150-270 channels (5-9 ISDN30 subscriptions)	19 19%	- -	3 23%	- -	1 33%	1 13%	2 40%	6 16%	2 15%	2 29%	17 18%	2 40%	- -	- -	12 19%	3 33%	- -		
300-420 channels (10-14 ISDN30 subscriptions)	12 12%	- -	- -	2 40%	- -	- -	2 40%	7 19%	- -	- -	11 12%	1 20%	- -	- -	10 16%	1 11%	- -		
450-570 channels (15-19 ISDN30 subscriptions)	7 7%	- -	2 15%	- -	- -	1 13%	- -	3 8%	- -	- -	6 6%	1 20%	- -	- -	4 6%	1 11%	- -		
600-1470 channels (20-49 ISDN30 subscriptions)	1 1%	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 2%	- -	- -		
1500 or more channels (50 or more ISDN30 subscriptions)	3 3%	- -	2 15%	- -	- -	- -	- -	1 3%	- -	- -	3 3%	- -	- -	- -	3 5%	- -	- -		
Don't know	8 8%	1 50%	1 8%	- -	1 33%	- -	- -	1 3%	3 23%	1 14%	8 9%	- -	- -	- -	3 5%	- -	- -		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)
<Alb> How many ISDN30 channels are in use across your organisation in the UK?
by
Base: All with ISDN30

	PERSONAL PROFILE																	
	Location														Involvement			
	Total	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East dlands (d)	Mi dlands (e)	West dlands (f)	East England (g)	London (h)	South East England (i)	South West England (j)	Net - England (k)	Wales (l)	Scot land (m)	No rthern Ireland (n)	All sites (a)	Some sites (b)	Just the site op erating from (c)
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-		63	9	3
NET																		

120 channels or less (1-4 subscriptions)	50	1	5	2	1	6	1	19	8	4	47	1	2	-		30	4	3
	50%	50%	38%	40%	33%	75%	20%	51%	62%	57%	51%	20%	100%	-%		48%	44%	100%
150+ channels (5+ subscriptions)	42	-	7	3	1	2	4	17	2	2	38	4	-	-		30	5	-
	42%	-%	54%	60%	33%	25%	80%	46%	15%	29%	41%	80%	-%	-%		48%	56%	-%
95 percent as lower case or *, 99 percent as UPPER CASE or **																		

Table 16 (continuation)

<Alt> How many ISDN30 channels are in use across your organisation in the UK?

by

Base: All with ISDN30

	Total	PERSONAL PROFILE														
		Fixed line services											Mostly used fixed line			
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
30 channels (1 ISDN30 subscription)	26 26%	6 32%	26 26%	- -%	17 23%	6 32%	- -%	- -%	3 25%	3 25%	3 38%	- -%	3 25%	3 25%	23 26%	- -%
60 channels (2 ISDN30 subscriptions)	8 8%	1 5%	8 8%	- -%	7 10%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	7 8%	- -%
90-120 channels (3-4 ISDN30 subscriptions)	16 16%	2 11%	16 16%	- -%	13 18%	2 11%	- -%	1 25%	2 17%	2 17%	1 13%	1 25%	2 17%	2 17%	14 16%	- -%
150-270 channels (5-9 ISDN30 subscriptions)	19 19%	3 16%	19 19%	- -%	14 19%	3 16%	- -%	2 50%	4 33%	4 33%	2 25%	2 50%	4 33%	2 17%	17 19%	- -%
300-420 channels (10-14 ISDN30 subscriptions)	12 12%	3 16%	12 12%	- -%	8 11%	3 16%	- -%	- -%	1 8%	1 8%	1 13%	- -%	1 8%	2 17%	10 11%	- -%
450-570 channels (15-19 ISDN30 subscriptions)	7 7%	2 11%	7 7%	- -%	4 5%	2 11%	- -%	- -%	1 8%	1 8%	1 13%	- -%	1 8%	1 8%	6 7%	- -%
600-1470 channels (20-49 ISDN30 subscriptions)	1 1%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%
1500 or more channels (50 or more ISDN30 subscriptions)	3 3%	1 5%	3 3%	- -%	2 3%	1 5%	- -%	1 25%	1 8%	1 8%	- -%	1 25%	1 8%	- -%	3 3%	- -%
Don't know	8 8%	1 5%	8 8%	- -%	7 10%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	7 8%	- -%
NET	---															
120 channels or less (1-4 subscriptions)	50 50%	9 47%	50 50%	- -%	37 51%	9 47%	- -%	1 25%	5 42%	5 42%	4 50%	1 25%	5 42%	6 50%	44 50%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 16 (continuation)
<Alb> How many ISDN30 channels are in use across your organisation in the UK?
by
Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services													Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	19	100	–	73	19	–	4	12	12	8	4	12	12	88	–
150+ channels (5+ subscriptions)	42 42%	9 47%	42 42%	– –%	29 40%	9 47%	– –%	3 75%	7 58%	7 58%	4 50%	3 75%	7 58%	5 42%	37 42%	–

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)

<Alb> How many ISDN30 channels are in use across your organisation in the UK?

by

Base: All with ISDN30

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
30 channels (1 ISDN30 subscription)	26 26%	23h 27%	15 26%	16h 29%	13 25%	13h 32%	12 26%	7 21%	4 10%	1 100%	2 50%	2 50%	- -	- -	- -	1 33%
60 channels (2 ISDN30 subscriptions)	8 8%	8 10%	4 7%	3 5%	5 10%	3 7%	4 9%	1 3%	5 13%	- -	- -	- -	- -	- -	- -	1 33%
90-120 channels (3-4 ISDN30 subscriptions)	16 16%	12 14%	10g 18%	10g 18%	7 14%	3 7%	7 15%	1 3%	7g 18%	- -	1 25%	- -	- -	1 33%	- -	- -
150-270 channels (5-9 ISDN30 subscriptions)	19 19%	15 18%	10 18%	11 20%	14 27%	8 20%	9 19%	10 29%	10 26%	- -	- -	1 25%	1 33%	1 33%	- -	- -
300-420 channels (10-14 ISDN30 subscriptions)	12 12%	10 12%	7 12%	7 13%	3 6%	4 10%	7 15%	6 18%	5 13%	- -	- -	1 25%	1 33%	1 33%	- -	- -
450-570 channels (15-19 ISDN30 subscriptions)	7 7%	6 7%	5 9%	4 7%	5 10%	4 10%	4 9%	3 9%	2 5%	- -	1 25%	- -	1 33%	- -	- -	- -
600-1470 channels (20-49 ISDN30 subscriptions)	1 1%	1 1%	- -	- -	- -	1 2%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -
1500 or more channels (50 or more ISDN30 subscriptions)	3 3%	3 4%	3 5%	2 4%	2 4%	3 7%	2 4%	2 6%	3 8%	- -	- -	- -	- -	- -	- -	1 33%
Don't know	8 8%	6 7%	3 5%	3 5%	2 4%	2 5%	2 4%	3 9%	3 8%	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)
<Alb> How many ISDN30 channels are in use across your organisation in the UK?
by
Base: All with ISDN30

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
NET																

120 channels or less (1-4 subscriptions)	50 50%	43g 51%	29g 51%	29g 52%	25g 49%	19 46%	23g 49%	9 26%	16 41%	1 100%	3 75%	2 50%	- -%	1 33%	- -%	2 67%
150+ channels (5+ subscriptions)	42 42%	35 42%	25 44%	24 43%	24 47%	20 49%	22 47%	22ac 65%	20 51%	- -%	1 25%	2 50%	3 100%	2 67%	- -%	1 33%
95 percent as lower case or *, 99 percent as UPPER CASE or **																

Table 16 (continuation)

<Alt> How many ISDN30 channels are in use across your organisation in the UK?

by

Base: All with ISDN30

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600-1470 channels (g)	1500 or more channels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Standalone (a)	In-house package (b)	Hosted solution (c)
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8
30 channels (1 ISDN30 subscription)	26 26%	26 100%	- -	- -	- -	- -	- -	- -	- -	11 17%	9 41%	9 19%	1 8%	4 44%	1 14%	1 33%	20 34%	5 18%	1 11%	19B 42%	6 15%	1 13%
60 channels (2 ISDN30 subscriptions)	8 8%	- -	8 100%	- -	- -	- -	- -	- -	- -	5 8%	2 9%	5 10%	- -	1 11%	- -	- -	6 10%	2 7%	- -	7b 16%	1 3%	- -
90-120 channels (3-4 ISDN30 subscriptions)	16 16%	- -	- -	16 100%	- -	- -	- -	- -	- -	10 16%	5 23%	8 17%	2 17%	1 11%	1 14%	- -	11 19%	1 4%	2 22%	6 13%	6 15%	2 25%
150-270 channels (5-9 ISDN30 subscriptions)	19 19%	- -	- -	- -	19 100%	- -	- -	- -	- -	16 25%	2 9%	12 25%	3 25%	2 22%	1 14%	- -	10 17%	6 21%	3 33%	6 13%	10 26%	1 13%
300-420 channels (10-14 ISDN30 subscriptions)	12 12%	- -	- -	- -	- -	12 100%	- -	- -	- -	11 17%	1 5%	8 17%	2 17%	1 11%	1 14%	1 33%	4 7%	7 25%	1 11%	1 2%	9A 23%	1 13%
450-570 channels (15-19 ISDN30 subscriptions)	7 7%	- -	- -	- -	- -	- -	7 100%	- -	- -	5 8%	2 9%	3 6%	2 17%	- -	1 14%	1 33%	2 3%	3 11%	2 22%	3 7%	3 8%	1 13%
600-1470 channels (20-49 ISDN30 subscriptions)	1 1%	- -	- -	- -	- -	- -	- -	1 100%	- -	1 2%	- -	1 2%	- -	- -	- -	- -	- -	1 4%	- -	1 2%	- -	- -
1500 or more channels (50 or more ISDN30 subscriptions)	3 3%	- -	- -	- -	- -	- -	- -	- -	3 100%	3 5%	- -	2 4%	1 8%	- -	1 14%	- -	2 3%	1 4%	- -	1 2%	1 3%	1 13%
Don't know	8 8%	- -	- -	- -	- -	- -	- -	- -	- -	2 3%	1 5%	- -	1 8%	- -	1 14%	- -	3 5%	2 7%	- -	1 2%	3 8%	1 13%
NET																						

120 channels or less (1-4 subscriptions)	50 50%	26 100%	8 100%	16 100%	- -	- -	- -	- -	- -	26 41%	16 73%	22 46%	3 25%	6 67%	2 29%	1 33%	37 64%	8 29%	3 33%	32B 71%	13 33%	3 38%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)
<Alb> How many ISDN30 channels are in use across your organisation in the UK?
by
Base: All with ISDN30

ISDN LINES																						
Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted	
	(a)	(b)	(c)	ch	ch	chan	-1470	or more	(a)	(b)	(a)	(b)	Service	mentary	ck-up	Service	mentary	ck-up	dalone	-house	so	
	(d)	(e)		annels	annels	nels(f)	channe	chan					(a)	service	(c)	(a)	service	(c)	(a)	package	lution	
				(d)	(e)		ls(g)	nels(h)						(b)			(b)		(b)	(c)		
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8
150+ channels																						
(5+ subscriptions)	42	-	-	-	19	12	7	1	3	36	5	26	8	3	4	2	18	18	6	12	23A	4
	42%	-%	-%	-%	100%	100%	100%	100%	100%	56%	23%	54%	67%	33%	57%	67%	31%	64%	67%	27%	59%	50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)

<Alt> How many ISDN30 channels are in use across your organisation in the UK?

by

Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	20	36	40	38	52	12	40	52	34	7
30 channels (1 ISDN30 subscription)	26 26%	6 30%	8 22%	12 30%	8 21%	15 29%	3 25%	8 20%	11 21%	12 35%	3 43%
60 channels (2 ISDN30 subscriptions)	8 8%	1 5%	2 6%	5 13%	2 5%	6 12%	1 8%	2 5%	3 6%	4 12%	1 14%
90-120 channels (3-4 ISDN30 subscriptions)	16 16%	4 20%	3 8%	7 18%	5 13%	9 17%	2 17%	6 15%	8 15%	6 18%	1 14%
150-270 channels (5-9 ISDN30 subscriptions)	19 19%	3 15%	10 28%	5 13%	9 24%	10 19%	2 17%	11 28%	13 25%	6 18%	- -%
300-420 channels (10-14 ISDN30 subscriptions)	12 12%	2 10%	7 19%	2 5%	6 16%	4 8%	1 8%	6 15%	7 13%	4 12%	- -%
450-570 channels (15-19 ISDN30 subscriptions)	7 7%	1 5%	4 11%	2 5%	4 11%	2 4%	1 8%	4 10%	5 10%	1 3%	- -%
600-1470 channels (20-49 ISDN30 subscriptions)	1 1%	1 5%	- -%	- -%	1 3%	- -%	1 8%	- -%	1 2%	- -%	- -%
1500 or more channels (50 or more ISDN30 subscriptions)	3 3%	1 5%	- -%	2 5%	1 3%	2 4%	- -%	2 5%	2 4%	1 3%	- -%
Don't know	8 8%	1 5%	2 6%	5 13%	2 5%	4 8%	1 8%	1 3%	2 4%	- -%	2 29%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)
<Alb> How many ISDN30 channels are in use across your organisation in the UK?
by
Base: All with ISDN30

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	100	20	36	40	38	52	12	40	52	34	7
NET	---										
120 channels or less (1-4 subscriptions)	50 50%	11 55%	13 36%	24b 60%	15 39%	30 58%	6 50%	16 40%	22 42%	22bc 65%	5 71%
150+ channels (5+ subscriptions)	42 42%	8 40%	21C 58%	11 28%	21 55%	18 35%	5 42%	23 58%	28 54%	12 35%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)

<Alb> How many ISDN30 channels are in use across your organisation in the UK?

by

Base: All with ISDN30

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
30 channels (1 ISDN30 subscription)	26 26%	12 26%	9 26%	3 13%	6 35%	2 25%	4 31%	1 13%	- -%	5 42%	3 50%	- -%	- -%	3 33%	3 38%	1 14%	1 33%	- -%	1 20%	1 50%	- -%
60 channels (2 ISDN30 subscriptions)	8 8%	6 13%	1 3%	1 4%	5 29%	2 25%	1 8%	- -%	1 20%	2 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
90-120 channels (3-4 ISDN30 subscriptions)	16 16%	7 15%	5 14%	4 17%	1 6%	2 25%	1 8%	- -%	2 40%	1 8%	2 33%	1 14%	- -%	2 22%	1 13%	2 29%	1 33%	1 25%	1 20%	1 50%	1 25%
150-270 channels (5-9 ISDN30 subscriptions)	19 19%	7 15%	8 23%	4 17%	2 12%	1 13%	2 15%	2 25%	1 20%	1 8%	- -%	4 57%	1 100%	3 33%	3 38%	2 29%	1 33%	2 50%	1 20%	- -%	2 50%
300-420 channels (10-14 ISDN30 subscriptions)	12 12%	8 17%	3 9%	6 25%	2 12%	- -%	2 15%	4 50%	1 20%	1 8%	1 17%	1 14%	- -%	- -%	- -%	1 14%	- -%	- -%	1 20%	- -%	- -%
450-570 channels (15-19 ISDN30 subscriptions)	7 7%	3 6%	3 9%	3 13%	- -%	1 13%	1 8%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
600-1470 channels (20-49 ISDN30 subscriptions)	1 1%	1 2%	- -%	1 4%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
1500 or more channels (50 or more ISDN30 subscriptions)	3 3%	2 4%	- -%	1 4%	1 6%	- -%	1 8%	- -%	- -%	1 8%	- -%	1 14%	- -%	1 11%	1 13%	1 14%	- -%	1 25%	1 20%	- -%	1 25%
Don't know	8 8%	1 2%	6a 17%	1 4%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)
<Alb> How many ISDN30 channels are in use across your organisation in the UK?
by
Base: All with ISDN30

		IP Based Services																			
Total		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes	No	Yes	No	Curr	Pla	Have	plan	Not tr	SIP tr	Hosted	IP Ce	Inco	Int	Int	Fax	Secu	Data	Card pa	Video
		(a)	(b)	(a)	(b)	ently	anning	tried	to im	ialed	unking	VOIP	ntrex	ming/ Out going Calls (a)	ernal Calls (b)	ernet (c)	(d)	rity/ Alarms (e)	(f)	yments (g)	confe rencing (h)
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
NET																					

120 channels or less (1-4 subscriptions)	50	25	15	8	12	6	6	1	3	8	5	1	—	5	4	3	2	1	2	2	1
	50%	53%	43%	33%	71%	75%	46%	13%	60%	67%	83%	14%	—%	56%	50%	43%	67%	25%	40%	100%	25%
150+ channels (5+ subscriptions)	42	21	14	15	5	2	7	7	2	3	1	6	1	4	4	4	1	3	3	—	3
	42%	45%	40%	63%	29%	25%	54%	88%	40%	25%	17%	86%	100%	44%	50%	57%	33%	75%	60%	—%	75%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)

<Alt> How many ISDN30 channels are in use across your organisation in the UK?

by

Base: All with ISDN30

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-	
30 channels (1 ISDN30 subscription)	26 26%	- -%	2 67%	2 33%	1 33%	- -%	2 33%	- -%	1 20%	1 25%	- -%	- -%	- -%	2 40%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	
60 channels (2 ISDN30 subscriptions)	8 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
90-120 channels (3-4 ISDN30 subscriptions)	16 16%	1 14%	1 33%	1 17%	1 33%	- -%	1 17%	1 33%	1 20%	1 25%	- -%	- -%	1 50%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
150-270 channels (5-9 ISDN30 subscriptions)	19 19%	3 43%	- -%	2 33%	1 33%	1 50%	1 17%	2 67%	3 60%	1 25%	- -%	2 100%	- -%	2 40%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
300-420 channels (10-14 ISDN30 subscriptions)	12 12%	1 14%	- -%	- -%	- -%	1 50%	1 17%	- -%	- -%	1 25%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
450-570 channels (15-19 ISDN30 subscriptions)	7 7%	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
600-1470 channels (20-49 ISDN30 subscriptions)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
1500 or more channels (50 or more ISDN30 subscriptions)	3 3%	1 14%	- -%	1 17%	- -%	- -%	1 17%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	8 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)
<Alt> How many ISDN30 channels are in use across your organisation in the UK?
by
Base: All with ISDN30

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had and	Had but	Supple	A ba	Not	Supple	A ba	Not	
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all	
Total				(a)	service	(c)				(c)	(a)	but added lines (b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)		
-----		-----		-----			-----		-----			-----					-----			-----		
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-	
NET																						

120 channels or less (1-4 subscriptions)	50	1	3	3	2	-	3	1	2	2	-	-	1	3	1	-	-	-	-	-	-	
	50%	14%	100%	50%	67%	-%	50%	33%	40%	50%	-%	-%	50%	60%	50%	-%	-%	-%	-%	-%	-%	
150+ channels (5+ subscriptions)	42	6	-	3	1	2	3	2	3	2	1	2	1	2	1	-	-	-	-	-	-	
	42%	86%	-%	50%	33%	100%	50%	67%	60%	50%	100%	100%	50%	40%	50%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)

<A1b> How many ISDN30 channels are in use across your organisation in the UK?

by

Base: All with ISDN30

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	43	52	12	7	54	40
30 channels (1 ISDN30 subscription)	26 26%	18B 42%	8 15%	4 33%	2 29%	15 28%	9 23%
60 channels (2 ISDN30 subscriptions)	8 8%	5 12%	3 6%	- -%	1 14%	3 6%	5 13%
90-120 channels (3-4 ISDN30 subscriptions)	16 16%	5 12%	10 19%	1 8%	1 14%	11 20%	5 13%
150-270 channels (5-9 ISDN30 subscriptions)	19 19%	7 16%	10 19%	2 17%	1 14%	10 19%	8 20%
300-420 channels (10-14 ISDN30 subscriptions)	12 12%	1 2%	10a 19%	2 17%	1 14%	7 13%	4 10%
450-570 channels (15-19 ISDN30 subscriptions)	7 7%	1 2%	6 12%	2 17%	- -%	4 7%	3 8%
600-1470 channels (20-49 ISDN30 subscriptions)	1 1%	1 2%	- -%	- -%	- -%	1 2%	- -%
1500 or more channels (50 or more ISDN30 subscriptions)	3 3%	- -%	3 6%	- -%	1 14%	1 2%	2 5%
Don't know	8 8%	5 12%	2 4%	1 8%	- -%	2 4%	4 10%
NET	---						
120 channels or less (1-4 subscriptions)	50 50%	28b 65%	21 40%	5 42%	4 57%	29 54%	19 48%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 16 (continuation)
<Alb> How many ISDN30 channels are in use across your organisation in the UK?
by
Base: All with ISDN30

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	100	43	52	12	7	54	40
150+ channels (5+ subscriptions)	42	10	29A	6	3	23	17
	42%	23%	56%	50%	43%	43%	43%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17

<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 million - £100 million	£101m+	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(a)	(b)	(c)		(a)	(b)	(c)	(d)	
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
Outgoing calls	76	-	4	7	11	21	26	18	61	4	4	6	10	40	17	8
	76%	-%	80%	70%	73%	78%	79%	72%	78%	50%	100%	86%	71%	77%	77%	73%
Incoming calls	74	-	4	8	12	21	24	17	59	4	4	6	10	41	15	7
	74%	-%	80%	80%	80%	78%	73%	68%	76%	50%	100%	86%	71%	79%	68%	64%
Internet services	55	-	3	4	7	12	19	17	43	2	4	4	6	29	12	7
	55%	-%	60%	40%	47%	44%	58%	68%	55%	25%	100%	57%	43%	56%	55%	64%
Data services	46	-	-	1	1	9	20	16	33	3	2	6	2	23	13	8
	46%	-%	-%	10%	7%	33%	61%	64%	42%	38%	50%	86%	14%	44%	59%	73%
Calls between different sites	45	-	1	2	3	11	18	13	35	2	4	3	4	21	13	6
	45%	-%	20%	20%	20%	41%	55%	52%	45%	25%	100%	43%	29%	40%	59%	55%
Fax services	36	-	1	3	4	9	11	12	26	3	2	5	4	19	8	5
	36%	-%	20%	30%	27%	33%	33%	48%	33%	38%	50%	71%	29%	37%	36%	45%
Security/alarm systems	35	-	-	2	2	8	12	13	24	2	3	4	1	20	9	5
	35%	-%	-%	20%	13%	30%	36%	52%	31%	25%	75%	57%	7%	38%	41%	45%
Card payments	29	-	-	3	3	5	13	8	22	2	2	3	3	13	7	6
	29%	-%	-%	30%	20%	19%	39%	32%	28%	25%	50%	43%	21%	25%	32%	55%
Video conferencing	23	-	-	-	-	4	9	10	17	1	1	3	1	11	7	4
	23%	-%	-%	-%	-%	15%	27%	40%	22%	13%	25%	43%	7%	21%	32%	36%
Other	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	1
	1%	-%	-%	-%	-%	-%	-%	4%	-%	13%	-%	-%	-%	-%	-%	9%
Don't know	4	-	-	1	1	1	1	1	3	1	-	-	1	1	1	1
	4%	-%	-%	10%	7%	4%	3%	4%	4%	13%	-%	-%	7%	2%	5%	9%
NET																

Incoming /																
Outgoing calls	79	-	4	8	12	22	26	19	63	5	4	6	10	43	17	8
	79%	-%	80%	80%	80%	81%	79%	76%	81%	63%	100%	86%	71%	83%	77%	73%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)
<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?
by
Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+		1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
	(a)	(b)	(c)	(d)	to 49	249	(g)		(a)	(b)	to 20		£1m	million	million	(d)
					(e)	(f)					(c)		(a)	to £20 million	million (b)	(c)
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
Not Incoming & Outgoing calls	29	-	1	3	4	7	9	9	21	5	-	1	4	14	7	4
	29%	-%	20%	30%	27%	26%	27%	36%	27%	63%	-%	14%	29%	27%	32%	36%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)

<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?

by

Base: All with ISDN2/ISDN2e

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
Outgoing calls	76 76%	2 67%	17 89%	5 63%	10 71%	7 100%	11 79%	12 71%	5 63%	7 70%	2 100%	4 50%	12 67%	30 81%	28 80%
Incoming calls	74 74%	3 100%	14 74%	5 63%	10 71%	7 100%	11 79%	12 71%	5 63%	7 70%	2 100%	5 63%	11 61%	29 78%	27 77%
Internet services	55 55%	2 67%	11 58%	7 88%	5 36%	3 43%	6 43%	8 47%	6 75%	7 70%	2 100%	4 50%	10 56%	18 49%	21 60%
Data services	46 46%	2 67%	11 58%	2 25%	5 36%	5 71%	5 36%	7 41%	6 75%	3 30%	- -%	4 50%	10 56%	13 35%	19 54%
Calls between different sites	45 45%	1 33%	10 53%	2 25%	4 29%	4 57%	5 36%	8 47%	5 63%	6 60%	2 100%	2 25%	8 44%	17 46%	16 46%
Fax services	36 36%	1 33%	8 42%	4 50%	6 43%	2 29%	3 21%	4 24%	3 38%	5 50%	- -%	3 38%	7 39%	13 35%	13 37%
Security/alarm systems	35 35%	2 67%	7 37%	3 38%	6 43%	2 29%	7 50%	4 24%	3 38%	1 10%	- -%	3 38%	6 33%	11 30%	15 43%
Card payments	29 29%	1 33%	7 37%	1 13%	4 29%	4 57%	7 50%	4 24%	- -%	1 10%	- -%	1 13%	9 50%	11 30%	8 23%
Video conferencing	23 23%	1 33%	5 26%	2 25%	2 14%	1 14%	1 7%	3 18%	5 63%	3 30%	1 50%	1 13%	3 17%	6 16%	12 34%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	1 3%
Don't know	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	2 12%	1 13%	1 10%	- -%	- -%	- -%	2 5%	2 6%
NET	---														
Incoming / Outgoing calls	79 79%	3 100%	18 95%	5 63%	10 71%	7 100%	11 79%	13 76%	5 63%	7 70%	2 100%	5 63%	13 72%	31 84%	28 80%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 17 (continuation)
<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?
by
Base: All with ISDN2/ISDN2e

Total	PERSONAL PROFILE														
	Sector										Number of years trading				
	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+	
	(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)	than	5	9	to	years	
	(b)	(c)	lesale/	Transport/		Services	(g)	and se		2 years	(b)	(c)	19	(e)	
			(d)			(f)		(h)		(a)			(d)		
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
Not Incoming & Outgoing calls	29	1	6	3	4	–	3	6	3	3	–	4	8	9	8
	29%	33%	32%	38%	29%	–%	21%	35%	38%	30%	–%	50%	44%	24%	23%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)

<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?

by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE														Involvement		
		Location																
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4	
Outgoing calls	76	3	9	4	2	4	3	23	19	4	71	1	3	1	44	2	3	
	76%	75%	100%	67%	67%	80%	60%	77%	83%	57%	77%	100%	50%	100%	76%	67%	75%	
Incoming calls	74	3	9	2	2	4	3	24	19	5	71	1	2	-	41	2	3	
	74%	75%	100%	33%	67%	80%	60%	80%	83%	71%	77%	100%	33%	-%	71%	67%	75%	
Internet services	55	3	7	4	1	2	2	17	12	5	53	1	1	-	32	2	4	
	55%	75%	78%	67%	33%	40%	40%	57%	52%	71%	58%	100%	17%	-%	55%	67%	100%	
Data services	46	1	6	1	1	2	2	16	9	4	42	-	3	1	33	2	4	
	46%	25%	67%	17%	33%	40%	40%	53%	39%	57%	46%	-%	50%	100%	57%	67%	100%	
Calls between different sites	45	2	6	-	2	2	1	17	8	2	40	1	4	-	31	2	3	
	45%	50%	67%	-%	67%	40%	20%	57%	35%	29%	43%	100%	67%	-%	53%	67%	75%	
Fax services	36	2	3	-	2	1	2	11	11	1	33	-	2	1	26	-	3	
	36%	50%	33%	-%	67%	20%	40%	37%	48%	14%	36%	-%	33%	100%	45%	-%	75%	
Security/alarm systems	35	2	5	-	-	2	1	12	9	-	31	-	4	-	24	2	1	
	35%	50%	56%	-%	-%	40%	20%	40%	39%	-%	34%	-%	67%	-%	41%	67%	25%	
Card payments	29	2	4	-	1	2	2	9	5	3	28	-	1	-	23	1	-	
	29%	50%	44%	-%	33%	40%	40%	30%	22%	43%	30%	-%	17%	-%	40%	33%	-%	
Video conferencing	23	1	2	-	-	2	1	10	4	2	22	1	-	-	16	1	3	
	23%	25%	22%	-%	-%	40%	20%	33%	17%	29%	24%	100%	-%	-%	28%	33%	75%	
Other	1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-	-	
	1%	-%	-%	-%	-%	-%	-%	3%	-%	-%	1%	-%	-%	-%	2%	-%	-%	
Don't know	4	-	-	1	-	-	-	1	1	-	3	-	1	-	1	1	-	
	4%	-%	-%	17%	-%	-%	-%	3%	4%	-%	3%	-%	17%	-%	2%	33%	-%	
NET																		

Incoming / Outgoing calls	79	3	9	4	2	4	4	24	19	5	74	1	3	1	46	2	3	
	79%	75%	100%	67%	67%	80%	80%	80%	83%	71%	80%	100%	50%	100%	79%	67%	75%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)
<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?
by
Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	Mid lands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - West England (j)	Wales (k)	Scot land (l)	No thern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
Not Incoming & Outgoing calls	29 29%	1 25%	– –%	4 67%	1 33%	1 20%	3 60%	7 23%	4 17%	3 43%	24 26%	– –%	4 67%	1 100%	19 33%	1 33%	1 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)

<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
Outgoing calls	76	76	14	45	-	14	-	20	3	20	13	7	20	70	6	-
	76%	76%	74%	71%	-%	74%	-%	91%	75%	91%	93%	88%	91%	75%	86%	-%
Incoming calls	74	74	15	43	-	15	-	20	4	20	12	8	20	68	6	-
	74%	74%	79%	68%	-%	79%	-%	91%	100%	91%	86%	100%	91%	73%	86%	-%
Internet services	55	55	11	33	-	11	-	15	4	15	9	6	15	51	4	-
	55%	55%	58%	52%	-%	58%	-%	68%	100%	68%	64%	75%	68%	55%	57%	-%
Data services	46	46	13	23	-	13	-	13	3	13	10	3	13	42	4	-
	46%	46%	68%	37%	-%	68%	-%	59%	75%	59%	71%	38%	59%	45%	57%	-%
Calls between different sites	45	45	8	23	-	8	-	17	3	17	12	5	17	42	3	-
	45%	45%	42%	37%	-%	42%	-%	77%	75%	77%	86%	63%	77%	45%	43%	-%
Fax services	36	36	8	20	-	8	-	11	3	11	7	4	11	33	3	-
	36%	36%	42%	32%	-%	42%	-%	50%	75%	50%	50%	50%	50%	35%	43%	-%
Security/alarm systems	35	35	9	15	-	9	-	14	3	14	8	6	14	31	4	-
	35%	35%	47%	24%	-%	47%	-%	64%	75%	64%	57%	75%	64%	33%	57%	-%
Card payments	29	29	7	12	-	7	-	12	2	12	8	4	12	26	3	-
	29%	29%	37%	19%	-%	37%	-%	55%	50%	55%	57%	50%	55%	28%	43%	-%
Video conferencing	23	23	7	11	-	7	-	7	2	7	5	2	7	20	3	-
	23%	23%	37%	17%	-%	37%	-%	32%	50%	32%	36%	25%	32%	22%	43%	-%
Other	1	1	1	-	-	1	-	-	-	-	-	-	-	-	1	-
	1%	1%	5%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%
Don't know	4	4	-	4	-	-	-	-	-	-	-	-	-	4	-	-
	4%	4%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%
NET																

Incoming /																
Outgoing calls	79	79	15	47	-	15	-	21	4	21	13	8	21	73	6	-
	79%	79%	79%	75%	-%	79%	-%	95%	100%	95%	93%	100%	95%	78%	86%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)
<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?
by
Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
Not Incoming & Outgoing calls	29 29%	29 29%	5 26%	22 35%	- -%	5 26%	- -%	3 14%	1 25%	3 14%	2 14%	1 13%	3 14%	28 30%	1 14%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)

<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
<hr/>																
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
Outgoing calls	76 76%	76F 93%	43 86%	49 84%	35 90%	30 83%	36 77%	29 91%	23 88%	7 78%	22 88%	17 74%	14 88%	6 55%	1 50%	5 100%
Incoming calls	74 74%	74F 90%	42 84%	47 81%	32 82%	29 81%	33 70%	28 88%	22 85%	8 89%	22 88%	16 70%	11 69%	7 64%	1 50%	5 100%
Internet services	55	49	34	55	29	24	34	21	24	4	11	13	12	5	2	3
	55%	60%	68%	ABDEFG 95%	74%	67%	72%	66%	92%	44%	44%	57%	75%	45%	100%	60%
Data services	46	38	30	34	26a	22	46	22a	24	1	8	13	9	9	1	3
	46%	46%	60%	59%	67%	61%	ABCEFG 98%	69%	92%	11%	32%	57%	56%	82%	50%	60%
Calls between different sites	45	40	45	33	23	23	29	21	19	4	9	11	9	5	1	3
	45%	49%	ACDEFG 90%	57%	59%	64%	62%	66%	73%	44%	36%	48%	56%	45%	50%	60%
Fax services	36	32	23	27	36	18	24	18	16	5	6	11	6	3	-	2
	36%	39%	46%	ABCEFG 47%	92%	50%	51%	56%	62%	56%	24%	48%	38%	27%	-%	40%
Security/alarm systems	35	29	25	26	19	35	21	21A	15	2	7	8	9	4	1	3
	35%	35%	50%	45%	49%	ABCEFG 97%	45%	66%	58%	22%	28%	35%	56%	36%	50%	60%
Card payments	29	26	21	20	17	19a	20	29	11	2	4	9	6	4	1	1
	29%	32%	42%	34%	44%	53%	43%	ABCEDEF 91%	42%	22%	16%	39%	38%	36%	50%	20%
Video conferencing	23	21	18	22	15	14	21a	10	23	1	2	8	5	4	-	2
	23%	26%	36%	38%	38%	39%	45%	31%	88%	11%	8%	35%	31%	36%	-%	40%
Other	1	1	1	1	-	-	-	-	1	-	-	-	-	1	-	-
	1%	1%	2%	2%	-%	-%	-%	-%	4%	-%	-%	-%	-%	9%	-%	-%
Don't know	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)
<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?
by
Base: All with ISDN2/ISDN2e

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card (g)	pa yments (h)	Video confe rencing (i)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
NET																

Incoming / Outgoing calls	79 79%	79bceF 96%	43 86%	50 86%	35 90%	30 83%	37 79%	29 91%	23 88%	8 89%	23 92%	17 74%	14 88%	7 64%	1 50%	5 100%
Not Incoming & Outgoing calls	29 29%	11 13%	8 16%	12 21%	7 18%	7 19%	15ag 32%	4 13%	4 15%	2 22%	4 16%	7 30%	5 31%	5 45%	1 50%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)

<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary (a) service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary (b) service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 channe ls(g)	or more chan nels(h)													
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7	
Outgoing calls	76	4	1	-	3	2	2	-	1	47	15	35	4	48b	21	4	4	7	3	30	36	6	
	76%	67%	100%	-%	100%	67%	100%	-%	100%	78%	71%	78%	57%	84%	66%	67%	50%	100%	75%	71%	80%	86%	
Incoming calls	74	4	1	1	3	2	2	-	1	44	16	33	3	48b	20	3	4	7	4	32	32	6	
	74%	67%	100%	50%	100%	67%	100%	-%	100%	73%	76%	73%	43%	84%	63%	50%	50%	100%	100%	76%	71%	86%	
Internet services	55	2	-	1	3	1	2	-	1	32	14	25	2	32	18	3	3	4	4	20	27	4	
	55%	33%	-%	50%	100%	33%	100%	-%	100%	53%	67%	56%	29%	56%	56%	50%	38%	57%	100%	48%	60%	57%	
Data services	46	4	-	1	3	2	1	-	1	30	9	23	4	25	17	4	6	4	3	18	23	4	
	46%	67%	-%	50%	100%	67%	50%	-%	100%	50%	43%	51%	57%	44%	53%	67%	75%	57%	75%	43%	51%	57%	
Calls between different sites	45	2	-	-	2	-	2	-	1	28	9	22	2	25	17	2	3	3	2	18	21	4	
	45%	33%	-%	-%	67%	-%	100%	-%	100%	47%	43%	49%	29%	44%	53%	33%	38%	43%	50%	43%	47%	57%	
Fax services	36	2	-	-	2	1	1	-	1	22	6	20	1	17	15	2	3	4	1	9	21a	4	
	36%	33%	-%	-%	67%	33%	50%	-%	100%	37%	29%	44%	14%	30%	47%	33%	38%	57%	25%	21%	47%	57%	
Security/alarm systems	35	3	-	-	2	1	1	-	1	26	4	22	1	18	14	3	4	3	2	14	18	3	
	35%	50%	-%	-%	67%	33%	50%	-%	100%	43%	19%	49%	14%	32%	44%	50%	50%	43%	50%	33%	40%	43%	
Card payments	29	2	-	-	2	1	-	-	1	22	5	16	3	18	9	1	3	2	2	11	16	1	
	29%	33%	-%	-%	67%	33%	-%	-%	100%	37%	24%	36%	43%	32%	28%	17%	38%	29%	50%	26%	36%	14%	
Video conferencing	23	2	-	-	2	2	1	-	-	17	3	14	-	14	6	3	3	2	2	10	10	2	
	23%	33%	-%	-%	67%	67%	50%	-%	-%	28%	14%	31%	-%	25%	19%	50%	38%	29%	50%	24%	22%	29%	
Other	1	-	-	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-	1	-	-	
	1%	-%	-%	-%	-%	33%	-%	-%	-%	2%	-%	2%	-%	2%	-%	-%	13%	-%	-%	2%	-%	-%	
Don't know	4	-	-	-	-	-	-	-	-	1	1	1	-	1	-	1	-	-	-	1	-	1	
	4%	-%	-%	-%	-%	-%	-%	-%	-%	2%	5%	2%	-%	2%	-%	17%	-%	-%	-%	2%	-%	14%	
NET																							

Incoming /																							
Outgoing calls	79	4	1	1	3	2	2	-	1	48	17	36	4	48	24	4	4	7	4	32	37	6	
	79%	67%	100%	50%	100%	67%	100%	-%	100%	80%	81%	80%	57%	84%	75%	67%	50%	100%	100%	76%	82%	86%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)
<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?
by
Base: All with ISDN2/ISDN2e

Total		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted	
		(a)	(b)	(c)	ch	ch	chan	chan	or more	(a)	(b)	(a)	(b)	Service	mentary	ck-up	Service	mentary	ck-up	dalone	-house	so	
		annels	annels	nels(f)	channe	chan	ls(g)	nels(h)						(a)	service	(b)	(c)	(a)	service	(b)	(c)	(a)	package
		(d)	(e)																	(b)	(c)		
Total		100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7
Not Incoming & Outgoing calls		29	2	-	2	-	1	-	-	-	17	7	13	4	9	15A	3	4	-	1	12	14	1
		29%	33%	-%	100%	-%	33%	-%	-%	-%	28%	33%	29%	57%	16%	47%	50%	50%	-%	25%	29%	31%	14%

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Table 17 (continuation)

<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?

by

Base: All with ISDN2/ISDN2e

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	100	22	37	38	41	48	19	31	50	31	14	
Outgoing calls	76 76%	17 77%	29 78%	29 76%	31 76%	36 75%	16 84%	23 74%	39 78%	25 81%	8 57%	
Incoming calls	74 74%	16 73%	27 73%	30 79%	28 68%	37 77%	15 79%	21 68%	36 72%	25 81%	9 64%	
Internet services	55 55%	12 55%	23 62%	18 47%	23 56%	24 50%	12 63%	17 55%	29 58%	18 58%	5 36%	
Data services	46 46%	11 50%	20 54%	14 37%	24b 59%	17 35%	9 47%	17 55%	26 52%	13 42%	6 43%	
Calls between different sites	45 45%	12 55%	19 51%	13 34%	21 51%	20 42%	9 47%	15 48%	24 48%	13 42%	5 36%	
Fax services	36 36%	10 45%	12 32%	14 37%	17 41%	17 35%	11 58%	12 39%	23d 46%	7 23%	5 36%	
Security/alarm systems	35 35%	8 36%	14 38%	13 34%	18 44%	17 35%	9 47%	9 29%	18 36%	13 42%	4 29%	
Card payments	29 29%	6 27%	12 32%	11 29%	15 37%	12 25%	9 47%	7 23%	16 32%	10 32%	3 21%	
Video conferencing	23 23%	5 23%	10 27%	8 21%	9 22%	13 27%	4 21%	9 29%	13 26%	8 26%	2 14%	
Other	1 1%	- -%	1 3%	- -%	- -%	1 2%	- -%	- -%	- -%	1 3%	- -%	
Don't know	4 4%	- -%	1 3%	2 5%	- -%	4 8%	- -%	1 3%	1 2%	1 3%	1 7%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)
<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?
by
Base: All with ISDN2/ISDN2e

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	100	22	37	38	41	48	19	31	50	31	14
NET											
Incoming / Outgoing calls	79 79%	18 82%	30 81%	30 79%	32 78%	38 79%	16 84%	25 81%	41 82%	25 81%	9 64%
Not Incoming & Outgoing calls	29 29%	7 32%	11 30%	9 24%	14 34%	13 27%	4 21%	12 39%	16 32%	6 19%	6 43%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)

<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa yments (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
Outgoing calls	76	29	18	16	11	4	10	5	–	10	7	14	4	10	11	12	7	6	7	4	4
	76%	73%	72%	73%	85%	80%	71%	56%	–%	91%	88%	88%	100%	91%	92%	92%	88%	100%	100%	100%	100%
Incoming calls	74	28	18	15	11	3	11	4	–	10	7	14	4	10	11	12	6	5	7	4	4
	74%	70%	72%	68%	85%	60%	79%	44%	–%	91%	88%	88%	100%	91%	92%	92%	75%	83%	100%	100%	100%
Internet services	55	17	17	12	3	2	5	6	1	3	5	12	3	8	7	11	5	4	7	2	4
	55%	43%	68%	55%	23%	40%	36%	67%	100%	27%	63%	75%	75%	73%	58%	85%	63%	67%	100%	50%	100%
Data services	46	15	13	11	2	1	6	6	1	1	4	10	4	8	8	10	6	6	6	4	4
	46%	38%	52%	50%	15%	20%	43%	67%	100%	9%	50%	63%	100%	73%	67%	77%	75%	100%	86%	100%	100%
Calls between different sites	45	13	9	10	3	1	7	3	–	2	6	13	3	8	10	10	7	5	7	2	4
	45%	33%	36%	45%	23%	20%	50%	33%	–%	18%	75%	81%	75%	73%	83%	77%	88%	83%	100%	50%	100%
Fax services	36	10	11	8	1	2	5	2	–	1	3	7	2	6	5	8	5	5	4	3	4
	36%	25%	44%	36%	8%	40%	36%	22%	–%	9%	38%	44%	50%	55%	42%	62%	63%	83%	57%	75%	100%
Security/alarm systems	35	10	9	7	1	2	3	3	–	2	6	11	2	8	6	8	5	5	6	2	4
	35%	25%	36%	32%	8%	40%	21%	33%	–%	18%	75%	69%	50%	73%	50%	62%	63%	83%	86%	50%	100%
Card payments	29	8	5	6	1	2	1	3	–	2	3	7	2	7	6	7	4	5	4	4	3
	29%	20%	20%	27%	8%	40%	7%	33%	–%	18%	38%	44%	50%	64%	50%	54%	50%	83%	57%	100%	75%
Video conferencing	23	7	7	5	2	1	3	1	–	2	3	5	2	4	3	5	3	2	4	1	3
	23%	18%	28%	23%	15%	20%	21%	11%	–%	18%	38%	31%	50%	36%	25%	38%	38%	33%	57%	25%	75%
Other	1	1	–	–	1	–	–	–	–	1	–	–	–	–	–	–	–	–	–	–	–
	1%	3%	–%	–%	8%	–%	–%	–%	–%	9%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%
Don't know	4	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	4%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%
NET																					

Incoming / Outgoing calls	79	30	19	16	12	4	11	5	–	10	8	15	4	11	11	13	7	6	7	4	4
	79%	75%	76%	73%	92%	80%	79%	56%	–%	91%	100%	94%	100%	100%	92%	100%	88%	100%	100%	100%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 17 (continuation)
<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?
by
Base: All with ISDN2/ISDN2e

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
Not Incoming & Outgoing calls	29 29%	13 33%	8 32%	7 32%	3 23%	2 40%	4 29%	5 56%	1 100%	1 9%	2 25%	3 19%	– –%	2 18%	1 8%	2 15%	2 25%	1 17%	– –%	– –%	– –%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)

<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage				
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all	
					(a)	(b)	(c)			(c)	(a)	(b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)			
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-		
Outgoing calls	76	16	3	12	5	3	13	6	12	3	3	4	2	12	1	-	-	-	-	-	-		
	76%	94%	75%	100%	83%	75%	100%	75%	100%	75%	75%	100%	67%	92%	100%	-%	-%	-%	-%	-%	-%		
Incoming calls	74	16	3	11	6	3	12	7	11	4	3	4	3	11	1	-	-	-	-	-	-		
	74%	94%	75%	92%	100%	75%	92%	88%	92%	100%	75%	100%	100%	85%	100%	-%	-%	-%	-%	-%	-%		
Internet services	55	12	2	7	5	3	8	6	7	4	3	3	2	8	1	-	-	-	-	-	-		
	55%	71%	50%	58%	83%	75%	62%	75%	58%	100%	75%	75%	67%	62%	100%	-%	-%	-%	-%	-%	-%		
Data services	46	9	3	8	4	1	7	5	9	1	2	2	2	7	1	-	-	-	-	-	-		
	46%	53%	75%	67%	67%	25%	54%	63%	75%	25%	50%	50%	67%	54%	100%	-%	-%	-%	-%	-%	-%		
Calls between different sites	45	13	3	9	4	4	10	6	10	2	4	3	1	11	1	-	-	-	-	-	-		
	45%	76%	75%	75%	67%	100%	77%	75%	83%	50%	100%	75%	33%	85%	100%	-%	-%	-%	-%	-%	-%		
Fax services	36	9	1	6	3	2	6	4	7	2	2	2	2	6	1	-	-	-	-	-	-		
	36%	53%	25%	50%	50%	50%	46%	50%	58%	50%	50%	50%	67%	46%	100%	-%	-%	-%	-%	-%	-%		
Security/alarm systems	35	12	1	6	4	4	10	3	7	2	4	3	1	9	1	-	-	-	-	-	-		
	35%	71%	25%	50%	67%	100%	77%	38%	58%	50%	100%	75%	33%	69%	100%	-%	-%	-%	-%	-%	-%		
Card payments	29	10	2	8	3	1	8	4	8	-	3	1	2	8	1	-	-	-	-	-	-		
	29%	59%	50%	67%	50%	25%	62%	50%	67%	-%	75%	25%	67%	62%	100%	-%	-%	-%	-%	-%	-%		
Video conferencing	23	5	1	2	4	1	4	2	5	1	1	2	1	4	-	-	-	-	-	-	-		
	23%	29%	25%	17%	67%	25%	31%	25%	42%	25%	25%	50%	33%	31%	-%	-%	-%	-%	-%	-%	-%		
Other	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Don't know	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
NET	---																						
Incoming / Outgoing calls	79	17	3	12	6	3	13	7	12	4	3	4	3	12	1	-	-	-	-	-	-		
	79%	100%	75%	100%	100%	75%	100%	88%	100%	100%	75%	100%	100%	92%	100%	-%	-%	-%	-%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 17 (continuation)
<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?
by
Base: All with ISDN2/ISDN2e

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-	
Not Incoming & Outgoing calls	29 29%	2 12%	1 25%	1 8%	1 17%	1 25%	1 8%	2 25%	1 8%	1 25%	1 25%	- %	1 33%	2 15%	- %	- %	- %	- %	- %	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)

<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?

by

Base: All with ISDN2/ISDN2e

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	52	44	57	30	11	8
Outgoing calls	76 76%	40 77%	33 75%	43 75%	23 77%	9 82%	5 63%
Incoming calls	74 74%	42 81%	29 66%	40 70%	24 80%	10 91%	5 63%
Internet services	55 55%	23 44%	30a 68%	35 61%	14 47%	9 82%	2 25%
Data services	46 46%	11 21%	34A 77%	29 51%	12 40%	8 73%	5 63%
Calls between different sites	45 45%	20 38%	23 52%	27 47%	14 47%	7 64%	1 13%
Fax services	36 36%	16 31%	19 43%	21 37%	11 37%	5 45%	3 38%
Security/alarm systems	35 35%	14 27%	20 45%	21 37%	12 40%	7 64%	2 25%
Card payments	29 29%	13 25%	16 36%	19 33%	7 23%	5 45%	2 25%
Video conferencing	23 23%	7 13%	15a 34%	14 25%	7 23%	5 45%	2 25%
Other	1 1%	- -%	1 2%	- -%	1 3%	- -%	1 13%
Don't know	4 4%	3 6%	- -%	2 4%	- -%	- -%	- -%
NET	---						
Incoming / Outgoing calls	79 79%	42 81%	34 77%	45 79%	24 80%	10 91%	5 63%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 17 (continuation)
<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses?
by
Base: All with ISDN2/ISDN2e

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	100	52	44	57	30	11	8
Not Incoming & Outgoing calls	29 29%	12 23%	16 36%	19 33%	7 23%	2 18%	3 38%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18

<A2b> Can you specify whether you use ISDN30 for the following business uses?

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
Outgoing calls	79	-	1	1	2	15	21	41F	49	5	9	12	6	27	22	23
	79%	-%	100%	100%	100%	79%	60%	93%	79%	71%	75%	92%	100%	63%	85%	96%
Incoming calls	76	-	1	1	2	15	21	38F	49	3	9	11	6	28	20	21
	76%	-%	100%	100%	100%	79%	60%	86%	79%	43%	75%	85%	100%	65%	77%	88%
Calls between different sites	55	-	-	1	1	10	17	27	31	6	8	8	4	16	17	17
	55%	-%	-%	100%	50%	53%	49%	61%	50%	86%	67%	62%	67%	37%	65%	71%
Internet services	53	-	-	-	-	10	17	26	29	3	7	10	4	22	11	16
	53%	-%	-%	-%	-%	53%	49%	59%	47%	43%	58%	77%	67%	51%	42%	67%
Fax services	47	-	-	-	-	8	18	21	28	3	4	8	5	17	12	12
	47%	-%	-%	-%	-%	42%	51%	48%	45%	43%	33%	62%	83%	40%	46%	50%
Data services	41	-	-	-	-	4	17	20	21	4	4	10	2	14	13	12
	41%	-%	-%	-%	-%	21%	49%	45%	34%	57%	33%	77%	33%	33%	50%	50%
Security/alarm systems	36	-	-	-	-	6	12	18	20	4	6	5	3	12	8	13
	36%	-%	-%	-%	-%	32%	34%	41%	32%	57%	50%	38%	50%	28%	31%	54%
Video conferencing	35	-	-	-	-	3	10	22	19	2	4	9	2	8	12	13
	35%	-%	-%	-%	-%	16%	29%	50%	31%	29%	33%	69%	33%	19%	46%	54%
Card payments	30	-	-	-	-	4	9	17	16	1	5	6	3	12	6	9
	30%	-%	-%	-%	-%	21%	26%	39%	26%	14%	42%	46%	50%	28%	23%	38%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	-	-	-	1	-	1	1	-	-	-	-	2	-	-
	2%	-%	-%	-%	-%	5%	-%	2%	2%	-%	-%	-%	-%	5%	-%	-%
NET																

Incoming /																
Outgoing calls	82	-	1	1	2	16	23	41F	52	5	9	12	6	30	22	23
	82%	-%	100%	100%	100%	84%	66%	93%	84%	71%	75%	92%	100%	70%	85%	96%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)
<A2b> Can you specify whether you use ISDN30 for the following business uses?
by
Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
Not Incoming or Outgoing calls	27 27%	- -%	- -%	- -%	- -%	5 26%	16G 46%	6 14%	16 26%	4 57%	3 25%	2 15%	- -%	18 42%	6 23%	3 13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)

<A2b> Can you specify whether you use ISDN30 for the following business uses?

by

Base: All with ISDN30

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufaturing (b)	Const ruction (c)	Who lesale/ Transport/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
Outgoing calls	79 79%	5 100%	17 81%	2 67%	7 58%	8 89%	8 67%	11 73%	11 92%	10 91%	1 100%	3 27%	15 71%	19 90%	41 89%
Incoming calls	76 76%	4 80%	18 86%	2 67%	7 58%	8 89%	7 58%	10 67%	11 92%	9 82%	1 100%	5 45%	12 57%	18 86%	40 87%
Calls between different sites	55 55%	5 100%	11 52%	2 67%	8 67%	6 67%	4 33%	8 53%	6 50%	5 45%	1 100%	6 55%	11 52%	9 43%	28 61%
Internet services	53 53%	3 60%	10 48%	1 33%	7 58%	5 56%	5 42%	7 47%	8 67%	7 64%	- -%	9 82%	10 48%	9 43%	25 54%
Fax services	47 47%	4 80%	11 52%	1 33%	2 17%	7 78%	5 42%	6 40%	6 50%	5 45%	- -%	4 36%	11 52%	13 62%	19 41%
Data services	41 41%	4 80%	5 24%	1 33%	7 58%	6 67%	4 33%	7 47%	4 33%	3 27%	- -%	4 36%	11 52%	9 43%	17 37%
Security/alarm systems	36 36%	3 60%	9 43%	1 33%	3 25%	3 33%	3 25%	5 33%	6 50%	3 27%	1 100%	5 45%	5 24%	8 38%	17 37%
Video conferencing	35 35%	3 60%	6 29%	1 33%	4 33%	2 22%	6 50%	5 33%	4 33%	4 36%	1 100%	3 27%	5 24%	6 29%	20 43%
Card payments	30 30%	4 80%	3 14%	- -%	6 50%	3 33%	4 33%	2 13%	5 42%	3 27%	- -%	5 45%	8 38%	7 33%	10 22%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	2 2%	- -%	1 5%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%
NET	---														
Incoming / Outgoing calls	82 82%	5 100%	19 90%	2 67%	8 67%	8 89%	8 67%	11 73%	11 92%	10 91%	1 100%	5 45%	16 76%	19 90%	41 89%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 18 (continuation)
<A2b> Can you specify whether you use ISDN30 for the following business uses?
by
Base: All with ISDN30

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)					
		(b)	(c)	nsport/ Tra nsport/ Communi cations (d)		Services (f)	rvices (g)	and se rvices (h)		(a)	(b)	(c)	(d)	(e)	
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
Not Incoming or Outgoing calls	27 27%	1 20%	5 24%	1 33%	6 50%	1 11%	5 42%	5 33%	1 8%	2 18%	– –%	8 73%	10 48%	3 14%	6 13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)

<A2b> Can you specify whether you use ISDN30 for the following business uses?

by

Base: All with ISDN30

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3
Outgoing calls	79 79%	2 100%	11 85%	4 80%	3 100%	7 88%	3 60%	29 78%	10 77%	4 57%	73 78%	5 100%	1 50%	- -%	48 76%	8 89%	3 100%
Incoming calls	76 76%	2 100%	11 85%	4 80%	3 100%	7 88%	2 40%	26 70%	10 77%	5 71%	70 75%	5 100%	1 50%	- -%	45 71%	7 78%	3 100%
Calls between different sites	55 55%	1 50%	9 69%	3 60%	3 100%	3 38%	4 80%	21 57%	6 46%	2 29%	52 56%	2 40%	1 50%	- -%	37 59%	6 67%	3 100%
Internet services	53 53%	1 50%	8 62%	1 20%	1 33%	5 63%	2 40%	19 51%	8 62%	3 43%	48 52%	3 60%	2 100%	- -%	35 56%	4 44%	1 33%
Fax services	47 47%	1 50%	8 62%	2 40%	2 67%	5 63%	2 40%	15 41%	6 46%	1 14%	42 45%	4 80%	1 50%	- -%	28 44%	6 67%	1 33%
Data services	41 41%	1 50%	6 46%	1 20%	1 33%	3 38%	2 40%	20 54%	5 38%	1 14%	40 43%	- -%	1 50%	- -%	30 48%	4 44%	- -%
Security/alarm systems	36 36%	1 50%	8 62%	3 60%	1 33%	5 63%	- -%	12 32%	5 38%	- -%	35 38%	- -%	1 50%	- -%	26 41%	2 22%	- -%
Video conferencing	35 35%	1 50%	5 38%	1 20%	1 33%	2 25%	- -%	18 49%	3 23%	2 29%	33 35%	1 20%	1 50%	- -%	22 35%	5 56%	3 100%
Card payments	30 30%	1 50%	5 38%	2 40%	2 67%	1 13%	1 20%	12 32%	3 23%	2 29%	29 31%	1 20%	- -%	- -%	22 35%	1 11%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 15%	- -%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%
NET																	

Incoming / Outgoing calls	82 82%	2 100%	11 85%	5 100%	3 100%	7 88%	3 60%	30 81%	10 77%	5 71%	76 82%	5 100%	1 50%	- -%	50 79%	8 89%	3 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)
<A2b> Can you specify whether you use ISDN30 for the following business uses?
by
Base: All with ISDN30

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - West England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3
Not Incoming or Outgoing calls	27 27%	- -%	2 15%	2 40%	- -%	1 13%	3 60%	12 32%	3 23%	3 43%	26 28%	- -%	1 50%	- -%	20 32%	2 22%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)

<A2b> Can you specify whether you use ISDN30 for the following business uses?

by

Base: All with ISDN30

	Total	PERSONAL PROFILE														
		Fixed line services											Mostly used fixed line			
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
Outgoing calls	79	15	79	-	56	15	-	3	11	11	8	3	11	10	69	-
	79%	79%	79%	-%	77%	79%	-%	75%	92%	92%	100%	75%	92%	83%	78%	-%
Incoming calls	76	16	76	-	52	16	-	4	12	12	8	4	12	11	65	-
	76%	84%	76%	-%	71%	84%	-%	100%	100%	100%	100%	100%	100%	92%	74%	-%
Calls between different sites	55	11	55	-	39	11	-	3	8	8	5	3	8	6	49	-
	55%	58%	55%	-%	53%	58%	-%	75%	67%	67%	63%	75%	67%	50%	56%	-%
Internet services	53	11	53	-	38	11	-	4	8	8	4	4	8	6	47	-
	53%	58%	53%	-%	52%	58%	-%	100%	67%	67%	50%	100%	67%	50%	53%	-%
Fax services	47	7	47	-	35	7	-	2	7	7	5	2	7	4	43	-
	47%	37%	47%	-%	48%	37%	-%	50%	58%	58%	63%	50%	58%	33%	49%	-%
Data services	41	8	41	-	28	8	-	3	8	8	5	3	8	6	35	-
	41%	42%	41%	-%	38%	42%	-%	75%	67%	67%	63%	75%	67%	50%	40%	-%
Security/alarm systems	36	5	36	-	27	5	-	2	6	6	4	2	6	4	32	-
	36%	26%	36%	-%	37%	26%	-%	50%	50%	50%	50%	50%	50%	33%	36%	-%
Video conferencing	35	6	35	-	27	6	-	3	5	5	2	3	5	3	32	-
	35%	32%	35%	-%	37%	32%	-%	75%	42%	42%	25%	75%	42%	25%	36%	-%
Card payments	30	6	30	-	20	6	-	2	6	6	4	2	6	5	25	-
	30%	32%	30%	-%	27%	32%	-%	50%	50%	50%	50%	50%	50%	42%	28%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	2	-	2	-	-	-	-	-	-	-	-	-	2	-
	2%	-%	2%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%
NET																

Incoming /																
Outgoing calls	82	16	82	-	58	16	-	4	12	12	8	4	12	11	71	-
	82%	84%	82%	-%	79%	84%	-%	100%	100%	100%	100%	100%	100%	92%	81%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)
<A2b> Can you specify whether you use ISDN30 for the following business uses?
by
Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
Not Incoming or Outgoing calls	27 27%	4 21%	27 27%	- -%	23 32%	4 21%	- -%	1 25%	1 8%	1 8%	- -%	1 25%	1 8%	2 17%	25 28%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)

<A2b> Can you specify whether you use ISDN30 for the following business uses?

by

Base: All with ISDN30

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 - (e)	20 -28 (f)	30+ (g)

Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
Outgoing calls	79	79Cf	50	43	45	35	38	29	35	1	1	4	3	2	-	3
	79%	94%	88%	77%	88%	85%	81%	85%	90%	100%	25%	100%	100%	67%	-%	100%
Incoming calls	76	76cf	47	43	42	36	35	27	33	1	2	4	3	2	-	3
	76%	90%	82%	77%	82%	88%	74%	79%	85%	100%	50%	100%	100%	67%	-%	100%
Calls between different sites	55	50	55	32	33	29	29	21	27	1	2	1	2	2	-	2
	55%	60%	ACDEFGH 96%	57%	65%	71%	62%	62%	69%	100%	50%	25%	67%	67%	-%	67%
Internet services	53	44	32	53	33	29	33a	17	28a	1	4	1	2	1	-	1
	53%	52%	ABDEFGH 56%	95%	65%	71%	70%	50%	72%	100%	100%	25%	67%	33%	-%	33%
Fax services	47	43	30	31	47	27	30	22	23	1	1	2	2	1	-	-
	47%	51%	ABCEFGH 53%	55%	92%	66%	64%	65%	59%	100%	25%	50%	67%	33%	-%	-%
Data services	41	35	28	32	31a	27a	41	21a	26A	-	1	2	3	-	-	1
	41%	42%	ABCDeGh 49%	57%	61%	66%	87%	62%	67%	-%	25%	50%	100%	-%	-%	33%
Security/alarm systems	36	34	25	25	26	36	25	17	19	-	1	2	1	-	-	-
	36%	40%	ABCD 44%	45%	51%	88%	53%	50%	49%	-%	25%	50%	33%	-%	-%	-%
Video conferencing	35	33	25	27	23	19	26	15	35	-	1	1	1	1	-	1
	35%	39%	44%	48%	45%	46%	55%	44%	90%	-%	25%	25%	33%	33%	-%	33%
Card payments	30	28	19	16	22	19	20	30	14	-	1	2	2	-	-	-
	30%	33%	ABCDEFH 33%	29%	43%	46%	43%	88%	36%	-%	25%	50%	67%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)
<A2b> Can you specify whether you use ISDN30 for the following business uses?
by
Base: All with ISDN30

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card (g)	pa yments (h)	Video confe rencing (i)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
NET																

Incoming / Outgoing calls	82 82%	82bCdFg 98%	51 89%	45 80%	45 88%	37 90%	39 83%	30 88%	36 92%	1 100%	2 50%	4 100%	3 100%	2 67%	- -%	3 100%
Not Incoming or Outgoing calls	27 27%	11 13%	11 19%	15a 27%	9 18%	7 17%	13a 28%	8 24%	7 18%	- -%	3 75%	- -%	- -%	1 33%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)

<A2b> Can you specify whether you use ISDN30 for the following business uses?

by

Base: All with ISDN30

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In Hosted so lution (c)
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8	
Outgoing calls	79 79%	22 85%	8 100%	11 69%	13 68%	9 75%	6 86%	1 100%	3 100%	50 78%	18 82%	38 79%	8 67%	8 89%	5 71%	2 67%	50 86%	21 75%	5 56%	37 82%	28 72%	8 100%	
Incoming calls	76 76%	21 81%	8 100%	11 69%	14 74%	7 58%	5 71%	1 100%	3 100%	47 73%	18 82%	35 73%	8 67%	8 89%	6 86%	2 67%	50 86%	17 61%	6 67%	35 78%	27 69%	8 100%	
Calls between different sites	55 55%	14 54%	4 50%	10 63%	10 53%	7 58%	4 57%	- -%	3 100%	37 58%	11 50%	30 63%	4 33%	5 56%	5 71%	1 33%	32 55%	16 57%	4 44%	23 51%	21 54%	6 75%	
Internet services	53 53%	15 58%	3 38%	10 63%	10 53%	6 50%	4 57%	- -%	2 67%	33 52%	12 55%	26 54%	5 42%	3 33%	6 86%	2 67%	35 60%	12 43%	4 44%	22 49%	21 54%	6 75%	
Fax services	47 47%	12 46%	5 63%	7 44%	14 74%	3 25%	4 57%	- -%	1 33%	28 44%	10 45%	22 46%	5 42%	3 33%	2 29%	2 67%	28 48%	12 43%	5 56%	23 51%	15 38%	6 75%	
Data services	41 41%	8 31%	4 50%	6 38%	8 42%	7 58%	4 57%	- -%	2 67%	28 44%	8 36%	24 50%	4 33%	1 11%	5 71%	2 67%	24 41%	12 43%	4 44%	17 38%	18 46%	6 75%	
Security/alarm systems	36 36%	10 38%	3 38%	3 19%	8 42%	3 25%	4 57%	1 100%	2 67%	22 34%	8 36%	16 33%	6 50%	1 11%	2 29%	2 67%	22 38%	10 36%	3 33%	19 42%	12 31%	5 63%	
Video conferencing	35 35%	2 8%	5 63%	7 44%	10 53%	3 25%	2 29%	- -%	3 100%	27 42%	3 14%	21 44%	5 42%	2 22%	3 43%	1 33%	22 38%	7 25%	3 33%	13 29%	13 33%	5 63%	
Card payments	30 30%	5 19%	1 13%	1 6%	9 47%	6 50%	3 43%	1 100%	1 33%	21 33%	6 27%	16 33%	4 33%	1 11%	4 57%	1 33%	15 26%	10 36%	4 44%	11 24%	16 41%	3 38%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET																							

Incoming /																							
Outgoing calls	82 82%	22 85%	8 100%	12 75%	14 74%	10 83%	6 86%	1 100%	3 100%	53 83%	18 82%	40 83%	9 75%	8 89%	6 86%	2 67%	51 88%	22 79%	6 67%	37 82%	31 79%	8 100%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)
<A2b> Can you specify whether you use ISDN30 for the following business uses?
by
Base: All with ISDN30

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8
Not Incoming or Outgoing calls	27 27%	5 19%	- -%	6 38%	6 32%	6 50%	2 29%	- -%	- -%	20 31%	4 18%	15 31%	5 42%	1 11%	2 29%	1 33%	9 16%	12 43%	4 44%	10 22%	15 38%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)

<A2b> Can you specify whether you use ISDN30 for the following business uses?

by

Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	20	36	40	38	52	12	40	52	34	7
Outgoing calls	79 79%	16 80%	29 81%	30 75%	29 76%	42 81%	10 83%	28 70%	38 73%	30 88%	7 100%
Incoming calls	76 76%	15 75%	27 75%	30 75%	25 66%	43 83%	9 75%	28 70%	37 71%	29 85%	7 100%
Calls between different sites	55 55%	13 65%	19 53%	19 48%	22 58%	28 54%	9 75%	19 48%	28 54%	21 62%	4 57%
Internet services	53 53%	9 45%	20 56%	21 53%	19 50%	27 52%	6 50%	19 48%	25 48%	23 68%	2 29%
Fax services	47 47%	10 50%	16 44%	19 48%	20 53%	22 42%	8 67%	18 45%	26 50%	19 56%	1 14%
Data services	41 41%	11 55%	14 39%	16 40%	20b 53%	16 31%	8 67%	18 45%	26 50%	11 32%	2 29%
Security/alarm systems	36 36%	9 45%	11 31%	16 40%	17 45%	15 29%	6 50%	16 40%	22 42%	10 29%	2 29%
Video conferencing	35 35%	9 45%	8 22%	15 38%	15 39%	16 31%	7 58%	13 33%	20 38%	11 32%	- -%
Card payments	30 30%	9 45%	14c 39%	7 18%	16b 42%	11 21%	6 50%	15 38%	21d 40%	6 18%	1 14%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	2 2%	- -%	- -%	2 5%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)
<A2b> Can you specify whether you use ISDN30 for the following business uses?
by
Base: All with ISDN30

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	100	20	36	40	38	52	12	40	52	34	7
NET											

Incoming / Outgoing calls	82 82%	17 85%	29 81%	32 80%	29 76%	45 87%	10 83%	31 78%	41 79%	30 88%	7 100%
Not Incoming or Outgoing calls	27 27%	6 30%	9 25%	12 30%	13 34%	12 23%	3 25%	15d 38%	18d 35%	5 15%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)

<A2b> Can you specify whether you use ISDN30 for the following business uses?

by

Base: All with ISDN30

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa yments (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
Outgoing calls	79	40	24	19	16	8	12	4	4	11	5	6	1	8	8	6	3	4	5	2	4
	79%	85%	69%	79%	94%	100%	92%	50%	80%	92%	83%	86%	100%	89%	100%	86%	100%	100%	100%	100%	100%
Incoming calls	76	36	24	15	16	7	10	3	4	11	6	7	1	9	8	7	3	4	5	2	4
	76%	77%	69%	63%	94%	88%	77%	38%	80%	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Calls between different sites	55	30	14	13	12	8	6	6	3	6	4	4	-	7	7	5	3	3	4	2	4
	55%	64%	40%	54%	71%	100%	46%	75%	60%	50%	67%	57%	-%	78%	88%	71%	100%	75%	80%	100%	100%
Internet services	53	23	18	9	10	3	5	2	4	9	3	6	1	5	4	6	1	3	4	-	2
	53%	49%	51%	38%	59%	38%	38%	25%	80%	75%	50%	86%	100%	56%	50%	86%	33%	75%	80%	-%	50%
Fax services	47	24	13	12	10	5	5	4	4	6	2	4	1	5	5	3	3	3	2	1	3
	47%	51%	37%	50%	59%	63%	38%	50%	80%	50%	33%	57%	100%	56%	63%	43%	100%	75%	40%	50%	75%
Data services	41	20	10	12	6	4	6	3	3	4	2	5	1	6	6	5	2	4	4	1	4
	41%	43%	29%	50%	35%	50%	46%	38%	60%	33%	33%	71%	100%	67%	75%	71%	67%	100%	80%	50%	100%
Security/alarm systems	36	20	8	9	9	3	5	3	3	6	2	3	1	4	4	4	2	3	3	1	2
	36%	43%	23%	38%	53%	38%	38%	38%	60%	50%	33%	43%	100%	44%	50%	57%	67%	75%	60%	50%	50%
Video conferencing	35	18	9	8	8	4	6	-	3	4	-	5	1	4	4	3	1	3	2	-	3
	35%	38%	26%	33%	47%	50%	46%	-%	60%	33%	-%	71%	100%	44%	50%	43%	33%	75%	40%	-%	75%
Card payments	30	13	10	10	2	3	4	4	1	1	2	3	-	4	4	3	2	2	2	2	3
	30%	28%	29%	42%	12%	38%	31%	50%	20%	8%	33%	43%	-%	44%	50%	43%	67%	50%	40%	100%	75%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET																					

Incoming / Outgoing calls	82	41	25	19	17	8	12	5	4	11	6	7	1	9	8	7	3	4	5	2	4
	82%	87%	71%	79%	100%	100%	92%	63%	80%	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 18 (continuation)
<A2b> Can you specify whether you use ISDN30 for the following business uses?
by
Base: All with ISDN30

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
						Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
		Yes (a)	No (b)	Yes (a)	No (b)																
Total																					
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
Not Incoming or Outgoing calls	27	12	12	9	2	1	3	6	1	1	1	1	-	1	-	1	-	-	-	-	-
	27%	26%	34%	38%	12%	13%	23%	75%	20%	8%	17%	14%	-%	11%	-%	14%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)

<A2b> Can you specify whether you use ISDN30 for the following business uses?

by

Base: All with ISDN30

	Total	IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had and	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a)	service	(c)				(c)		but	some	all	service	(a)	(c)	service	(b)	(c)	
					(b)							added	(c)	(d)							
												lines									
												(b)									
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-
Outgoing calls	79	6	3	6	2	2	6	2	5	3	1	2	1	5	2	-	-	-	-	-	-
	79%	86%	100%	100%	67%	100%	100%	67%	100%	75%	100%	100%	50%	100%	100%	-%	-%	-%	-%	-%	-%
Incoming calls	76	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-
	76%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	-%	-%	-%	-%
Calls between different sites	55	3	3	5	2	1	5	1	5	1	1	2	-	4	2	-	-	-	-	-	-
	55%	43%	100%	83%	67%	50%	83%	33%	100%	25%	100%	100%	-%	80%	100%	-%	-%	-%	-%	-%	-%
Internet services	53	6	1	3	2	2	4	2	2	4	1	2	2	1	2	-	-	-	-	-	-
	53%	86%	33%	50%	67%	100%	67%	67%	40%	100%	100%	100%	100%	20%	100%	-%	-%	-%	-%	-%	-%
Fax services	47	4	1	4	1	1	2	2	4	1	-	2	-	4	-	-	-	-	-	-	-
	47%	57%	33%	67%	33%	50%	33%	67%	80%	25%	-%	100%	-%	80%	-%	-%	-%	-%	-%	-%	-%
Data services	41	5	2	4	2	1	4	2	4	2	1	2	-	3	2	-	-	-	-	-	-
	41%	71%	67%	67%	67%	50%	67%	67%	80%	50%	100%	100%	-%	60%	100%	-%	-%	-%	-%	-%	-%
Security/alarm systems	36	3	2	3	1	1	3	1	3	2	-	2	-	2	1	-	-	-	-	-	-
	36%	43%	67%	50%	33%	50%	50%	33%	60%	50%	-%	100%	-%	40%	50%	-%	-%	-%	-%	-%	-%
Video conferencing	35	4	-	3	1	1	2	2	3	1	1	2	-	2	1	-	-	-	-	-	-
	35%	57%	-%	50%	33%	50%	33%	67%	60%	25%	100%	100%	-%	40%	50%	-%	-%	-%	-%	-%	-%
Card payments	30	3	2	3	1	1	3	1	5	-	-	2	-	3	-	-	-	-	-	-	-
	30%	43%	67%	50%	33%	50%	50%	33%	100%	-%	-%	100%	-%	60%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET																					

Incoming / Outgoing calls	82	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-
	82%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 18 (continuation)
<A2b> Can you specify whether you use ISDN30 for the following business uses?
by
Base: All with ISDN30

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-
Not Incoming or Outgoing calls	27	1	-	-	1	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-
	27%	14%	-%	-%	33%	-%	-%	33%	-%	25%	-%	-%	50%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)

<A2b> Can you specify whether you use ISDN30 for the following business uses?

by

Base: All with ISDN30

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	43	52	12	7	54	40
Outgoing calls	79	36	40	9	6	41	34
	79%	84%	77%	75%	86%	76%	85%
Incoming calls	76	37	36	10	6	40	32
	76%	86%	69%	83%	86%	74%	80%
Calls between different sites	55	23	30	5	6	31	21
	55%	53%	58%	42%	86%	57%	53%
Internet services	53	20	29	7	4	30	21
	53%	47%	56%	58%	57%	56%	53%
Fax services	47	18	27	6	1	28	17
	47%	42%	52%	50%	14%	52%	43%
Data services	41	14	25	6	2	26	15
	41%	33%	48%	50%	29%	48%	38%
Security/alarm systems	36	16	19	4	1	22	13
	36%	37%	37%	33%	14%	41%	33%
Video conferencing	35	13	19	4	2	20	15
	35%	30%	37%	33%	29%	37%	38%
Card payments	30	10	18	4	2	18	12
	30%	23%	35%	33%	29%	33%	30%
Other	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't know	2	1	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	-%
NET							

Incoming /							
Outgoing calls	82	38	41	10	6	44	34
	82%	88%	79%	83%	86%	81%	85%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 18 (continuation)
<A2b> Can you specify whether you use ISDN30 for the following business uses?
by
Base: All with ISDN30

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	100	43	52	12	7	54	40
Not Incoming or Outgoing calls	27	8	17	3	1	17	8
	27%	19%	33%	25%	14%	31%	20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 19

<A2a/b> Summary Table - Can you specify whether you use ISDN for the following business uses?

by

Base: All with ISDN

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 million to £100 million	£101m+ (d)	
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	(c)		(a)	(b)	(c)	
Total	175	-	6	10	16	39	61	59	122	13	14	18	19	84	42	28
Outgoing calls	143 82%	- -%	5 83%	8 80%	13 81%	33 85%	45 74%	52f 88%	102 84%	9 69%	11 79%	16 89%	16 84%	65 77%	34 81%	26 93%
Incoming calls	137 78%	- -%	5 83%	9 90%	14 88%	32 82%	43 70%	48 81%	99 81%	7 54%	11 79%	15 83%	16 84%	66 79%	30 71%	23 82%
Internet services	100 57%	- -%	3 50%	4 40%	7 44%	20 51%	36 59%	37 63%	67 55%	5 38%	9 64%	13 72%	10 53%	49 58%	20 48%	20 71%
Calls between different sites	94 54%	- -%	1 17%	3 30%	4 25%	20 51%	35 57%	35 59%	62 51%	8 62%	11 79%	10 56%	8 42%	36 43%	28b 67%	20 71%
Data services	80 46%	- -%	- -%	1 10%	1 6%	13 33%	36e 59%	30 51%	50 41%	7 54%	5 36%	14 78%	4 21%	36 43%	22 52%	18 64%
Fax services	79 45%	- -%	1 17%	3 30%	4 25%	16 41%	29 48%	30 51%	51 42%	6 46%	6 43%	12 67%	9 47%	35 42%	18 43%	16 57%
Security/alarm systems	67 38%	- -%	- -%	2 20%	2 13%	14 36%	24 39%	27 46%	41 34%	6 46%	8 57%	9 50%	4 21%	31 37%	15 36%	17 61%
Card payments	56 32%	- -%	- -%	3 30%	3 19%	9 23%	21 34%	23 39%	36 30%	3 23%	6 43%	9 50%	6 32%	25 30%	11 26%	14 50%
Video conferencing	55 31%	- -%	- -%	- -%	- -%	7 18%	19 31%	29Ef 49%	33 27%	3 23%	5 36%	12 67%	3 16%	18 21%	17b 40%	17 61%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	1 4%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET	---															
Incoming / Outgoing calls	148 85%	- -%	5 83%	9 90%	14 88%	34 87%	47 77%	53 90%	106 87%	10 77%	11 79%	16 89%	16 84%	70 83%	34 81%	26 93%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 19 (continuation)

<A2a/b> Summary Table - Can you specify whether you use ISDN for the following business uses?

by

Base: All with ISDN

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transpor t/Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	175	7	36	10	21	14	25	28	17	17	3	16	36	52	68
Outgoing calls	143 82%	6 86%	32 89%	7 70%	15 71%	13 93%	19 76%	22 79%	15 88%	14 82%	3 100%	7 44%	25 69%	45 87%	63C 93%
Incoming calls	137 78%	6 86%	29 81%	7 70%	15 71%	13 93%	18 72%	21 75%	15 88%	13 76%	3 100%	9 56%	21 58%	43c 83%	61C 90%
Internet services	100 57%	4 57%	19 53%	8 80%	11 52%	8 57%	11 44%	14 50%	13 76%	12 71%	2 67%	12 75%	19 53%	26 50%	41 60%
Calls between different sites	94 54%	5 71%	20 56%	4 40%	11 52%	10 71%	9 36%	15 54%	10 59%	10 59%	3 100%	8 50%	19 53%	25 48%	39 57%
Data services	80 46%	5 71%	16 44%	3 30%	11 52%	9 64%	9 36%	13 46%	9 53%	5 29%	- -%	8 50%	20 56%	21 40%	31 46%
Fax services	79 45%	4 57%	18 50%	5 50%	8 38%	8 57%	8 32%	10 36%	9 53%	9 53%	- -%	7 44%	18 50%	24 46%	30 44%
Security/alarm systems	67 38%	4 57%	16 44%	4 40%	8 38%	5 36%	10 40%	9 32%	8 47%	3 18%	1 33%	8 50%	11 31%	19 37%	28 41%
Card payments	56 32%	4 57%	10 28%	1 10%	9 43%	6 43%	11 44%	6 21%	5 29%	4 24%	- -%	6 38%	16e 44%	18 35%	16 24%
Video conferencing	55 31%	3 43%	11 31%	3 30%	6 29%	3 21%	7 28%	8 29%	8 47%	6 35%	2 67%	4 25%	8 22%	12 23%	29cd 43%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	1 1%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET	---														
Incoming / Outgoing calls	148 85%	7 100%	34 94%	7 70%	16 76%	13 93%	19 76%	23 82%	15 88%	14 82%	3 100%	9 56%	27 75%	46 88%	63c 93%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 19 (continuation)

<A2a/b> Summary Table - Can you specify whether you use ISDN for the following business uses?

by

Base: All with ISDN

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	175	6	20	10	6	13	10	55	30	12	162	6	6	1	105	11	7
Outgoing calls	143 82%	5 83%	19 95%	8 80%	5 83%	11 85%	6 60%	44 80%	27 90%	7 58%	132 81%	6 100%	4 67%	1 100%	82 78%	10 91%	6 86%
Incoming calls	137 78%	5 83%	19 95%	6 60%	5 83%	11 85%	5 50%	42 76%	27 90%	8 67%	128 79%	6 100%	3 50%	- -%	75 71%	9 82%	6 86%
Internet services	100 57%	4 67%	14 70%	5 50%	2 33%	7 54%	4 40%	31 56%	19 63%	7 58%	93 57%	4 67%	3 50%	- -%	60 57%	6 55%	5 71%
Calls between different sites	94 54%	3 50%	14 70%	3 30%	5 83%	5 38%	5 50%	34 62%	13 43%	4 33%	86 53%	3 50%	5 83%	- -%	63 60%	8 73%	6 86%
Data services	80 46%	2 33%	11 55%	2 20%	2 33%	5 38%	4 40%	31 56%	13 43%	5 42%	75 46%	- -%	4 67%	1 100%	57 54%	6 55%	4 57%
Fax services	79 45%	3 50%	11 55%	2 20%	4 67%	6 46%	4 40%	23 42%	16 53%	2 17%	71 44%	4 67%	3 50%	1 100%	50 48%	6 55%	4 57%
Security/alarm systems	67 38%	3 50%	13 65%	3 30%	1 17%	7 54%	1 10%	21 38%	13 43%	- -%	62 38%	- -%	5 83%	- -%	47 45%	4 36%	1 14%
Card payments	56 32%	3 50%	9 45%	2 20%	3 50%	3 23%	3 30%	18 33%	8 27%	5 42%	54 33%	1 17%	1 17%	- -%	42 40%	2 18%	- -%
Video conferencing	55 31%	2 33%	7 35%	1 10%	1 17%	4 31%	1 10%	26h 47%	6 20%	4 33%	52 32%	2 33%	1 17%	- -%	36 34%	6 55%	6 86%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---																	
Incoming / Outgoing calls	148 85%	5 83%	19 95%	9 90%	5 83%	11 85%	7 70%	46 84%	27 90%	8 67%	137 85%	6 100%	4 67%	1 100%	85 81%	10 91%	6 86%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 19 (continuation)

<A2a/b> Summary Table - Can you specify whether you use ISDN for the following business uses?

by

Base: All with ISDN

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
Total		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & (g)	ISDN 30 & (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	175	96	98	59	71	19	-	22	12	30	22	8	30	89	86	-
Outgoing calls	143 82%	79 82%	81 83%	45 76%	56 79%	17 89%	- %	20 91%	11 92%	28c 93%	21 95%	7 88%	28c 93%	72 81%	71 83%	- %
Incoming calls	137 78%	77 80%	78 80%	43 73%	52 73%	18 95%	- %	20 91%	12 100%	28cd 93%	20 91%	8 100%	28cd 93%	70 79%	67 78%	- %
Internet services	100 57%	58 60%	56 57%	33 56%	38 54%	14 74%	- %	15 68%	8 67%	19 63%	13 59%	6 75%	19 63%	52 58%	48 56%	- %
Calls between different sites	94 54%	50 52%	57c 58%	23 39%	39 55%	13 68%	- %	17 77%	8 67%	22aC 73%	17 77%	5 63%	22aC 73%	45 51%	49 57%	- %
Data services	80 46%	47 49%	47 48%	23 39%	28 39%	14 74%	- %	13 59%	8 67%	18 60%	15 68%	3 38%	18 60%	43 48%	37 43%	- %
Fax services	79 45%	39 41%	51c 52%	20 34%	35 49%	11 58%	- %	11 50%	8 67%	16 53%	12 55%	4 50%	16 53%	34 38%	45 52%	- %
Security/alarm systems	67 38%	36 38%	41c 42%	15 25%	27 38%	10 53%	- %	14 64%	7 58%	18aCd 60%	12 55%	6 75%	18aCd 60%	32 36%	35 41%	- %
Card payments	56 32%	32 33%	34 35%	12 20%	20 28%	10 53%	- %	13 59%	7 58%	17abCD 57%	12 55%	5 63%	17abCD 57%	28 31%	28 33%	- %
Video conferencing	55 31%	26 27%	39C 40%	11 19%	27c 38%	10 53%	- %	8 36%	5 42%	10 33%	7 32%	3 38%	10 33%	21 24%	34a 40%	- %
Other	1 1%	1 1%	1 1%	- %	- %	1 5%	- %	- %	- %	- %	- %	- %	- %	- %	1 1%	- %
Don't know	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
NET ---																
Incoming / Outgoing calls	148 85%	82 85%	84 86%	47 80%	58 82%	18 95%	- %	21 95%	12 100%	29cd 97%	21 95%	8 100%	29cd 97%	75 84%	73 85%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 19 (continuation)

<A2a/b> Summary Table - Can you specify whether you use ISDN for the following business uses?

by

Base: All with ISDN

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	175	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
Outgoing calls	143	143	83	83	71	57	64	50	50	7	22	18	14	8	1	5
	82%	bCdEFg 97%	88%	83%	90%	85%	80%	89%	91%	78%	88%	78%	88%	73%	50%	100%
Incoming calls	137	137bCdF 93%	79 84%	80 80%	65 82%	57 85%	58 73%	47 84%	47 85%	8 89%	22 88%	17 74%	11 69%	9 82%	1 50%	5 100%
Internet services	100	85	59	100	55	47	60Ag	33	46ABG	4	13	13	12	6	2	3
	57%	57%	63%	ABDEFGH 100%	70%	70%	75%	59%	84%	44%	52%	57%	75%	55%	100%	60%
Calls between different sites	94	84	94	59	50	46	52	37	40a	4	10	11	10	7	1	4
	54%	ACDEFGH 57%	100%	59%	63%	69%	65%	66%	73%	44%	40%	48%	63%	64%	50%	80%
Data services	80	66	52	60a	50A	42a	80	37A	44ABcde	1	8	13	10	9	1	3
	46%	45%	55%	60%	63%	ABCDEGH 63%	100%	66%	80%	11%	32%	57%	63%	82%	50%	60%
Fax services	79	71	50	55	79	41	50a	36a	35a	5	7	11	7	4	-	2
	45%	48%	53%	ABCEFGH 55%	100%	61%	63%	64%	64%	56%	28%	48%	44%	36%	-%	40%
Security/alarm systems	67	59	46	47	41	67	42	35A	30	2	7	9	9	4	1	3
	38%	40%	49%	47%	52%	ABCDFGH 100%	53%	63%	55%	22%	28%	39%	56%	36%	50%	60%
Card payments	56	51	37	33	36	35ac	37	56	23	2	5	11	6	4	1	1
	32%	34%	39%	33%	46%	ABCDEFH 52%	46%	100%	42%	22%	20%	48%	38%	36%	50%	20%
Video conferencing	55	51	40	46	35	30	44A	23	55ABCDEFG	1	2	8	5	5	-	3
	31%	34%	43%	46%	44%	45%	55%	41%	100%	11%	8%	35%	31%	45%	-%	60%
Other	1	1	1	1	-	-	-	-	1	-	-	-	-	1	-	-
	1%	1%	1%	1%	-%	-%	-%	-%	2%	-%	-%	-%	-%	9%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 19 (continuation)
<A2a/b> Summary Table - Can you specify whether you use ISDN for the following business uses?
by
Base: All with ISDN

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	175	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
NET																

Incoming / Outgoing calls	148	148	84	85	71	59	66	51	51	8	23	18	14	9	1	5
	85%	BCDEFGH 100%	89%	85%	90%	88%	83%	91%	93%	89%	92%	78%	88%	82%	50%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 19 (continuation)

<A2a/b> Summary Table - Can you specify whether you use ISDN for the following business uses?

by

Base: All with ISDN

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary (a) service (b)	A ba ck-up (c)	Primary Service	Supple mentary (a) service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	channe ls(g)	or more chan nels(h)													
Total	175	26	8	16	19	12	7	1	3	108	40	80	17	56	32	5	58	28	9	76	77	12	
Outgoing calls	143 82%	23 88%	8 100%	11 69%	14 74%	9 75%	6 86%	1 100%	3 100%	88 81%	32 80%	65 81%	12 71%	51B 91%	21 66%	4 80%	50 86%	23 82%	5 56%	61 80%	60 78%	12 100%	
Incoming calls	137 78%	22 85%	8 100%	11 69%	15 79%	7 58%	5 71%	1 100%	3 100%	81 75%	33 83%	59 74%	11 65%	51B 91%	20 63%	3 60%	50 86%	19 68%	6 67%	61 80%	54 70%	12 100%	
Internet services	100 57%	16 62%	3 38%	10 63%	11 58%	7 58%	4 57%	- -%	2 67%	60 56%	25 63%	46 58%	7 41%	33 59%	19 59%	4 80%	35 60%	13 46%	6 67%	38 50%	45 58%	9 75%	
Calls between different sites	94 54%	15 58%	4 50%	10 63%	10 53%	7 58%	5 71%	- -%	3 100%	62 57%	19 48%	49 61%	6 35%	28 50%	19 59%	2 40%	32 55%	17 61%	5 56%	37 49%	41 53%	9 75%	
Data services	80 46%	12 46%	4 50%	7 44%	9 47%	7 58%	4 57%	- -%	2 67%	54 50%	16 40%	43 54%	8 47%	25 45%	18 56%	4 80%	28 48%	13 46%	5 56%	32 42%	39 51%	8 67%	
Fax services	79 45%	13 50%	5 63%	7 44%	14 74%	3 25%	5 71%	- -%	2 67%	47 44%	16 40%	39 49%	6 35%	18 32%	16 50%	3 60%	29 50%	15 54%	5 56%	29 38%	36 47%	9 75%	
Security/alarm systems	67 38%	13 50%	3 38%	3 19%	8 42%	4 33%	4 57%	1 100%	3 100%	47 44%	11 28%	37 46%	7 41%	18 32%	14 44%	4 80%	25 43%	11 39%	4 44%	30 39%	29 38%	8 67%	
Card payments	56 32%	7 27%	1 13%	1 6%	10 53%	6 50%	3 43%	1 100%	2 67%	41 38%	11 28%	30 38%	7 41%	18 32%	11 34%	2 40%	17 29%	11 39%	5 56%	21 28%	30 39%	4 33%	
Video conferencing	55 31%	4 15%	5 63%	7 44%	10 53%	5 42%	2 29%	- -%	3 100%	43B 40%	5 13%	34 43%	5 29%	15 27%	8 25%	3 60%	24 41%	8 29%	4 44%	20 26%	23 30%	7 58%	
Other	1 1%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	1 1%	- -%	1 1%	- -%	1 2%	- -%	- -%	1 2%	- -%	- -%	1 1%	- -%	- -%	
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET																							

Incoming / Outgoing calls	148 85%	23 88%	8 100%	12 75%	15 79%	10 83%	6 86%	1 100%	3 100%	91 84%	34 85%	67 84%	13 76%	51b 91%	24 75%	4 80%	51 88%	24 86%	6 67%	63 83%	63 82%	12 100%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 19 (continuation)

<A2a/b> Summary Table - Can you specify whether you use ISDN for the following business uses?

by

Base: All with ISDN

ISDN LINES												

	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Total	175	37	65	67	68	87	27	63	90	59	17	
Outgoing calls	143 82%	29 78%	53 82%	56 84%	51 75%	75 86%	23 85%	46 73%	69 77%	52b 88%	14 82%	
Incoming calls	137 78%	26 70%	49 75%	57 85%	44 65%	76A 87%	21 78%	43 68%	64 71%	51bc 86%	15 88%	
Internet services	100 57%	17 46%	40 62%	38 57%	36 53%	49 56%	15 56%	32 51%	47 52%	40 68%	7 41%	
Calls between different sites	94 54%	22 59%	36 55%	31 46%	38 56%	47 54%	15 56%	32 51%	47 52%	33 56%	9 53%	
Data services	80 46%	20 54%	30 46%	29 43%	38b 56%	32 37%	15 56%	32 51%	47 52%	22 37%	8 47%	
Fax services	79 45%	18 49%	26 40%	33 49%	33 49%	39 45%	17 63%	28 44%	45 50%	26 44%	6 35%	
Security/alarm systems	67 38%	15 41%	23 35%	29 43%	31 46%	32 37%	13 48%	23 37%	36 40%	23 39%	6 35%	
Card payments	56 32%	13 35%	25 38%	18 27%	28 41%	23 26%	13 48%	22 35%	35 39%	15 25%	4 24%	
Video conferencing	55 31%	13 35%	16 25%	23 34%	21 31%	29 33%	10 37%	20 32%	30 33%	19 32%	2 12%	
Other	1 1%	- -%	1 2%	- -%	- -%	1 1%	- -%	- -%	- -%	1 2%	- -%	
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 19 (continuation)
<A2a/b> Summary Table - Can you specify whether you use ISDN for the following business uses?
by
Base: All with ISDN

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	175	37	65	67	68	87	27	63	90	59	17
NET											

Incoming / Outgoing calls	148 85%	30 81%	54 83%	59 88%	52 76%	79a 91%	23 85%	50 79%	73 81%	52 88%	15 88%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 19 (continuation)

<A2a/b> Summary Table - Can you specify whether you use ISDN for the following business uses?

by

Base: All with ISDN

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plemen (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	175	80	52	41	28	11	24	16	6	22	13	19	5	17	18	16	10	8	10	6	6
Outgoing calls	143 82%	63 79%	41 79%	30 73%	26 93%	10 91%	19 79%	8 50%	4 67%	21 95%	12 92%	17 89%	5 100%	16 94%	17 94%	15 94%	9 90%	8 100%	10 100%	6 100%	6 100%
Incoming calls	137 78%	58 73%	41 79%	25 61%	26 93%	8 73%	18 75%	6 38%	4 67%	21 95%	12 92%	17 89%	5 100%	16 94%	17 94%	15 94%	8 80%	7 88%	10 100%	6 100%	6 100%
Internet services	100 57%	38 48%	34 65%	19 46%	13 46%	4 36%	9 38%	8 50%	5 83%	12 55%	7 54%	14 74%	4 80%	10 59%	9 50%	13 81%	5 50%	5 63%	9 90%	2 33%	4 67%
Calls between different sites	94 54%	42 53%	22 42%	22 54%	15 54%	8 73%	13 54%	9 56%	3 50%	8 36%	10 77%	14 74%	3 60%	13 76%	15 83%	12 75%	9 90%	6 75%	9 90%	4 67%	6 100%
Data services	80 46%	33 41%	22 42%	21 51%	8 29%	5 45%	11 46%	8 50%	4 67%	5 23%	6 46%	12 63%	5 100%	12 71%	12 67%	12 75%	7 70%	8 100%	8 80%	5 83%	6 100%
Fax services	79 45%	32 40%	24 46%	18 44%	11 39%	6 55%	9 38%	6 38%	4 67%	7 32%	5 38%	9 47%	3 60%	10 59%	9 50%	9 56%	7 70%	7 88%	5 50%	4 67%	6 100%
Security/alarm systems	67 38%	30 38%	16 31%	16 39%	10 36%	5 45%	8 33%	6 38%	3 50%	8 36%	8 62%	12 63%	3 60%	11 65%	9 50%	10 63%	6 60%	7 88%	8 80%	3 50%	5 83%
Card payments	56 32%	20 25%	15 29%	15 37%	3 11%	5 45%	5 21%	6 38%	1 17%	3 14%	5 38%	9 47%	2 40%	11 65%	10 56%	9 56%	6 60%	7 88%	6 60%	6 100%	6 100%
Video conferencing	55 31%	25 31%	15 29%	13 32%	10 36%	5 45%	9 38%	1 6%	3 50%	6 27%	3 23%	8 42%	3 60%	7 41%	6 33%	6 38%	3 30%	4 50%	5 50%	1 17%	5 83%
Other	1 1%	1 1%	- -	- -	1 4%	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Incoming / Outgoing calls	148 85%	65 81%	43 83%	30 73%	28 100%	10 91%	20 83%	9 56%	4 67%	21 95%	13 100%	18 95%	5 100%	17 100%	17 94%	16 100%	9 90%	8 100%	10 100%	6 100%	6 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 19 (continuation)

<A2a/b> Summary Table - Can you specify whether you use ISDN for the following business uses?

by

Base: All with ISDN

	Total	IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	175	21	7	16	8	5	17	10	15	7	4	4	4	18	2	-	-	-	-	-	-
Outgoing calls	143 82%	20 95%	6 86%	16 100%	7 88%	4 80%	17 100%	8 80%	15 100%	6 86%	3 75%	4 100%	3 75%	17 94%	2 100%	- -%	- -%	- -%	- -%	- -%	- -%
Incoming calls	137 78%	20 95%	6 86%	15 94%	8 100%	4 80%	16 94%	9 90%	14 93%	7 100%	3 75%	4 100%	4 100%	16 89%	2 100%	- -%	- -%	- -%	- -%	- -%	- -%
Internet services	100 57%	15 71%	3 43%	8 50%	6 75%	4 80%	10 59%	7 70%	7 47%	7 100%	3 75%	3 75%	3 75%	9 50%	2 100%	- -%	- -%	- -%	- -%	- -%	- -%
Calls between different sites	94 54%	14 67%	6 86%	12 75%	6 75%	4 80%	13 76%	7 70%	13 87%	3 43%	4 100%	3 75%	1 25%	15 83%	2 100%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	80 46%	12 57%	5 71%	10 63%	6 75%	1 20%	9 53%	7 70%	11 73%	3 43%	2 50%	2 50%	2 50%	10 56%	2 100%	- -%	- -%	- -%	- -%	- -%	- -%
Fax services	79 45%	12 57%	2 29%	9 56%	4 50%	2 40%	7 41%	6 60%	9 60%	3 43%	2 50%	2 50%	2 50%	10 56%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%
Security/alarm systems	67 38%	14 67%	3 43%	8 50%	5 63%	4 80%	12 71%	4 40%	8 53%	4 57%	4 100%	3 75%	1 25%	11 61%	2 100%	- -%	- -%	- -%	- -%	- -%	- -%
Card payments	56 32%	12 57%	4 57%	10 63%	4 50%	2 40%	10 59%	5 50%	12 80%	- -%	3 75%	2 50%	2 50%	11 61%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	55 31%	8 38%	1 14%	4 25%	5 63%	1 20%	5 29%	4 40%	6 40%	2 29%	2 50%	2 50%	1 25%	6 33%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET	---																				
Incoming / Outgoing calls	148 85%	21 100%	6 86%	16 100%	8 100%	4 80%	17 100%	9 90%	15 100%	7 100%	3 75%	4 100%	4 100%	17 94%	2 100%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 19 (continuation)

<A2a/b> Summary Table - Can you specify whether you use ISDN for the following business uses?

by

Base: All with ISDN

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	175	87	82	55	30	54	40
Outgoing calls	143 82%	74 85%	64 78%	43 78%	26 87%	41 76%	36 90%
Incoming calls	137 78%	76B 87%	56 68%	40 73%	27 90%	40 74%	34 85%
Internet services	100 57%	42 48%	53a 65%	36 65%	16 53%	32 59%	22 55%
Calls between different sites	94 54%	43 49%	48 59%	28 51%	18 60%	33 61%	21 53%
Data services	80 46%	25 29%	53A 65%	30 55%	12 40%	29 54%	18 45%
Fax services	79 45%	34 39%	43 52%	24 44%	11 37%	30 56%	19 48%
Security/alarm systems	67 38%	30 34%	36 44%	22 40%	12 40%	25 46%	15 38%
Card payments	56 32%	23 26%	31 38%	20 36%	9 30%	20 37%	14 35%
Video conferencing	55 31%	20 23%	32a 39%	16 29%	8 27%	22 41%	17 43%
Other	1 1%	- -%	1 1%	- -%	1 3%	- -%	1 3%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET	---						
Incoming / Outgoing calls	148 85%	77 89%	66 80%	45 82%	27 90%	44 81%	36 90%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 20

<A3a> You have said that you use ISDN2/ISDN2e for the following purposes.....Please select the most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)	(a)	(b)	to 20 (c)		£1m (a)	million to £20 million (b)	- £100 million (c)	(d)
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
Incoming calls	39 39%	- -%	4 80%	6 60%	10 67%	16 59%	9 27%	4 16%	35 45%	2 25%	1 25%	1 14%	7 50%	24 46%	5 23%	3 27%
Internet services	19 19%	- -%	1 20%	2 20%	3 20%	3 11%	7 21%	6 24%	16 21%	- -%	- -%	2 29%	4 29%	10 19%	3 14%	1 9%
Calls between different sites	15 15%	- -%	- -%	- -%	- -%	3 11%	6 18%	6 24%	8 10%	2 25%	3 75%	1 14%	1 7%	4 8%	7 32%	3 27%
Data services	9 9%	- -%	- -%	- -%	- -%	- -%	7 21%	2 8%	5 6%	- -%	- -%	3 43%	1 7%	5 10%	2 9%	1 9%
Outgoing calls	5 5%	- -%	- -%	1 10%	1 7%	2 7%	- -%	2 8%	4 5%	1 13%	- -%	- -%	- -%	3 6%	1 5%	1 9%
Security/alarm systems	4 4%	- -%	- -%	- -%	- -%	2 7%	1 3%	1 4%	3 4%	1 13%	- -%	- -%	- -%	4 8%	- -%	- -%
Card payments	4 4%	- -%	- -%	- -%	- -%	- -%	2 6%	2 8%	4 5%	- -%	- -%	- -%	- -%	1 2%	3 14%	- -%
Video conferencing	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	1 9%
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	4 4%	- -%	- -%	1 10%	1 7%	1 4%	1 3%	1 4%	3 4%	1 13%	- -%	- -%	1 7%	1 2%	1 5%	1 9%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 20 (continuation)

<A3a> You have said that you use ISDN2/ISDN2e for the following purposes.....Please select the most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Transport/ Communi cations	(e)	ncial Ser vices	se rvices	admin and se rvices	(i)					
			(b)	(c)	(d)		(f)	(g)	(h)		(a)	(b)	(c)	(d)	(e)
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
Incoming calls	39 39%	2 67%	9 47%	2 25%	5 36%	3 43%	7 50%	8 47%	2 25%	1 10%	– –%	2 25%	6 33%	17 46%	14 40%
Internet services	19 19%	1 33%	2 11%	4 50%	3 21%	2 29%	1 7%	1 6%	3 38%	2 20%	2 100%	1 13%	4 22%	4 11%	8 23%
Calls between different sites	15 15%	– –%	4 21%	1 13%	1 7%	– –%	3 21%	1 6%	1 13%	4 40%	– –%	1 13%	4 22%	6 16%	4 11%
Data services	9 9%	– –%	1 5%	– –%	2 14%	1 14%	2 14%	3 18%	– –%	– –%	– –%	2 25%	– –%	3 8%	4 11%
Outgoing calls	5 5%	– –%	2 11%	– –%	– –%	– –%	– –%	1 6%	– –%	2 20%	– –%	– –%	– –%	3 8%	2 6%
Security/alarm systems	4 4%	– –%	– –%	– –%	3 21%	– –%	1 7%	– –%	– –%	– –%	– –%	2 25%	1 6%	1 3%	– –%
Card payments	4 4%	– –%	1 5%	1 13%	– –%	1 14%	– –%	1 6%	– –%	– –%	– –%	– –%	3 17%	1 3%	– –%
Video conferencing	1 1%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	1 13%	– –%	– –%	– –%	– –%	– –%	1 3%
Fax services	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%
Other	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%
Question not asked	4 4%	– –%	– –%	– –%	– –%	– –%	– –%	2 12%	1 13%	1 10%	– –%	– –%	– –%	2 5%	2 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 20 (continuation)

<A3a> You have said that you use ISDN2/ISDN2e for the following purposes.....Please select the most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
Incoming calls	39 39%	1 25%	4 44%	1 17%	2 67%	2 40%	3 60%	12 40%	11 48%	2 29%	38 41%	- -	1 17%	- -	19 33%	- -	2 50%
Internet services	19 19%	1 25%	1 11%	3 50%	- -	1 20%	- -	4 13%	6 26%	2 29%	18 20%	1 100%	- -	- -	7 12%	- -	2 50%
Calls between different sites	15 15%	- -	3 33%	- -	1 33%	1 20%	- -	6 20%	1 4%	1 14%	13 14%	- -	2 33%	- -	12 21%	2 67%	- -
Data services	9 9%	1 25%	- -	- -	- -	- -	2 40%	5 17%	1 4%	- -	9 10%	- -	- -	- -	7 12%	- -	- -
Outgoing calls	5 5%	- -	- -	1 17%	- -	- -	- -	1 3%	1 4%	- -	3 3%	- -	1 17%	1 100%	4 7%	- -	- -
Security/alarm systems	4 4%	1 25%	- -	- -	- -	- -	- -	- -	2 9%	- -	3 3%	- -	1 17%	- -	3 5%	- -	- -
Card payments	4 4%	- -	1 11%	- -	- -	1 20%	- -	- -	- -	2 29%	4 4%	- -	- -	- -	4 7%	- -	- -
Video conferencing	1 1%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 1%	- -	- -	- -	1 2%	- -	- -
Fax services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Question not asked	4 4%	- -	- -	1 17%	- -	- -	- -	1 3%	1 4%	- -	3 3%	- -	1 17%	- -	1 2%	1 33%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 20 (continuation)

<A3a> You have said that you use ISDN2/ISDN2e for the following purposes.....Please select the most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
Incoming calls	39 39%	39 39%	7 37%	28 44%	- -	7 37%	- -	6 27%	2 50%	6 27%	1 7%	5 63%	6 27%	36 39%	3 43%	- -
Internet services	19 19%	19 19%	2 11%	13 21%	- -	2 11%	- -	4 18%	- -	4 18%	3 21%	1 13%	4 18%	18 19%	1 14%	- -
Calls between different sites	15 15%	15 15%	3 16%	5 8%	- -	3 16%	- -	8 36%	1 25%	8 36%	7 50%	1 13%	8 36%	14 15%	1 14%	- -
Data services	9 9%	9 9%	3 16%	5 8%	- -	3 16%	- -	1 5%	- -	1 5%	1 7%	- -	1 5%	9 10%	- -	- -
Outgoing calls	5 5%	5 5%	1 5%	4 6%	- -	1 5%	- -	1 5%	1 25%	1 5%	- -	1 13%	1 5%	5 5%	- -	- -
Security/alarm systems	4 4%	4 4%	2 11%	2 3%	- -	2 11%	- -	- -	- -	- -	- -	- -	- -	3 3%	1 14%	- -
Card payments	4 4%	4 4%	- -	2 3%	- -	- -	- -	2 9%	- -	2 9%	2 14%	- -	2 9%	4 4%	- -	- -
Video conferencing	1 1%	1 1%	1 5%	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	- -
Fax services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Question not asked	4 4%	4 4%	- -	4 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 4%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 20 (continuation)

<A3a> You have said that you use ISDN2/ISDN2e for the following purposes.....Please select the most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8-10 (d)	12-18 (e)	20-28 (f)	30+ (g)
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
Incoming calls	39 39%	39cF 48%	17 34%	17 29%	12 31%	13 36%	11 23%	12 38%	8 31%	6 67%	15 60%	6 26%	4 25%	4 36%	-	3 60%
Internet services	19 19%	15 18%	8 16%	19abg 33%	6 15%	6 17%	9 19%	4 13%	6 23%	-	5 20%	3 13%	6 38%	1 9%	-	-
Calls between different sites	15 15%	11 13%	15ac 30%	8 14%	6 15%	9 25%	9 19%	7 22%	4 15%	1 11%	1 4%	5 22%	3 19%	2 18%	1 50%	2 40%
Data services	9 9%	7 9%	2 4%	4 7%	5 13%	2 6%	9b 19%	2 6%	4 15%	-	-	4 17%	1 6%	3 27%	1 50%	-
Outgoing calls	5 5%	5 6%	3 6%	4 7%	4 10%	1 3%	4 9%	1 3%	1 4%	1 11%	1 4%	2 9%	1 6%	-	-	-
Security/alarm systems	4 4%	1 1%	1 2%	2 3%	3 8%	4a 11%	1 2%	2 6%	-	1 11%	2 8%	1 4%	-	-	-	-
Card payments	4 4%	3 4%	3 6%	3 5%	3 8%	1 3%	4 9%	4 13%	2 8%	-	1 4%	2 9%	1 6%	-	-	-
Video conferencing	1 1%	1 1%	1 2%	1 2%	-	-	-	-	1 4%	-	-	-	-	1 9%	-	-
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 20 (continuation)

<A3a> You have said that you use ISDN2/ISDN2e for the following purposes.....Please select the most important function for which your company uses ISDN2/ISDN2e?
by

Base: All with ISDN2/ISDN2e

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch annels (f)	600 -1470 channe ls (g)	1500 or more channe ls (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In Hosted so lution (c)	
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7	
Incoming calls	39 39%	2 33%	1 100%	1 50%	2 67%	- -	- -	- -	- -	23 38%	6 29%	15 33%	3 43%	31B 54%	7 22%	- -	3 38%	3 43%	1 25%	20 48%	16 36%	2 29%	
Internet services	19 19%	- -	- -	- -	- -	1 33%	1 50%	- -	- -	9 15%	8 38%	7 16%	- -	12 21%	4 13%	1 17%	- -	1 14%	1 25%	10 24%	5 11%	1 14%	
Calls between different sites	15 15%	1 17%	- -	- -	- -	- -	1 50%	- -	1 100%	13 22%	1 5%	11 24%	1 14%	3 5%	11A 34%	1 17%	1 13%	1 14%	1 25%	5 12%	9 20%	1 14%	
Data services	9 9%	1 17%	- -	1 50%	- -	1 33%	- -	- -	- -	8 13%	- -	6 13%	2 29%	6 11%	1 3%	2 33%	2 25%	1 14%	- -	3 7%	5 11%	1 14%	
Outgoing calls	5 5%	- -	- -	- -	1 33%	- -	- -	- -	- -	2 3%	1 5%	1 2%	1 14%	2 4%	3 9%	- -	- -	- -	1 25%	1 2%	3 7%	1 14%	
Security/alarm systems	4 4%	2 33%	- -	- -	- -	- -	- -	- -	- -	2 3%	1 5%	2 4%	- -	- -	3a 9%	1 17%	1 13%	1 14%	- -	- -	4a 9%	- -	
Card payments	4 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	3 14%	1 2%	- -	1 2%	3 9%	- -	- -	- -	- -	1 2%	3 7%	- -	
Video conferencing	1 1%	- -	- -	- -	- -	1 33%	- -	- -	- -	1 2%	- -	1 2%	- -	1 2%	- -	- -	1 13%	- -	- -	1 2%	- -	- -	
Fax services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Question not asked	4 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	1 5%	1 2%	- -	1 2%	- -	1 17%	- -	- -	- -	1 2%	- -	1 14%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 20 (continuation)

<A3a> You have said that you use ISDN2/ISDN2e for the following purposes.....Please select the most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

ISDN LINES												

	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Total	100	22	37	38	41	48	19	31	50	31	14	
Incoming calls	39 39%	11 50%	9 24%	19b 50%	12 29%	24a 50%	8 42%	9 29%	17 34%	13 42%	7 50%	
Internet services	19 19%	2 9%	9 24%	7 18%	8 20%	7 15%	3 16%	7 23%	10 20%	6 19%	2 14%	
Calls between different sites	15 15%	6 27%	6 16%	3 8%	11b 27%	4 8%	4 21%	5 16%	9 18%	6 19%	- -%	
Data services	9 9%	2 9%	2 5%	4 11%	4 10%	4 8%	2 11%	2 6%	4 8%	3 10%	2 14%	
Outgoing calls	5 5%	1 5%	4c 11%	- -%	3 7%	1 2%	- -%	3 10%	3 6%	- -%	1 7%	
Security/alarm systems	4 4%	- -%	2 5%	2 5%	2 5%	2 4%	1 5%	2 6%	3 6%	1 3%	- -%	
Card payments	4 4%	- -%	3 8%	1 3%	1 2%	1 2%	1 5%	2 6%	3 6%	- -%	1 7%	
Video conferencing	1 1%	- -%	1 3%	- -%	- -%	1 2%	- -%	- -%	- -%	1 3%	- -%	
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Question not asked	4 4%	- -%	1 3%	2 5%	- -%	4 8%	- -%	1 3%	1 2%	1 3%	1 7%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 20 (continuation)

<A3a> You have said that you use ISDN2/ISDN2e for the following purposes.....Please select the most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																			

		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
Incoming calls	39 39%	19 48%	10 40%	9 41%	8 62%	3 60%	7 50%	1 11%	- %	8 73%	2 25%	4 25%	1 25%	2 18%	3 25%	4 31%	1 13%	- %	- %	- %	- %
Internet services	19 19%	6 15%	7 28%	3 14%	2 15%	1 20%	- %	3 33%	1 100%	1 9%	2 25%	3 19%	- %	3 27%	1 8%	4 31%	1 13%	1 17%	3 43%	2 50%	1 25%
Calls between different sites	15 15%	6 15%	- %	5 23%	1 8%	- %	5 36%	1 11%	- %	- %	4 50%	6 38%	2 50%	3 27%	4 33%	3 23%	3 38%	3 50%	3 43%	- %	2 50%
Data services	9 9%	4 10%	3 12%	2 9%	1 8%	- %	2 14%	1 11%	- %	1 9%	- %	- %	1 25%	- %	1 8%	- %	1 13%	1 17%	- %	1 25%	- %
Outgoing calls	5 5%	1 3%	2 8%	1 5%	- %	- %	- %	1 11%	- %	- %	- %	1 6%	- %	1 9%	1 8%	1 8%	1 13%	1 17%	1 14%	- %	1 25%
Security/alarm systems	4 4%	2 5%	2 8%	1 5%	- %	1 20%	- %	1 11%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Card payments	4 4%	1 3%	1 4%	1 5%	- %	- %	- %	1 11%	- %	- %	- %	2 13%	- %	2 18%	2 17%	1 8%	1 13%	- %	- %	1 25%	- %
Video conferencing	1 1%	1 3%	- %	- %	1 8%	- %	- %	- %	- %	1 9%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Fax services	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Question not asked	4 4%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 20 (continuation)

<A3a> You have said that you use ISDN2/ISDN2e for the following purposes.....Please select the most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-	
Incoming calls	39 39%	5 29%	1 25%	4 33%	2 33%	- %	3 23%	3 38%	3 25%	1 25%	- %	1 25%	1 33%	3 23%	- %	- %	- %	- %	- %	- %		
Internet services	19 19%	4 24%	- %	2 17%	2 33%	- %	2 15%	2 25%	2 17%	2 50%	- %	1 25%	- %	3 23%	- %	- %	- %	- %	- %	- %		
Calls between different sites	15 15%	7 41%	1 25%	3 25%	2 33%	3 75%	6 46%	2 25%	3 25%	1 25%	4 100%	1 25%	1 33%	5 38%	1 100%	- %	- %	- %	- %	- %		
Data services	9 9%	1 6%	- %	1 8%	- %	- %	- %	1 13%	1 8%	- %	- %	- %	1 33%	- %	- %	- %	- %	- %	- %	- %		
Outgoing calls	5 5%	- %	- %	- %	- %	1 25%	- %	- %	1 8%	- %	- %	1 25%	- %	- %	- %	- %	- %	- %	- %	- %		
Security/alarm systems	4 4%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Card payments	4 4%	- %	2 50%	2 17%	- %	- %	2 15%	- %	2 17%	- %	- %	- %	- %	2 15%	- %	- %	- %	- %	- %	- %		
Video conferencing	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Fax services	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Question not asked	4 4%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 20 (continuation)

<A3a> You have said that you use ISDN2/ISDN2e for the following purposes.....Please select the most important function for which your company uses ISDN2/ISDN2e?
by

Base: All with ISDN2/ISDN2e

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	52	44	57	30	11	8
Incoming calls	39 39%	28B 54%	10 23%	19 33%	15 50%	5 45%	2 25%
Internet services	19 19%	9 17%	9 20%	13 23%	4 13%	2 18%	- -%
Calls between different sites	15 15%	6 12%	9 20%	11 19%	3 10%	2 18%	1 13%
Data services	9 9%	2 4%	7a 16%	6 11%	3 10%	- -%	3 38%
Outgoing calls	5 5%	1 2%	3 7%	3 5%	1 3%	1 9%	- -%
Security/alarm systems	4 4%	3 6%	1 2%	2 4%	2 7%	1 9%	1 13%
Card payments	4 4%	- -%	4a 9%	1 2%	1 3%	- -%	- -%
Video conferencing	1 1%	- -%	1 2%	- -%	1 3%	- -%	1 13%
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	4 4%	3 6%	- -%	2 4%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 21

<A3b> You have said that you use ISDN2/ISDN2e for the following.....Please select the 2nd most important function for which your company uses ISDN2/ISDN2e?
by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
Outgoing calls	36 36%	- -%	3 60%	4 40%	7 47%	14 52%	9 27%	6 24%	33 42%	2 25%	- -%	1 14%	5 36%	21 40%	7 32%	3 27%
Internet services	15 15%	- -%	1 20%	- -%	1 7%	4 15%	7 21%	3 12%	12 15%	- -%	2 50%	- -%	1 7%	7 13%	6 27%	1 9%
Incoming calls	9 9%	- -%	- -%	1 10%	1 7%	2 7%	3 9%	3 12%	7 9%	1 13%	- -%	1 14%	2 14%	4 8%	3 14%	- -%
Data services	9 9%	- -%	- -%	- -%	- -%	3 11%	3 9%	3 12%	5 6%	1 13%	1 25%	1 14%	- -%	7 13%	- -%	2 18%
Calls between different sites	6 6%	- -%	- -%	2 20%	2 13%	- -%	2 6%	2 8%	5 6%	- -%	1 25%	- -%	1 7%	3 6%	- -%	1 9%
Fax services	6 6%	- -%	- -%	- -%	- -%	2 7%	2 6%	2 8%	3 4%	2 25%	- -%	1 14%	2 14%	3 6%	- -%	1 9%
Security/alarm systems	4 4%	- -%	- -%	- -%	- -%	- -%	2 6%	2 8%	2 3%	- -%	- -%	1 14%	- -%	1 2%	2 9%	1 9%
Card payments	2 2%	- -%	- -%	- -%	- -%	1 4%	1 3%	- -%	2 3%	- -%	- -%	- -%	- -%	2 4%	- -%	- -%
Video conferencing	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	2 8%	1 1%	- -%	- -%	1 14%	- -%	- -%	2 9%	- -%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	1 9%
Question not asked	10 10%	- -%	1 20%	3 30%	4 27%	1 4%	4 12%	1 4%	8 10%	1 13%	- -%	1 14%	3 21%	4 8%	2 9%	1 9%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 21 (continuation)

<A3b> You have said that you use ISDN2/ISDN2e for the following.....Please select the 2nd most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
Outgoing calls	36 36%	1 33%	10 53%	4 50%	5 36%	2 29%	3 21%	7 41%	4 50%	– –%	– –%	2 25%	5 28%	15 41%	14 40%
Internet services	15 15%	– –%	4 21%	1 13%	– –%	1 14%	4 29%	3 18%	– –%	2 20%	– –%	2 25%	5 28%	5 14%	3 9%
Incoming calls	9 9%	1 33%	1 5%	– –%	3 21%	– –%	1 7%	1 6%	– –%	2 20%	1 50%	– –%	1 6%	3 8%	4 11%
Data services	9 9%	1 33%	1 5%	1 13%	2 14%	1 14%	– –%	– –%	2 25%	1 10%	– –%	2 25%	1 6%	3 8%	3 9%
Calls between different sites	6 6%	– –%	1 5%	– –%	1 7%	1 14%	– –%	1 6%	– –%	2 20%	1 50%	– –%	– –%	2 5%	3 9%
Fax services	6 6%	– –%	2 11%	– –%	1 7%	– –%	2 14%	– –%	– –%	1 10%	– –%	1 13%	2 11%	2 5%	1 3%
Security/alarm systems	4 4%	– –%	– –%	– –%	– –%	1 14%	2 14%	1 6%	– –%	– –%	– –%	– –%	2 11%	1 3%	1 3%
Card payments	2 2%	– –%	– –%	– –%	– –%	– –%	2 14%	– –%	– –%	– –%	– –%	– –%	– –%	2 5%	– –%
Video conferencing	2 2%	– –%	– –%	– –%	– –%	1 14%	– –%	– –%	– –%	1 10%	– –%	– –%	1 6%	1 3%	– –%
Other	1 1%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	1 13%	– –%	– –%	– –%	– –%	– –%	1 3%
Question not asked	10 10%	– –%	– –%	2 25%	2 14%	– –%	– –%	4 24%	1 13%	1 10%	– –%	1 13%	1 6%	3 8%	5 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 21 (continuation)

<A3b> You have said that you use ISDN2/ISDN2e for the following.....Please select the 2nd most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
Outgoing calls	36 36%	2 50%	4 44%	2 33%	1 33%	2 40%	2 40%	10 33%	10 43%	1 14%	34 37%	- %	2 33%	- %	17 29%	1 33%	2 50%
Internet services	15 15%	1 25%	2 22%	1 17%	- %	1 20%	1 20%	4 13%	3 13%	2 29%	15 16%	- %	- %	- %	12 21%	- %	- %
Incoming calls	9 9%	- %	1 11%	1 17%	- %	1 20%	- %	1 3%	2 9%	1 14%	7 8%	1 100%	1 17%	- %	5 9%	- %	- %
Data services	9 9%	- %	1 11%	- %	- %	1 20%	- %	2 7%	2 9%	2 29%	8 9%	- %	1 17%	- %	6 10%	1 33%	1 25%
Calls between different sites	6 6%	- %	- %	- %	1 33%	- %	- %	3 10%	2 9%	- %	6 7%	- %	- %	- %	3 5%	- %	- %
Fax services	6 6%	1 25%	- %	- %	1 33%	- %	- %	1 3%	2 9%	- %	5 5%	- %	- %	1 100%	5 9%	- %	1 25%
Security/alarm systems	4 4%	- %	1 11%	- %	- %	- %	- %	1 3%	1 4%	- %	3 3%	- %	1 17%	- %	3 5%	- %	- %
Card payments	2 2%	- %	- %	- %	- %	- %	- %	2 7%	- %	- %	2 2%	- %	- %	- %	1 2%	- %	- %
Video conferencing	2 2%	- %	- %	- %	- %	- %	- %	2 7%	- %	- %	2 2%	- %	- %	- %	2 3%	- %	- %
Other	1 1%	- %	- %	- %	- %	- %	- %	1 3%	- %	- %	1 1%	- %	- %	- %	1 2%	- %	- %
Question not asked	10 10%	- %	- %	2 33%	- %	- %	2 40%	3 10%	1 4%	1 14%	9 10%	- %	1 17%	- %	3 5%	1 33%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 21 (continuation)

<A3b> You have said that you use ISDN2/ISDN2e for the following.....Please select the 2nd most important function for which your company uses ISDN2/ISDN2e?
by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
		Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP 30 (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-	
Outgoing calls	36 36%	36 36%	6 32%	25 40%	- -%	6 32%	- -%	6 27%	1 25%	6 27%	2 14%	4 50%	6 27%	32 34%	4 57%	- -%	
Internet services	15 15%	15 15%	3 16%	8 13%	- -%	3 16%	- -%	5 23%	1 25%	5 23%	4 29%	1 13%	5 23%	14 15%	1 14%	- -%	
Incoming calls	9 9%	9 9%	- -%	6 10%	- -%	- -%	- -%	3 14%	- -%	3 14%	2 14%	1 13%	3 14%	9 10%	- -%	- -%	
Data services	9 9%	9 9%	2 11%	4 6%	- -%	2 11%	- -%	3 14%	- -%	3 14%	3 21%	- -%	3 14%	9 10%	- -%	- -%	
Calls between different sites	6 6%	6 6%	2 11%	4 6%	- -%	2 11%	- -%	1 5%	1 25%	1 5%	- -%	1 13%	1 5%	6 6%	- -%	- -%	
Fax services	6 6%	6 6%	- -%	4 6%	- -%	- -%	- -%	2 9%	- -%	2 9%	2 14%	- -%	2 9%	6 6%	- -%	- -%	
Security/alarm systems	4 4%	4 4%	2 11%	1 2%	- -%	2 11%	- -%	2 9%	1 25%	2 9%	1 7%	1 13%	2 9%	3 3%	1 14%	- -%	
Card payments	2 2%	2 2%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	
Video conferencing	2 2%	2 2%	1 5%	1 2%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	
Other	1 1%	1 1%	1 5%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	
Question not asked	10 10%	10 10%	2 11%	8 13%	- -%	2 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	10 11%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 21 (continuation)

<A3b> You have said that you use ISDN2/ISDN2e for the following.....Please select the 2nd most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES															
		ISDN services Used								ISDN2/2e Channels							
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)	
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5	
Outgoing calls	36 36%	36F 44%	18 36%	17 29%	13 33%	14f 39%	9 19%	9 28%	6 23%	4 44%	15 60%	7 30%	5 31%	2 18%	- -%	3 60%	
Internet services	15 15%	13 16%	8 16%	15 26%	9 23%	4 11%	12 26%	6 19%	7 27%	1 11%	3 12%	3 13%	4 25%	2 18%	2 100%	- -%	
Incoming calls	9 9%	9 11%	4 8%	6 10%	3 8%	1 3%	2 4%	2 6%	1 4%	1 11%	3 12%	2 9%	2 13%	- -%	- -%	- -%	
Data services	9 9%	6 7%	5 10%	7 12%	1 3%	5 14%	9ad 19%	3 9%	4 15%	- -%	2 8%	1 4%	2 13%	3 27%	- -%	1 20%	
Calls between different sites	6 6%	6 7%	6 12%	5 9%	4 10%	3 8%	4 9%	4 13%	3 12%	1 11%	1 4%	1 4%	- -%	1 9%	- -%	- -%	
Fax services	6 6%	3 4%	2 4%	1 2%	6ac 15%	2 6%	3 6%	2 6%	1 4%	1 11%	1 4%	3 13%	- -%	- -%	- -%	- -%	
Security/alarm systems	4 4%	2 2%	4 8%	2 3%	2 5%	4a 11%	3 6%	3 9%	1 4%	- -%	- -%	1 4%	2 13%	- -%	- -%	1 20%	
Card payments	2 2%	2 2%	1 2%	1 2%	- -%	2 6%	- -%	2 6%	- -%	- -%	- -%	1 4%	1 6%	- -%	- -%	- -%	
Video conferencing	2 2%	1 1%	- -%	1 2%	1 3%	1 3%	2 4%	1 3%	2 8%	- -%	- -%	2 9%	- -%	- -%	- -%	- -%	
Other	1 1%	1 1%	1 2%	1 2%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	
Question not asked	10 10%	3 4%	1 2%	2 3%	- -%	- -%	3 6%	- -%	- -%	1 11%	- -%	2 9%	- -%	2 18%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 21 (continuation)

<A3b> You have said that you use ISDN2/ISDN2e for the following.....Please select the 2nd most important function for which your company uses ISDN2/ISDN2e?
by

Base: All with ISDN2/ISDN2e

		ISDN LINES																						
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary service	A ba ck-up	Primary Service	Supple mentary service	A ba ck-up	Stan dalone	-house package	In lution	Hosted so
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 channe ls(g)	or more chan nels(h)														
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7		
Outgoing calls	36 36%	3 50%	1 100%	-	1 33%	-	1 50%	-	-	22 37%	7 33%	16 36%	3 43%	28B 49%	6 19%	1 17%	3 38%	3 43%	-	19 45%	14 31%	2 29%		
Internet services	15 15%	-	-	1 50%	1 33%	-	1 50%	-	-	10 17%	3 14%	9 20%	1 14%	6 11%	7 22%	2 33%	-	2 29%	1 25%	3 7%	12a 27%	-		
Incoming calls	9 9%	-	-	-	-	-	-	-	-	4 7%	5 24%	3 7%	-	5 9%	3 9%	-	-	-	-	3 7%	2 4%	2 29%		
Data services	9 9%	2 33%	-	-	-	-	-	-	-	5 8%	2 10%	4 9%	-	4 7%	4 13%	1 17%	1 13%	-	1 25%	4 10%	5 11%	-		
Calls between different sites	6 6%	-	-	-	1 33%	-	-	-	-	1 2%	-	1 2%	-	3 5%	2 6%	-	-	1 14%	1 25%	1 2%	4 9%	-		
Fax services	6 6%	-	-	-	-	-	-	-	-	5 8%	-	4 9%	-	2 4%	4 13%	-	-	-	-	2 5%	4 9%	-		
Security/alarm systems	4 4%	-	-	-	-	1 33%	-	-	1 100%	3 5%	1 5%	2 4%	1 14%	1 2%	3 9%	-	1 13%	-	1 25%	1 2%	2 4%	1 14%		
Card payments	2 2%	-	-	-	-	-	-	-	-	2 3%	-	-	-	2 4%	-	-	-	-	-	2 5%	-	-		
Video conferencing	2 2%	-	-	-	-	1 33%	-	-	-	2 3%	-	2 4%	-	1 2%	-	1 17%	-	1 14%	-	1 2%	-	1 14%		
Other	1 1%	-	-	-	-	1 33%	-	-	-	1 2%	-	1 2%	-	1 2%	-	-	1 13%	-	-	1 2%	-	-		
Question not asked	10 10%	1 17%	-	1 50%	-	-	-	-	-	5 8%	3 14%	3 7%	2 29%	4 7%	3 9%	1 17%	2 25%	-	-	5 12%	2 4%	1 14%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 21 (continuation)

<A3b> You have said that you use ISDN2/ISDN2e for the following.....Please select the 2nd most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	100	22	37	38	41	48	19	31	50	31	14	
Outgoing calls	36 36%	9 41%	10 27%	17 45%	14 34%	20 42%	7 37%	10 32%	17 34%	12 39%	6 43%	
Internet services	15 15%	5 23%	6 16%	3 8%	7 17%	5 10%	4 21%	5 16%	9 18%	4 13%	1 7%	
Incoming calls	9 9%	3 14%	3 8%	3 8%	2 5%	4 8%	3 16%	3 10%	6 12%	2 6%	1 7%	
Data services	9 9%	1 5%	6 16%	2 5%	4 10%	4 8%	– –%	4 13%	4 8%	5 16%	– –%	
Calls between different sites	6 6%	1 5%	3 8%	1 3%	3 7%	1 2%	1 5%	2 6%	3 6%	1 3%	– –%	
Fax services	6 6%	1 5%	3 8%	2 5%	4 10%	2 4%	2 11%	4d 13%	6d 12%	– –%	– –%	
Security/alarm systems	4 4%	1 5%	2 5%	1 3%	3 7%	1 2%	1 5%	1 3%	2 4%	2 6%	– –%	
Card payments	2 2%	– –%	– –%	2 5%	– –%	2 4%	– –%	– –%	– –%	1 3%	1 7%	
Video conferencing	2 2%	– –%	1 3%	1 3%	2 5%	– –%	1 5%	1 3%	2 4%	– –%	– –%	
Other	1 1%	– –%	1 3%	– –%	– –%	1 2%	– –%	– –%	– –%	1 3%	– –%	
Question not asked	10 10%	1 5%	2 5%	6 16%	2 5%	8 17%	– –%	1 3%	1 2%	3 10%	5 36%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 21 (continuation)

<A3b> You have said that you use ISDN2/ISDN2e for the following.....Please select the 2nd most important function for which your company uses ISDN2/ISDN2e?
by

Base: All with ISDN2/ISDN2e

		IP Based Services																			

		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
		-----		-----		-----					-----			-----							
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
Outgoing calls	36 36%	19 48%	10 40%	10 45%	8 62%	4 80%	6 43%	2 22%	- -%	7 64%	2 25%	4 25%	- -%	2 18%	2 17%	3 23%	2 25%	1 17%	- -%	- -%	- -%
Internet services	15 15%	5 13%	4 16%	4 18%	1 8%	- -%	2 14%	2 22%	- -%	1 9%	2 25%	4 25%	2 50%	3 27%	2 17%	2 15%	2 25%	1 17%	1 14%	- -%	1 25%
Incoming calls	9 9%	2 5%	2 8%	- -%	2 15%	- -%	1 7%	- -%	- -%	1 9%	2 25%	2 13%	- -%	2 18%	2 17%	2 15%	- -%	- -%	- -%	1 25%	- -%
Data services	9 9%	3 8%	2 8%	1 5%	1 8%	- -%	2 14%	- -%	1 100%	- -%	2 25%	2 13%	1 25%	2 18%	2 17%	3 23%	1 13%	1 17%	3 43%	2 50%	1 25%
Calls between different sites	6 6%	- -%	2 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	1 9%	1 8%	1 8%	1 13%	1 17%	1 14%	- -%	1 25%
Fax services	6 6%	3 8%	1 4%	2 9%	- -%	1 20%	1 7%	1 11%	- -%	- -%	- -%	1 6%	1 25%	- -%	1 8%	1 8%	1 13%	1 17%	1 14%	1 25%	- -%
Security/alarm systems	4 4%	2 5%	- -%	2 9%	- -%	- -%	1 7%	1 11%	- -%	- -%	- -%	2 13%	- -%	1 9%	2 17%	1 8%	1 13%	1 17%	1 14%	- -%	1 25%
Card payments	2 2%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	2 2%	2 5%	- -%	2 9%	- -%	- -%	1 7%	1 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	1 1%	1 3%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	10 10%	2 5%	4 16%	1 5%	- -%	- -%	- -%	2 22%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 21 (continuation)

<A3b> You have said that you use ISDN2/ISDN2e for the following.....Please select the 2nd most important function for which your company uses ISDN2/ISDN2e?
by

Base: All with ISDN2/ISDN2e

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-	
Outgoing calls	36 36%	6 35%	- -	4 33%	1 17%	1 25%	5 38%	1 13%	4 33%	1 25%	- -	1 25%	- -	5 38%	- -	- -	- -	- -	- -	- -	- -	
Internet services	15 15%	3 18%	2 50%	2 17%	2 33%	1 25%	2 15%	3 38%	1 8%	1 25%	2 50%	- -	2 67%	2 15%	- -	- -	- -	- -	- -	- -	- -	
Incoming calls	9 9%	2 12%	1 25%	3 25%	- -	- -	3 23%	- -	2 17%	1 25%	- -	2 50%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	
Data services	9 9%	3 18%	- -	1 8%	2 33%	- -	2 15%	1 13%	3 25%	- -	- -	- -	- -	3 23%	- -	- -	- -	- -	- -	- -	- -	
Calls between different sites	6 6%	- -	- -	- -	- -	1 25%	- -	- -	1 8%	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Fax services	6 6%	2 12%	- -	1 8%	1 17%	- -	- -	2 25%	1 8%	1 25%	- -	- -	1 33%	1 8%	- -	- -	- -	- -	- -	- -	- -	
Security/alarm systems	4 4%	1 6%	1 25%	1 8%	- -	1 25%	1 8%	1 13%	- -	- -	2 50%	- -	- -	1 8%	1 100%	- -	- -	- -	- -	- -	- -	
Card payments	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Video conferencing	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Other	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Question not asked	10 10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 21 (continuation)

<A3b> You have said that you use ISDN2/ISDN2e for the following.....Please select the 2nd most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	52	44	57	30	11	8
Outgoing calls	36 36%	23 44%	12 27%	15 26%	16a 53%	4 36%	2 25%
Internet services	15 15%	4 8%	11a 25%	12 21%	2 7%	2 18%	1 13%
Incoming calls	9 9%	6 12%	3 7%	4 7%	1 3%	- -%	- -%
Data services	9 9%	4 8%	5 11%	7 12%	1 3%	2 18%	- -%
Calls between different sites	6 6%	3 6%	1 2%	4 7%	2 7%	2 18%	- -%
Fax services	6 6%	4 8%	2 5%	4 7%	2 7%	- -%	- -%
Security/alarm systems	4 4%	- -%	4a 9%	3 5%	1 3%	1 9%	1 13%
Card payments	2 2%	2 4%	- -%	1 2%	1 3%	- -%	- -%
Video conferencing	2 2%	- -%	2 5%	2 4%	- -%	- -%	1 13%
Other	1 1%	- -%	1 2%	- -%	1 3%	- -%	1 13%
Question not asked	10 10%	6 12%	3 7%	5 9%	3 10%	- -%	2 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 22

<A3c> You have said that you use ISDN2/ISDN2e for the following.....Please select the 3rd most important function for which your company uses ISDN2/ISDN2e?
by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 - £100 million	£101m+	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(a)	(b)	(c)		(a)	(b)	(c)	(d)	
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
Internet services	14	-	-	2	2	3	3	6	8	2	2	2	1	8	2	3
	14%	-%	-%	20%	13%	11%	9%	24%	10%	25%	50%	29%	7%	15%	9%	27%
Calls between different sites	10	-	1	-	1	6	3	-	10	-	-	-	-	8	1	1
	10%	-%	20%	-%	7%	22%	9%	-%	13%	-%	-%	-%	-%	15%	5%	9%
Outgoing calls	9	-	1	-	1	1	4	3	7	1	1	-	2	3	4	-
	9%	-%	20%	-%	7%	4%	12%	12%	9%	13%	25%	-%	14%	6%	18%	-%
Incoming calls	8	-	-	-	-	2	5	1	7	-	-	-	-	7	-	-
	8%	-%	-%	-%	-%	7%	15%	4%	9%	-%	-%	-%	-%	13%	-%	-%
Data services	8	-	-	-	-	1	4	3	7	1	-	-	-	2	5	1
	8%	-%	-%	-%	-%	4%	12%	12%	9%	13%	-%	-%	-%	4%	23%	9%
Security/alarm systems	7	-	-	1	1	1	2	3	4	-	1	2	1	3	2	1
	7%	-%	-%	10%	7%	4%	6%	12%	5%	-%	25%	29%	7%	6%	9%	9%
Fax services	6	-	-	1	1	2	1	2	5	-	-	1	-	3	3	-
	6%	-%	-%	10%	7%	7%	3%	8%	6%	-%	-%	14%	-%	6%	14%	-%
Card payments	5	-	-	1	1	1	2	1	3	1	-	1	2	3	-	-
	5%	-%	-%	10%	7%	4%	6%	4%	4%	13%	-%	14%	14%	6%	-%	-%
Video conferencing	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	1
	1%	-%	-%	-%	-%	-%	3%	-%	1%	-%	-%	-%	-%	-%	-%	9%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Question not asked	32	-	3	5	8	10	8	6	26	3	-	1	8	15	5	4
	32%	-%	60%	50%	53%	37%	24%	24%	33%	38%	-%	14%	57%	29%	23%	36%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 22 (continuation)

<A3c> You have said that you use ISDN2/ISDN2e for the following.....Please select the 3rd most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Finan	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	cial	er	admin	(i)					
			(b)	(c)	nsport/ Communi cations (d)		Services (f)	Services (g)	and se rvices (h)		(a)	(b)	(c)	(d)	(e)
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
Internet services	14 14%	1 33%	2 11%	1 13%	2 14%	- %	1 7%	4 24%	2 25%	1 10%	- %	- %	1 6%	5 14%	8 23%
Calls between different sites	10 10%	- %	3 16%	- %	- %	1 14%	2 14%	2 12%	2 25%	- %	- %	1 13%	1 6%	5 14%	3 9%
Outgoing calls	9 9%	- %	1 5%	- %	2 14%	- %	1 7%	1 6%	- %	4 40%	1 50%	- %	2 11%	3 8%	3 9%
Incoming calls	8 8%	- %	2 11%	2 25%	1 7%	1 14%	- %	1 6%	- %	1 10%	1 50%	1 13%	- %	3 8%	3 9%
Data services	8 8%	- %	2 11%	1 13%	- %	1 14%	2 14%	1 6%	- %	1 10%	- %	- %	6 33%	1 3%	1 3%
Security/alarm systems	7 7%	1 33%	1 5%	- %	1 7%	- %	2 14%	1 6%	1 13%	- %	- %	1 13%	- %	1 3%	5 14%
Fax services	6 6%	- %	2 11%	2 25%	1 7%	1 14%	- %	- %	- %	- %	- %	- %	1 6%	4 11%	1 3%
Card payments	5 5%	- %	- %	- %	1 7%	2 29%	2 14%	- %	- %	- %	- %	1 13%	2 11%	2 5%	- %
Video conferencing	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	1 10%	- %	- %	- %	1 3%	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Question not asked	32 32%	1 33%	6 32%	2 25%	6 43%	1 14%	4 29%	7 41%	3 38%	2 20%	- %	4 50%	5 28%	12 32%	11 31%

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Table 22 (continuation)

<A3c> You have said that you use ISDN2/ISDN2e for the following.....Please select the 3rd most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE																		
		Location													Involvement					
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)				Some sites (b)
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4			
Internet services	14 14%	- -%	4 44%	- -%	1 33%	- -%	1 20%	5 17%	2 9%	- -%	13 14%	- -%	1 17%	- -%	8 14%	2 67%	1 25%			
Calls between different sites	10 10%	1 25%	1 11%	- -%	- -%	- -%	- -%	5 17%	2 9%	- -%	9 10%	- -%	1 17%	- -%	6 10%	- -%	1 25%			
Outgoing calls	9 9%	- -%	- -%	1 17%	- -%	1 20%	1 20%	2 7%	2 9%	1 14%	8 9%	1 100%	- -%	- -%	5 9%	- -%	- -%			
Incoming calls	8 8%	2 50%	1 11%	- -%	- -%	1 20%	- -%	1 3%	3 13%	- -%	8 9%	- -%	- -%	- -%	4 7%	- -%	1 25%			
Data services	8 8%	- -%	1 11%	1 17%	- -%	1 20%	- -%	2 7%	1 4%	1 14%	7 8%	- -%	- -%	1 100%	8 14%	- -%	- -%			
Security/alarm systems	7 7%	- -%	1 11%	- -%	- -%	- -%	1 20%	3 10%	2 9%	- -%	7 8%	- -%	- -%	- -%	4 7%	- -%	- -%			
Fax services	6 6%	- -%	- -%	- -%	- -%	- -%	- -%	3 10%	2 9%	- -%	5 5%	- -%	1 17%	- -%	4 7%	- -%	- -%			
Card payments	5 5%	1 25%	- -%	- -%	1 33%	1 20%	- -%	1 3%	1 4%	- -%	5 5%	- -%	- -%	- -%	3 5%	- -%	- -%			
Video conferencing	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	1 1%	- -%	- -%	- -%	1 2%	- -%	- -%			
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Question not asked	32 32%	- -%	1 11%	4 67%	1 33%	1 20%	2 40%	8 27%	8 35%	4 57%	29 32%	- -%	3 50%	- -%	15 26%	1 33%	1 25%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 22 (continuation)

<A3c> You have said that you use ISDN2/ISDN2e for the following.....Please select the 3rd most important function for which your company uses ISDN2/ISDN2e?
by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
Internet services	14 14%	14 14%	3 16%	9 14%	- -%	3 16%	- -%	4 18%	2 50%	4 18%	1 7%	3 38%	4 18%	13 14%	1 14%	- -%
Calls between different sites	10 10%	10 10%	1 5%	7 11%	- -%	1 5%	- -%	2 9%	- -%	2 9%	1 7%	1 13%	2 9%	9 10%	1 14%	- -%
Outgoing calls	9 9%	9 9%	1 5%	6 10%	- -%	1 5%	- -%	2 9%	- -%	2 9%	2 14%	- -%	2 9%	9 10%	- -%	- -%
Incoming calls	8 8%	8 8%	2 11%	5 8%	- -%	2 11%	- -%	2 9%	1 25%	2 9%	1 7%	1 13%	2 9%	7 8%	1 14%	- -%
Data services	8 8%	8 8%	2 11%	5 8%	- -%	2 11%	- -%	1 5%	- -%	1 5%	1 7%	- -%	1 5%	7 8%	1 14%	- -%
Security/alarm systems	7 7%	7 7%	1 5%	2 3%	- -%	1 5%	- -%	4 18%	- -%	4 18%	2 14%	2 25%	4 18%	6 6%	1 14%	- -%
Fax services	6 6%	6 6%	1 5%	2 3%	- -%	1 5%	- -%	3 14%	- -%	3 14%	3 21%	- -%	3 14%	6 6%	- -%	- -%
Card payments	5 5%	5 5%	- -%	3 5%	- -%	- -%	- -%	2 9%	- -%	2 9%	2 14%	- -%	2 9%	5 5%	- -%	- -%
Video conferencing	1 1%	1 1%	1 5%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	32 32%	32 32%	7 37%	24 38%	- -%	7 37%	- -%	2 9%	1 25%	2 9%	1 7%	1 13%	2 9%	30 32%	2 29%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 22 (continuation)

<A3c> You have said that you use ISDN2/ISDN2e for the following.....Please select the 3rd most important function for which your company uses ISDN2/ISDN2e?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
Internet services	14 14%	14 17%	11 22%	14 24%	10 26%	10 28%	9 19%	7 22%	7 27%	2 22%	2 8%	3 13%	1 6%	2 18%	- -%	3 60%
Calls between different sites	10 10%	10 12%	10 20%	6 10%	3 8%	4 11%	4 9%	3 9%	2 8%	1 11%	4 16%	2 9%	2 13%	1 9%	- -%	- -%
Outgoing calls	9 9%	9e 11%	4 8%	6e 10%	4e 10%	- -%	3 6%	1 3%	2 8%	2 22%	3 12%	2 9%	2 13%	- -%	- -%	- -%
Incoming calls	8 8%	8 10%	6 12%	8 14%	5 13%	3 8%	5 11%	3 9%	4 15%	- -%	2 8%	2 9%	2 13%	- -%	- -%	- -%
Data services	8 8%	5 6%	4 8%	6 10%	4 10%	3 8%	8a 17%	5 16%	4 15%	- -%	1 4%	3 13%	3 19%	1 9%	- -%	- -%
Security/alarm systems	7 7%	7 9%	3 6%	5 9%	3 8%	7 19%	3 6%	3 9%	3 12%	- -%	3 12%	- -%	1 6%	2 18%	1 50%	- -%
Fax services	6 6%	6 7%	3 6%	3 5%	6 15%	4 11%	3 6%	4 13%	2 8%	- -%	- -%	4 17%	1 6%	- -%	- -%	- -%
Card payments	5 5%	4 5%	2 4%	1 2%	2 5%	2 6%	3 6%	5c 16%	- -%	- -%	1 4%	3 13%	1 6%	- -%	- -%	- -%
Video conferencing	1 1%	1 1%	1 2%	1 2%	- -%	- -%	1 2%	1 3%	1 4%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	32 32%	18dG 22%	6g 12%	8g 14%	2 5%	3 8%	8g 17%	- -%	1 4%	4 44%	9 36%	3 13%	3 19%	5 45%	1 50%	2 40%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 22 (continuation)

<A3c> You have said that you use ISDN2/ISDN2e for the following.....Please select the 3rd most important function for which your company uses ISDN2/ISDN2e?
by

Base: All with ISDN2/ISDN2e

		ISDN LINES																						
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary service	A ba ck-up	Primary Service	Supple mentary service	A ba ck-up	Stan dalone	-house package	In lution	Hosted so
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	or -1470 channe ls(g)	more chan nels(h)														
										(a)	(b)	(a)	(b)	(a)	(b)	(c)	(a)	(b)	(c)	(a)	(b)	(c)		
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7		
Internet services	14 14%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	1 100%	9 15%	2 10%	6 13%	1 14%	10 18%	4 13%	- -%	2 25%	1 14%	- -%	4 10%	7 16%	3 43%		
Calls between different sites	10 10%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 8%	3 14%	4 9%	- -%	8 14%	2 6%	- -%	1 13%	- -%	- -%	6 14%	2 4%	1 14%		
Outgoing calls	9 9%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	5 8%	3 14%	4 9%	- -%	4 7%	4 13%	1 17%	- -%	1 14%	- -%	2 5%	5 11%	1 14%		
Incoming calls	8 8%	1 17%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	3 5%	2 10%	2 4%	- -%	4 7%	3 9%	- -%	- -%	1 14%	1 25%	5 12%	2 4%	- -%		
Data services	8 8%	- -%	- -%	- -%	1 33%	1 33%	- -%	- -%	- -%	7 12%	1 5%	5 11%	2 29%	3 5%	5 16%	- -%	- -%	1 14%	1 25%	4 10%	4 9%	- -%		
Security/alarm systems	7 7%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	6 10%	1 5%	6 13%	- -%	5 9%	- -%	2 33%	- -%	1 14%	- -%	4 10%	3 7%	- -%		
Fax services	6 6%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	4 7%	1 5%	4 9%	- -%	- -%	3a 9%	1 17%	- -%	1 14%	- -%	- -%	4a 9%	1 14%		
Card payments	5 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 7%	- -%	3 7%	1 14%	4 7%	1 3%	- -%	- -%	- -%	- -%	2 5%	3 7%	- -%		
Video conferencing	1 1%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 25%	- -%	1 2%	- -%		
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Question not asked	32 32%	3 50%	1 100%	2 100%	- -%	1 33%	- -%	- -%	- -%	16 27%	8 38%	11 24%	3 43%	18 32%	10 31%	2 33%	5 63%	1 14%	1 25%	15 36%	14 31%	1 14%		

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Table 22 (continuation)

<A3c> You have said that you use ISDN2/ISDN2e for the following.....Please select the 3rd most important function for which your company uses ISDN2/ISDN2e?
by

Base: All with ISDN2/ISDN2e

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	22	37	38	41	48	19	31	50	31	14
Internet services	14 14%	4 18%	4 11%	6 16%	4 10%	9 19%	2 11%	3 10%	5 10%	7 23%	1 7%
Calls between different sites	10 10%	3 14%	2 5%	5 13%	3 7%	6 13%	2 11%	2 6%	4 8%	2 6%	3 21%
Outgoing calls	9 9%	2 9%	5 14%	2 5%	2 5%	4 8%	2 11%	5 16%	7 14%	2 6%	- -%
Incoming calls	8 8%	- -%	3 8%	4 11%	3 7%	4 8%	1 5%	3 10%	4 8%	3 10%	- -%
Data services	8 8%	1 5%	4 11%	3 8%	6b 15%	1 2%	2 11%	4 13%	6 12%	1 3%	1 7%
Security/alarm systems	7 7%	2 9%	3 8%	2 5%	5 12%	2 4%	2 11%	2 6%	4 8%	1 3%	2 14%
Fax services	6 6%	2 9%	2 5%	2 5%	4 10%	2 4%	3 16%	1 3%	4 8%	1 3%	1 7%
Card payments	5 5%	- -%	4 11%	1 3%	3 7%	2 4%	2 11%	1 3%	3 6%	2 6%	- -%
Video conferencing	1 1%	- -%	- -%	1 3%	- -%	1 2%	- -%	- -%	- -%	1 3%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	32 32%	8 36%	10 27%	12 32%	11 27%	17 35%	3 16%	10 32%	13 26%	11 35%	6 43%

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Table 22 (continuation)

<A3c> You have said that you use ISDN2/ISDN2e for the following.....Please select the 3rd most important function for which your company uses ISDN2/ISDN2e?
by

Base: All with ISDN2/ISDN2e

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa yments (f) (g)	Video confe rencing (h)
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
Internet services	14 14%	4 10%	4 16%	3 14%	- -%	- -%	2 14%	1 11%	- -%	1 9%	1 13%	3 19%	1 25%	1 9%	3 25%	4 31%	- -%	1 17%	2 29%	- -%	1 25%
Calls between different sites	10 10%	4 10%	3 12%	3 14%	1 8%	1 20%	1 7%	1 11%	- -%	1 9%	1 13%	2 13%	1 25%	1 9%	2 17%	1 8%	1 13%	- -%	- -%	- -%	- -%
Outgoing calls	9 9%	3 8%	2 8%	1 5%	2 15%	- -%	2 14%	- -%	- -%	1 9%	1 13%	1 6%	- -%	1 9%	2 17%	1 8%	- -%	- -%	- -%	1 25%	- -%
Incoming calls	8 8%	2 5%	3 12%	1 5%	1 8%	- -%	- -%	1 11%	- -%	1 9%	- -%	2 13%	- -%	1 9%	1 8%	2 15%	1 13%	1 17%	2 29%	- -%	1 25%
Data services	8 8%	4 10%	3 12%	4 18%	- -%	- -%	1 7%	3 33%	- -%	- -%	- -%	1 6%	- -%	1 9%	1 8%	- -%	1 13%	- -%	- -%	- -%	- -%
Security/alarm systems	7 7%	2 5%	1 4%	1 5%	1 8%	- -%	1 7%	- -%	- -%	1 9%	2 25%	2 13%	- -%	2 18%	- -%	2 15%	1 13%	- -%	2 29%	1 25%	1 25%
Fax services	6 6%	1 3%	1 4%	1 5%	- -%	- -%	1 7%	- -%	- -%	- -%	2 25%	2 13%	1 25%	2 18%	- -%	1 8%	2 25%	2 33%	- -%	- -%	1 25%
Card payments	5 5%	2 5%	- -%	1 5%	1 8%	1 20%	- -%	- -%	- -%	1 9%	- -%	1 6%	1 25%	1 9%	2 17%	1 8%	1 13%	2 33%	1 14%	2 50%	- -%
Video conferencing	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	32 32%	18 45%	8 32%	7 32%	7 54%	3 60%	6 43%	3 33%	1 100%	5 45%	1 13%	2 13%	- -%	1 9%	1 8%	1 8%	1 13%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 22 (continuation)

<A3c> You have said that you use ISDN2/ISDN2e for the following.....Please select the 3rd most important function for which your company uses ISDN2/ISDN2e?
by

Base: All with ISDN2/ISDN2e

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-	
Internet services	14 14%	4 24%	- -	3 25%	1 17%	- -	3 23%	1 13%	3 25%	- -	1 25%	1 25%	- -	2 15%	1 100%	- -	- -	- -	- -	- -	- -	
Calls between different sites	10 10%	1 6%	1 25%	2 17%	- -	- -	1 8%	1 13%	1 8%	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	
Outgoing calls	9 9%	1 6%	1 25%	2 17%	- -	- -	2 15%	- -	2 17%	- -	- -	1 25%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	
Incoming calls	8 8%	1 6%	- -	- -	1 17%	1 25%	- -	1 13%	1 8%	1 25%	- -	1 25%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	
Data services	8 8%	- -	1 25%	1 8%	- -	- -	1 8%	- -	1 8%	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	
Security/alarm systems	7 7%	4 24%	- -	1 8%	2 33%	1 25%	4 31%	- -	1 8%	1 25%	1 25%	1 25%	- -	3 23%	- -	- -	- -	- -	- -	- -	- -	
Fax services	6 6%	3 18%	- -	1 8%	1 17%	1 25%	2 15%	1 13%	1 8%	1 25%	1 25%	- -	1 33%	2 15%	- -	- -	- -	- -	- -	- -	- -	
Card payments	5 5%	2 12%	- -	2 17%	- -	- -	- -	2 25%	2 17%	- -	- -	- -	1 33%	1 8%	- -	- -	- -	- -	- -	- -	- -	
Video conferencing	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Question not asked	32 32%	1 6%	1 25%	- -	1 17%	1 25%	- -	2 25%	- -	1 25%	1 25%	- -	1 33%	1 8%	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 22 (continuation)

<A3c> You have said that you use ISDN2/ISDN2e for the following.....Please select the 3rd most important function for which your company uses ISDN2/ISDN2e?
by

Base: All with ISDN2/ISDN2e

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	52	44	57	30	11	8
Internet services	14 14%	7 13%	7 16%	5 9%	6 20%	2 18%	1 13%
Calls between different sites	10 10%	7 13%	3 7%	5 9%	5 17%	1 9%	- -%
Outgoing calls	9 9%	6 12%	3 7%	6 11%	- -%	1 9%	- -%
Incoming calls	8 8%	3 6%	3 7%	4 7%	4 13%	1 9%	1 13%
Data services	8 8%	- -%	8A 18%	6 11%	1 3%	1 9%	1 13%
Security/alarm systems	7 7%	2 4%	5 11%	5 9%	2 7%	1 9%	- -%
Fax services	6 6%	3 6%	3 7%	4 7%	1 3%	- -%	1 13%
Card payments	5 5%	4 8%	1 2%	4 7%	- -%	- -%	- -%
Video conferencing	1 1%	1 2%	- -%	1 2%	- -%	1 9%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	32 32%	19 37%	11 25%	17 30%	11 37%	3 27%	4 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 23

<A3a,b,c> Summary Table - You have said that you use ISDN2/ISDN2e for the following purposes.

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																	
	Total	Company Size								No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
		(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)					
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11	
Incoming calls	56 56%	- -%	4 80%	7 70%	11 73%	20 74%	17 52%	8 32%	49 63%	3 38%	1 25%	2 29%	9 64%	35 67%	8 36%	3 27%	
Outgoing calls	50 50%	- -%	4 80%	5 50%	9 60%	17 63%	13 39%	11 44%	44 56%	4 50%	1 25%	1 14%	7 50%	27 52%	12 55%	4 36%	
Internet services	48 48%	- -%	2 40%	4 40%	6 40%	10 37%	17 52%	15 60%	36 46%	2 25%	4 100%	4 57%	6 43%	25 48%	11 50%	5 45%	
Calls between different sites	31 31%	- -%	1 20%	2 20%	3 20%	9 33%	11 33%	8 32%	23 29%	2 25%	4 100%	1 14%	2 14%	15 29%	8 36%	5 45%	
Data services	26 26%	- -%	- -%	- -%	- -%	4 15%	14 42%	8 32%	17 22%	2 25%	1 25%	4 57%	1 7%	14 27%	7 32%	4 36%	
Security/alarm systems	15 15%	- -%	- -%	1 10%	1 7%	3 11%	5 15%	6 24%	9 12%	1 13%	1 25%	3 43%	1 7%	8 15%	4 18%	2 18%	
Fax services	12 12%	- -%	- -%	1 10%	1 7%	4 15%	3 9%	4 16%	8 10%	2 25%	- -%	2 29%	2 14%	6 12%	3 14%	1 9%	
Card payments	11 11%	- -%	- -%	1 10%	1 7%	2 7%	5 15%	3 12%	9 12%	1 13%	- -%	1 14%	2 14%	6 12%	3 14%	- -%	
Video conferencing	4 4%	- -%	- -%	- -%	- -%	- -%	1 3%	3 12%	2 3%	1 13%	- -%	1 14%	- -%	- -%	2 9%	2 18%	
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	1 9%	
Question not asked	4 4%	- -%	- -%	1 10%	1 7%	1 4%	1 3%	1 4%	3 4%	1 13%	- -%	- -%	1 7%	1 2%	1 5%	1 9%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 23 (continuation)

<A3a,b,c> Summary Table - You have said that you use ISDN2/ISDN2e for the following purposes.

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Transport/ Communi cations	(e)	ncial Ser vices	se rvices	admin and se rvices	(i)					
			(b)	(c)	(d)		(f)	(g)	(h)		(a)	(b)	(c)	(d)	
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
Incoming calls	56 56%	3 100%	12 63%	4 50%	9 64%	4 57%	8 57%	10 59%	2 25%	4 40%	2 100%	3 38%	7 39%	23 62%	21 60%
Outgoing calls	50 50%	1 33%	13 68%	4 50%	7 50%	2 29%	4 29%	9 53%	4 50%	6 60%	1 50%	2 25%	7 39%	21 57%	19 54%
Internet services	48 48%	2 67%	8 42%	6 75%	5 36%	3 43%	6 43%	8 47%	5 63%	5 50%	2 100%	3 38%	10 56%	14 38%	19 54%
Calls between different sites	31 31%	- -%	8 42%	1 13%	2 14%	2 29%	5 36%	4 24%	3 38%	6 60%	1 50%	2 25%	5 28%	13 35%	10 29%
Data services	26 26%	1 33%	4 21%	2 25%	4 29%	3 43%	4 29%	4 24%	2 25%	2 20%	- -%	4 50%	7 39%	7 19%	8 23%
Security/alarm systems	15 15%	1 33%	1 5%	- -%	4 29%	1 14%	5 36%	2 12%	1 13%	- -%	- -%	3 38%	3 17%	3 8%	6 17%
Fax services	12 12%	- -%	4 21%	2 25%	2 14%	1 14%	2 14%	- -%	- -%	1 10%	- -%	1 13%	3 17%	6 16%	2 6%
Card payments	11 11%	- -%	1 5%	1 13%	1 7%	3 43%	4 29%	1 6%	- -%	- -%	- -%	1 13%	5 28%	5e 14%	- -%
Video conferencing	4 4%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	1 13%	2 20%	- -%	- -%	1 6%	2 5%	1 3%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	1 3%
Question not asked	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	2 12%	1 13%	1 10%	- -%	- -%	- -%	2 5%	2 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 23 (continuation)

<A3a,b,c> Summary Table - You have said that you use ISDN2/ISDN2e for the following purposes.

by

Base: All with ISDN2/ISDN2e

	PERSONAL PROFILE																
	Location														Involvement		
	Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
Incoming calls	56 56%	3 75%	6 67%	2 33%	2 67%	4 80%	3 60%	14 47%	16 70%	3 43%	53 58%	1 100%	2 33%	- -%	28 48%	- -%	3 75%
Outgoing calls	50 50%	2 50%	4 44%	4 67%	1 33%	3 60%	3 60%	13 43%	13 57%	2 29%	45 49%	1 100%	3 50%	1 100%	26 45%	1 33%	2 50%
Internet services	48 48%	2 50%	7 78%	4 67%	1 33%	2 40%	2 40%	13 43%	11 48%	4 57%	46 50%	1 100%	1 17%	- -%	27 47%	2 67%	3 75%
Calls between different sites	31 31%	1 25%	4 44%	- -%	2 67%	1 20%	- -%	14 47%	5 22%	1 14%	28 30%	- -%	3 50%	- -%	21 36%	2 67%	1 25%
Data services	26 26%	1 25%	2 22%	1 17%	- -%	2 40%	2 40%	9 30%	4 17%	3 43%	24 26%	- -%	1 17%	1 100%	21 36%	1 33%	1 25%
Security/alarm systems	15 15%	1 25%	2 22%	- -%	- -%	- -%	1 20%	4 13%	5 22%	- -%	13 14%	- -%	2 33%	- -%	10 17%	- -%	- -%
Fax services	12 12%	1 25%	- -%	- -%	1 33%	- -%	- -%	4 13%	4 17%	- -%	10 11%	- -%	1 17%	1 100%	9 16%	- -%	1 25%
Card payments	11 11%	1 25%	1 11%	- -%	1 33%	2 40%	- -%	3 10%	1 4%	2 29%	11 12%	- -%	- -%	- -%	8 14%	- -%	- -%
Video conferencing	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	3 10%	- -%	1 14%	4 4%	- -%	- -%	- -%	4 7%	- -%	- -%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	1 1%	- -%	- -%	- -%	1 2%	- -%	- -%
Question not asked	4 4%	- -%	- -%	1 17%	- -%	- -%	- -%	1 3%	1 4%	- -%	3 3%	- -%	1 17%	- -%	1 2%	1 33%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 23 (continuation)

<A3a,b,c> Summary Table - You have said that you use ISDN2/ISDN2e for the following purposes.

by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP (f)	Only ISDN 2e & (g)	ISDN 2/ IP 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)
Total	100	100	19	63	—	19	—	22	4	22	14	8	22	93	7	—
Incoming calls	56 56%	56 56%	9 47%	39 62%	— —%	9 47%	— —%	11 50%	3 75%	11 50%	4 29%	7 88%	11 50%	52 56%	4 57%	— —%
Outgoing calls	50 50%	50 50%	8 42%	35 56%	— —%	8 42%	— —%	9 41%	2 50%	9 41%	4 29%	5 63%	9 41%	46 49%	4 57%	— —%
Internet services	48 48%	48 48%	8 42%	30 48%	— —%	8 42%	— —%	13 59%	3 75%	13 59%	8 57%	5 63%	13 59%	45 48%	3 43%	— —%
Calls between different sites	31 31%	31 31%	6 32%	16 25%	— —%	6 32%	— —%	11 50%	2 50%	11 50%	8 57%	3 38%	11 50%	29 31%	2 29%	— —%
Data services	26 26%	26 26%	7 37%	14 22%	— —%	7 37%	— —%	5 23%	— —%	5 23%	5 36%	— —%	5 23%	25 27%	1 14%	— —%
Security/alarm systems	15 15%	15 15%	5 26%	5 8%	— —%	5 26%	— —%	6 27%	1 25%	6 27%	3 21%	3 38%	6 27%	12 13%	3 43%	— —%
Fax services	12 12%	12 12%	1 5%	6 10%	— —%	1 5%	— —%	5 23%	— —%	5 23%	5 36%	— —%	5 23%	12 13%	— —%	— —%
Card payments	11 11%	11 11%	— —%	7 11%	— —%	— —%	— —%	4 18%	— —%	4 18%	4 29%	— —%	4 18%	11 12%	— —%	— —%
Video conferencing	4 4%	4 4%	3 16%	1 2%	— —%	3 16%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	3 3%	1 14%	— —%
Other	1 1%	1 1%	1 5%	— —%	— —%	1 5%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	1 14%	— —%
Question not asked	4 4%	4 4%	— —%	4 6%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	4 4%	— —%	— —%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 23 (continuation)

<A3a,b,c> Summary Table - You have said that you use ISDN2/ISDN2e for the following purposes.

by

Base: All with ISDN2/ISDN2e

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
Incoming calls	56 56%	56eF 68%	27 54%	31 53%	20 51%	17 47%	18 38%	17 53%	13 50%	7 78%	20 80%	10 43%	8 50%	4 36%	- -%	3 60%
Outgoing calls	50 50%	50Fg 61%	25 50%	27 47%	21 54%	15 42%	16 34%	11 34%	9 35%	7 78%	19 76%	11 48%	8 50%	2 18%	- -%	3 60%
Internet services	48 48%	42 51%	27 54%	48 83% ABdEFG	25 64%	20 56%	30 64%	17 53%	20 77%	3 33%	10 40%	9 39%	11 69%	5 45%	2 100%	3 60%
Calls between different sites	31 31%	27 33%	31ACDf 62%	19 33%	13 33%	16 44%	17 36%	14 44%	9 35%	3 33%	6 24%	8 35%	5 31%	4 36%	1 50%	2 40%
Data services	26 26%	18 22%	11 22%	17 29%	10 26%	10 28%	26 55% ABCDeg	10 31%	12 46%	- -%	3 12%	8 35%	6 38%	7 64%	1 50%	1 20%
Security/alarm systems	15 15%	10 12%	8 16%	9 16%	8 21%	15ABCdF 42%	7 15%	8 25%	4 15%	1 11%	5 20%	2 9%	3 19%	2 18%	1 50%	1 20%
Fax services	12 12%	9 11%	5 10%	4 7%	12AbCf 31%	6 17%	6 13%	6 19%	3 12%	1 11%	1 4%	7 30%	1 6%	- -%	- -%	- -%
Card payments	11 11%	9 11%	6 12%	5 9%	5 13%	5 14%	7 15%	11AbCdef 34%	2 8%	- -%	2 8%	6 26%	3 19%	- -%	- -%	- -%
Video conferencing	4 4%	3 4%	2 4%	3 5%	1 3%	1 3%	3 6%	2 6%	4 15%	- -%	- -%	3 13%	- -%	1 9%	- -%	- -%
Other	1 1%	1 1%	1 2%	1 2%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%
Question not asked	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 23 (continuation)

<A3a,b,c> Summary Table - You have said that you use ISDN2/ISDN2e for the following purposes.

by

Base: All with ISDN2/ISDN2e

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	-house	In	Hosted
		(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan els(f)	or -1470 channe ls(g)	more chan els(h)	(a)	(b)	(a)	(b)	Service (a)	mentary service (b)	ck-up (c)	Service (a)	mentary service (b)	ck-up (c)	dalone (a)	package (b)	lution (c)	so (c)
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7	
Incoming calls	56 56%	3 50%	1 100%	1 50%	3 100%	- -%	- -%	- -%	- -%	30 50%	13 62%	20 44%	3 43%	40B 70%	13 41%	- -%	3 38%	4 57%	2 50%	28b 67%	20 44%	4 57%	
Outgoing calls	50 50%	3 50%	1 100%	- -%	2 67%	- -%	2 100%	- -%	- -%	29 48%	11 52%	21 47%	4 57%	34 60%	13 41%	2 33%	3 38%	4 57%	1 25%	22 52%	22 49%	4 57%	
Internet services	48 48%	- -%	- -%	1 50%	2 67%	1 33%	2 100%	- -%	1 100%	28 47%	13 62%	22 49%	2 29%	28 49%	15 47%	3 50%	2 25%	4 57%	2 50%	17 40%	24 53%	4 57%	
Calls between different sites	31 31%	2 33%	- -%	- -%	1 33%	- -%	1 50%	- -%	1 100%	19 32%	4 19%	16 36%	1 14%	14 25%	15a 47%	1 17%	2 25%	2 29%	2 50%	12 29%	15 33%	2 29%	
Data services	26 26%	3 50%	- -%	1 50%	1 33%	2 67%	- -%	- -%	- -%	20 33%	3 14%	15 33%	4 57%	13 23%	10 31%	3 50%	3 38%	2 29%	2 50%	11 26%	14 31%	1 14%	
Security/alarm systems	15 15%	2 33%	- -%	- -%	- -%	1 33%	1 50%	- -%	1 100%	11 18%	3 14%	10 22%	1 14%	6 11%	6 19%	3 50%	2 25%	2 29%	1 25%	5 12%	9 20%	1 14%	
Fax services	12 12%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	9 15%	1 5%	8 18%	- -%	2 4%	7A 22%	1 17%	- -%	1 14%	- -%	2 5%	8 18%	1 14%	
Card payments	11 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 12%	3 14%	4 9%	1 14%	7 12%	4 13%	- -%	- -%	- -%	- -%	5 12%	6 13%	- -%	
Video conferencing	4 4%	1 17%	- -%	- -%	- -%	2 67%	- -%	- -%	- -%	4 7%	- -%	3 7%	- -%	3 5%	- -%	1 17%	1 13%	1 14%	1 25%	2 5%	1 2%	1 14%	
Other	1 1%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	1 2%	- -%	- -%	1 13%	- -%	- -%	1 2%	- -%	- -%	
Question not asked	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 5%	1 2%	- -%	1 2%	- -%	1 17%	- -%	- -%	- -%	1 2%	- -%	1 14%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 23 (continuation)

<A3a,b,c> Summary Table - You have said that you use ISDN2/ISDN2e for the following purposes.

by

Base: All with ISDN2/ISDN2e

ISDN LINES												

	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Total	100	22	37	38	41	48	19	31	50	31	14	
Incoming calls	56 56%	14 64%	15 41%	26b 68%	17 41%	32a 67%	12 63%	15 48%	27 54%	18 58%	8 57%	
Outgoing calls	50 50%	12 55%	19 51%	19 50%	19 46%	25 52%	9 47%	18 58%	27 54%	14 45%	7 50%	
Internet services	48 48%	11 50%	19 51%	16 42%	19 46%	21 44%	9 47%	15 48%	24 48%	17 55%	4 29%	
Calls between different sites	31 31%	10 45%	11 30%	9 24%	17 41%	11 23%	7 37%	9 29%	16 32%	9 29%	3 21%	
Data services	26 26%	4 18%	12 32%	9 24%	14 34%	9 19%	4 21%	10 32%	14 28%	9 29%	3 21%	
Security/alarm systems	15 15%	3 14%	7 19%	5 13%	10 24%	5 10%	4 21%	5 16%	9 18%	4 13%	2 14%	
Fax services	12 12%	3 14%	5 14%	4 11%	8 20%	4 8%	5 26%	5 16%	10d 20%	1 3%	1 7%	
Card payments	11 11%	- -%	7 19%	4 11%	4 10%	5 10%	3 16%	3 10%	6 12%	3 10%	2 14%	
Video conferencing	4 4%	- -%	2 5%	2 5%	2 5%	2 4%	1 5%	1 3%	2 4%	2 6%	- -%	
Other	1 1%	- -%	1 3%	- -%	- -%	1 2%	- -%	- -%	- -%	1 3%	- -%	
Question not asked	4 4%	- -%	1 3%	2 5%	- -%	4 8%	- -%	1 3%	1 2%	1 3%	1 7%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 23 (continuation)

<A3a,b,c> Summary Table - You have said that you use ISDN2/ISDN2e for the following purposes.

by

Base: All with ISDN2/ISDN2e

		IP Based Services																			

		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plemen t (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)

Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
Incoming calls	56 56%	23 58%	15 60%	10 45%	11 85%	3 60%	8 57%	2 22%	- -%	10 91%	4 50%	8 50%	1 25%	5 45%	6 50%	8 62%	2 25%	1 17%	2 29%	1 25%	1 25%
Outgoing calls	50 50%	23 58%	14 56%	12 55%	10 77%	4 80%	8 57%	3 33%	- -%	8 73%	3 38%	6 38%	- -%	4 36%	5 42%	5 38%	3 38%	2 33%	1 14%	1 25%	1 25%
Internet services	48 48%	15 38%	15 60%	10 45%	3 23%	1 20%	4 29%	6 67%	1 100%	3 27%	5 63%	10 63%	3 75%	7 64%	6 50%	10 77%	3 38%	3 50%	6 86%	2 50%	3 75%
Calls between different sites	31 31%	10 25%	5 20%	8 36%	2 15%	1 20%	6 43%	2 22%	- -%	1 9%	5 63%	9 56%	3 75%	5 45%	7 58%	5 38%	5 63%	4 67%	4 57%	- -%	3 75%
Data services	26 26%	11 28%	8 32%	7 32%	2 15%	- -%	5 36%	4 44%	1 100%	1 9%	2 25%	3 19%	2 50%	3 27%	4 33%	3 23%	3 38%	2 33%	3 43%	3 75%	1 25%
Security/alarm systems	15 15%	6 15%	3 12%	4 18%	1 8%	1 20%	2 14%	2 22%	- -%	1 9%	2 25%	4 25%	- -%	3 27%	2 17%	3 23%	2 25%	1 17%	3 43%	1 25%	2 50%
Fax services	12 12%	4 10%	2 8%	3 14%	- -%	1 20%	2 14%	1 11%	- -%	- -%	2 25%	3 19%	2 50%	2 18%	1 8%	2 15%	3 38%	3 50%	1 14%	1 25%	1 25%
Card payments	11 11%	4 10%	1 4%	2 9%	1 8%	1 20%	- -%	1 11%	- -%	2 18%	- -%	3 19%	1 25%	3 27%	4 33%	2 15%	2 25%	2 33%	1 14%	3 75%	- -%
Video conferencing	4 4%	3 8%	- -%	2 9%	1 8%	- -%	1 7%	1 11%	- -%	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	1 1%	1 3%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 23 (continuation)

<A3a,b,c> Summary Table - You have said that you use ISDN2/ISDN2e for the following purposes.

by

Base: All with ISDN2/ISDN2e

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-	
Incoming calls	56 56%	8 47%	2 50%	7 58%	3 50%	1 25%	6 46%	4 50%	6 50%	3 75%	- -	4 100%	1 33%	5 38%	- -	- -	- -	- -	- -	- -		
Outgoing calls	50 50%	7 41%	1 25%	6 50%	1 17%	2 50%	7 54%	1 13%	7 58%	1 25%	- -	3 75%	- -	6 46%	- -	- -	- -	- -	- -	- -		
Internet services	48 48%	11 65%	2 50%	7 58%	5 83%	1 25%	7 54%	6 75%	6 50%	3 75%	3 75%	2 50%	2 67%	7 54%	1 100%	- -	- -	- -	- -	- -		
Calls between different sites	31 31%	8 47%	2 50%	5 42%	2 33%	4 100%	7 54%	3 38%	5 42%	1 25%	4 100%	2 50%	1 33%	6 46%	1 100%	- -	- -	- -	- -	- -		
Data services	26 26%	4 24%	1 25%	3 25%	2 33%	- -	3 23%	2 25%	5 42%	- -	- -	- -	1 33%	4 31%	- -	- -	- -	- -	- -	- -		
Security/alarm systems	15 15%	5 29%	1 25%	2 17%	2 33%	2 50%	5 38%	1 13%	1 8%	1 25%	3 75%	1 25%	- -	4 31%	1 100%	- -	- -	- -	- -	- -		
Fax services	12 12%	5 29%	- -	2 17%	2 33%	1 25%	2 15%	3 38%	2 17%	2 50%	1 25%	- -	2 67%	3 23%	- -	- -	- -	- -	- -	- -		
Card payments	11 11%	2 12%	2 50%	4 33%	- -	- -	2 15%	2 25%	4 33%	- -	- -	- -	1 33%	3 23%	- -	- -	- -	- -	- -	- -		
Video conferencing	4 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Other	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Question not asked	4 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 23 (continuation)

<A3a,b,c> Summary Table - You have said that you use ISDN2/ISDN2e for the following purposes.

by

Base: All with ISDN2/ISDN2e

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	52	44	57	30	11	8
Incoming calls	56 56%	37B 71%	16 36%	27 47%	20 67%	6 55%	3 38%
Outgoing calls	50 50%	30 58%	18 41%	24 42%	17 57%	6 55%	2 25%
Internet services	48 48%	20 38%	27a 61%	30 53%	12 40%	6 55%	2 25%
Calls between different sites	31 31%	16 31%	13 30%	20 35%	10 33%	5 45%	1 13%
Data services	26 26%	6 12%	20A 45%	19 33%	5 17%	3 27%	4 50%
Security/alarm systems	15 15%	5 10%	10 23%	10 18%	5 17%	3 27%	2 25%
Fax services	12 12%	7 13%	5 11%	8 14%	3 10%	- -	1 13%
Card payments	11 11%	6 12%	5 11%	6 11%	2 7%	- -	- -
Video conferencing	4 4%	1 2%	3 7%	3 5%	1 3%	1 9%	2 25%
Other	1 1%	- -	1 2%	- -	1 3%	- -	1 13%
Question not asked	4 4%	3 6%	- -	2 4%	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 24

<A3d> You have said that you use ISDN30 for the following purposes.....Please select the most important function for which your company uses You have said that you use ISDN30 for the following purposes by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+		1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
	(a)	(b)	(c)	(d)	to 49	249	(g)		(a)	(b)	to 20		(a)	to £20 million	million (c)	(d)
					(e)	(f)							(b)			
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
Incoming calls	40	-	1	1	2	11	10	17	30	1	4	3	4	18	9	9
	40%	-%	100%	100%	100%	58%	29%	39%	48%	14%	33%	23%	67%	42%	35%	38%
Internet services	18	-	-	-	-	4	8	6	10	1	1	3	1	11	2	4
	18%	-%	-%	-%	-%	21%	23%	14%	16%	14%	8%	23%	17%	26%	8%	17%
Calls between different sites	12	-	-	-	-	2	4	6	6	1	3	2	-	3	7	2
	12%	-%	-%	-%	-%	11%	11%	14%	10%	14%	25%	15%	-%	7%	27%	8%
Data services	10	-	-	-	-	-	4	6	4	2	1	3	1	2	2	5
	10%	-%	-%	-%	-%	-%	11%	14%	6%	29%	8%	23%	17%	5%	8%	21%
Outgoing calls	9	-	-	-	-	1	4	4	5	1	2	1	-	2	4	2
	9%	-%	-%	-%	-%	5%	11%	9%	8%	14%	17%	8%	-%	5%	15%	8%
Video conferencing	3	-	-	-	-	-	1	2	3	-	-	-	-	2	1	-
	3%	-%	-%	-%	-%	-%	3%	5%	5%	-%	-%	-%	-%	5%	4%	-%
Fax services	2	-	-	-	-	-	1	1	1	-	1	-	-	1	-	1
	2%	-%	-%	-%	-%	-%	3%	2%	2%	-%	8%	-%	-%	2%	-%	4%
Security/alarm systems	2	-	-	-	-	-	1	1	1	1	-	-	-	1	1	-
	2%	-%	-%	-%	-%	-%	3%	2%	2%	14%	-%	-%	-%	2%	4%	-%
Card payments	2	-	-	-	-	-	2	-	1	-	-	1	-	1	-	1
	2%	-%	-%	-%	-%	-%	6%	-%	2%	-%	-%	8%	-%	2%	-%	4%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Question not asked	2	-	-	-	-	1	-	1	1	-	-	-	-	2	-	-
	2%	-%	-%	-%	-%	5%	-%	2%	2%	-%	-%	-%	-%	5%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 24 (continuation)

<A3d> You have said that you use ISDN30 for the following purposes.....Please select the most important function for which your company uses You have said that you use ISDN30 for the following purposes by

Base: All with ISDN30

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Finan	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Transport/ Communi- cations	(e)	cial Ser- vices	se rvices	admin and se- rvices	(i)					
			(b)	(c)	(d)		(f)	(g)	(h)		(a)	(b)	(c)	(d)	
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
Incoming calls	40 40%	1 20%	10 48%	1 33%	4 33%	4 44%	5 42%	5 33%	5 42%	5 45%	- -%	2 18%	6 29%	12 57%	20 43%
Internet services	18 18%	1 20%	3 14%	- -%	4 33%	1 11%	2 17%	3 20%	1 8%	3 27%	- -%	5 45%	5 24%	2 10%	6 13%
Calls between different sites	12 12%	1 20%	2 10%	1 33%	1 8%	3 33%	1 8%	- -%	2 17%	1 9%	- -%	1 9%	3 14%	1 5%	7 15%
Data services	10 10%	1 20%	2 10%	- -%	1 8%	- -%	2 17%	4 27%	- -%	- -%	- -%	1 9%	1 5%	2 10%	6 13%
Outgoing calls	9 9%	1 20%	1 5%	- -%	1 8%	1 11%	- -%	2 13%	2 17%	1 9%	1 100%	1 9%	3 14%	2 10%	2 4%
Video conferencing	3 3%	- -%	- -%	- -%	- -%	- -%	1 8%	1 7%	- -%	1 9%	- -%	- -%	1 5%	1 5%	1 2%
Fax services	2 2%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	1 5%	- -%	1 2%
Security/alarm systems	2 2%	- -%	- -%	- -%	1 8%	- -%	1 8%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	1 2%
Card payments	2 2%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	1 5%	1 5%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	2 2%	- -%	1 5%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 24 (continuation)

<A3d> You have said that you use ISDN30 for the following purposes.....Please select the most important function for which your company uses You have said that you use ISDN30 for the following purposes by

Base: All with ISDN30

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3
Incoming calls	40 40%	2 100%	3 23%	3 60%	1 33%	3 38%	1 20%	14 38%	6 46%	5 71%	38 41%	2 40%	- -%	- -%	26 41%	3 33%	1 33%
Internet services	18 18%	- -%	4 31%	- -%	1 33%	- -%	1 20%	6 16%	4 31%	1 14%	17 18%	- -%	1 50%	- -%	10 16%	- -%	- -%
Calls between different sites	12 12%	- -%	1 8%	1 20%	1 33%	1 13%	3 60%	3 8%	1 8%	- -%	11 12%	1 20%	- -%	- -%	7 11%	2 22%	1 33%
Data services	10 10%	- -%	2 15%	- -%	- -%	2 25%	- -%	5 14%	- -%	- -%	9 10%	- -%	1 50%	- -%	9 14%	1 11%	- -%
Outgoing calls	9 9%	- -%	1 8%	- -%	- -%	- -%	- -%	7 19%	- -%	- -%	8 9%	1 20%	- -%	- -%	6 10%	1 11%	- -%
Video conferencing	3 3%	- -%	1 8%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	2 2%	1 20%	- -%	- -%	1 2%	1 11%	1 33%
Fax services	2 2%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	1 14%	2 2%	- -%	- -%	- -%	2 3%	- -%	- -%
Security/alarm systems	2 2%	- -%	- -%	- -%	- -%	1 13%	- -%	1 3%	- -%	- -%	2 2%	- -%	- -%	- -%	1 2%	- -%	- -%
Card payments	2 2%	- -%	1 8%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	1 2%	1 11%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 15%	- -%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 24 (continuation)

<A3d> You have said that you use ISDN30 for the following purposes.....Please select the most important function for which your company uses You have said that you use ISDN30 for the following purposes by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
Incoming calls	40 40%	8 42%	40 40%	- -	29 40%	8 42%	- -	1 25%	4 33%	4 33%	3 38%	1 25%	4 33%	5 42%	35 40%	- -
Internet services	18 18%	3 16%	18 18%	- -	14 19%	3 16%	- -	1 25%	2 17%	2 17%	1 13%	1 25%	2 17%	2 17%	16 18%	- -
Calls between different sites	12 12%	2 11%	12 12%	- -	10 14%	2 11%	- -	- -	- -	- -	- -	- -	1 8%	11 13%	- -	- -
Data services	10 10%	1 5%	10 10%	- -	8 11%	1 5%	- -	1 25%	2 17%	2 17%	1 13%	1 25%	2 17%	- -	10 11%	- -
Outgoing calls	9 9%	4 21%	9 9%	- -	3 4%	4 21%	- -	1 25%	3 25%	3 25%	2 25%	1 25%	3 25%	4 33%	5 6%	- -
Video conferencing	3 3%	1 5%	3 3%	- -	2 3%	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	3 3%	- -
Fax services	2 2%	- -	2 2%	- -	1 1%	- -	- -	- -	1 8%	1 8%	1 13%	- -	1 8%	- -	2 2%	- -
Security/alarm systems	2 2%	- -	2 2%	- -	2 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 2%	- -
Card payments	2 2%	- -	2 2%	- -	2 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 2%	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Question not asked	2 2%	- -	2 2%	- -	2 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 2%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 24 (continuation)

<A3d> You have said that you use ISDN30 for the following purposes.....Please select the most important function for which your company uses You have said that you use ISDN30 for the following purposes by

Base: All with ISDN30

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
Incoming calls	40 40%	40cdf 48%	22 39%	16 29%	15 29%	14 34%	13 28%	12 35%	13 33%	1 100%	1 25%	1 25%	- -	2 67%	- -	2 67%
Internet services	18 18%	10 12%	8 14%	18Ab 32%	10 20%	9 22%	10 21%	6 18%	6 15%	- -	2 50%	1 25%	- -	- -	- -	- -
Calls between different sites	12 12%	10 12%	12 21%	6 11%	7 14%	3 7%	5 11%	4 12%	4 10%	- -	1 25%	- -	1 33%	- -	- -	- -
Data services	10 10%	8 10%	6 11%	7 13%	7 14%	7 17%	10 21%	5 15%	7 18%	- -	- -	- -	- -	- -	- -	1 33%
Outgoing calls	9 9%	9 11%	6 11%	3 5%	5 10%	4 10%	4 9%	2 6%	3 8%	- -	- -	2 50%	2 67%	- -	- -	- -
Video conferencing	3 3%	3 4%	2 4%	3 5%	3 6%	- -	2 4%	1 3%	3 8%	- -	- -	- -	- -	1 33%	- -	- -
Fax services	2 2%	1 1%	- -	1 2%	2 4%	1 2%	1 2%	1 3%	1 3%	- -	- -	- -	- -	- -	- -	- -
Security/alarm systems	2 2%	1 1%	- -	1 2%	- -	2 5%	1 2%	1 3%	1 3%	- -	- -	- -	- -	- -	- -	- -
Card payments	2 2%	2 2%	1 2%	1 2%	2 4%	1 2%	1 2%	2 6%	1 3%	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Question not asked	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 24 (continuation)

<A3d> You have said that you use ISDN30 for the following purposes.....Please select the most important function for which your company uses You have said that you use ISDN30 for the following purposes by

Base: All with ISDN30

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 channe ls (g)	1500 or more chan nels(h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8
Incoming calls	40 40%	14 54%	5 63%	7 44%	6 32%	2 17%	- -	1 100%	- -	23 36%	12 55%	19 40%	3 25%	6 67%	2 29%	- -	26 45%	10 36%	2 22%	22 49%	15 38%	1 13%
Internet services	18 18%	6 23%	1 13%	4 25%	3 16%	2 17%	1 14%	- -	1 33%	10 16%	5 23%	7 15%	2 17%	- -	2 29%	1 33%	11 19%	5 18%	2 22%	9 20%	8 21%	- -
Calls between different sites	12 12%	1 4%	2 25%	1 6%	2 11%	3 25%	2 29%	- -	- -	8 13%	3 14%	6 13%	- -	- -	1 14%	1 33%	6 10%	3 11%	3 33%	5 11%	3 8%	2 25%
Data services	10 10%	2 8%	- -	3 19%	2 11%	2 17%	- -	1 33%	- -	7 11%	2 9%	6 13%	1 8%	- -	1 14%	- -	10 17%	- -	- -	3 7%	4 10%	3 38%
Outgoing calls	9 9%	2 8%	- -	- -	2 11%	2 17%	2 29%	- -	1 33%	8 13%	- -	6 13%	2 17%	2 22%	1 14%	1 33%	3 5%	6 21%	- -	3 7%	5 13%	1 13%
Video conferencing	3 3%	1 4%	- -	1 6%	1 5%	- -	- -	- -	- -	2 3%	- -	2 4%	- -	1 11%	- -	- -	- -	2 7%	- -	2 4%	- -	- -
Fax services	2 2%	- -	- -	- -	2 11%	- -	- -	- -	- -	2 3%	- -	- -	2 17%	- -	- -	- -	- -	1 4%	1 11%	- -	1 3%	1 13%
Security/alarm systems	2 2%	- -	- -	- -	1 5%	- -	1 14%	- -	- -	2 3%	- -	1 2%	1 8%	- -	- -	- -	1 2%	- -	1 11%	1 2%	1 3%	- -
Card payments	2 2%	- -	- -	- -	- -	1 8%	1 14%	- -	- -	2 3%	- -	1 2%	1 8%	- -	- -	- -	1 2%	1 4%	- -	- -	2 5%	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Question not asked	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 24 (continuation)

<A3d> You have said that you use ISDN30 for the following purposes.....Please select the most important function for which your company uses You have said that you use ISDN30 for the following purposes by

Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	20	36	40	38	52	12	40	52	34	7
Incoming calls	40 40%	11 55%	13 36%	15 38%	13 34%	24 46%	6 50%	13 33%	19 37%	14 41%	4 57%
Internet services	18 18%	2 10%	7 19%	8 20%	6 16%	11 21%	- -%	10 25%	10 19%	7 21%	- -%
Calls between different sites	12 12%	2 10%	6 17%	3 8%	6 16%	4 8%	2 17%	3 8%	5 10%	6 18%	1 14%
Data services	10 10%	1 5%	5 14%	4 10%	4 11%	3 6%	1 8%	5 13%	6 12%	3 9%	1 14%
Outgoing calls	9 9%	3 15%	4 11%	2 5%	6 16%	3 6%	1 8%	5 13%	6 12%	2 6%	1 14%
Video conferencing	3 3%	- -%	- -%	2 5%	1 3%	2 4%	1 8%	1 3%	2 4%	1 3%	- -%
Fax services	2 2%	- -%	1 3%	1 3%	1 3%	1 2%	- -%	1 3%	1 2%	1 3%	- -%
Security/alarm systems	2 2%	- -%	- -%	2 5%	- -%	2 4%	- -%	1 3%	1 2%	- -%	- -%
Card payments	2 2%	1 5%	- -%	1 3%	1 3%	1 2%	1 8%	1 3%	2 4%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	2 2%	- -%	- -%	2 5%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 24 (continuation)

<A3d> You have said that you use ISDN30 for the following purposes.....Please select the most important function for which your company uses You have said that you use ISDN30 for the following purposes by

Base: All with ISDN30

		IP Based Services																			

		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plemen t (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
Incoming calls	40 40%	21 45%	13 37%	8 33%	11 65%	5 63%	5 38%	2 25%	1 20%	7 58%	3 50%	2 29%	- -%	4 44%	3 38%	2 29%	- -%	- -%	1 20%	1 50%	1 25%
Internet services	18 18%	7 15%	8 23%	3 13%	2 12%	- -%	1 8%	1 13%	1 20%	4 33%	- -%	1 14%	- -%	1 11%	1 13%	1 14%	1 33%	1 25%	1 20%	- -%	1 25%
Calls between different sites	12 12%	6 13%	5 14%	3 13%	2 12%	2 25%	2 15%	2 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	10 10%	4 9%	3 9%	2 8%	1 6%	- -%	1 8%	- -%	2 40%	1 8%	1 17%	1 14%	- -%	2 22%	2 25%	2 29%	1 33%	2 50%	2 40%	1 50%	2 50%
Outgoing calls	9 9%	5 11%	1 3%	5 21%	- -%	- -%	3 23%	1 13%	1 20%	- -%	2 33%	2 29%	- -%	1 11%	1 13%	2 29%	1 33%	- -%	1 20%	- -%	- -%
Video conferencing	3 3%	1 2%	1 3%	- -%	1 6%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fax services	2 2%	1 2%	- -%	1 4%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	1 14%	1 100%	1 11%	1 13%	- -%	- -%	1 25%	- -%	- -%	- -%
Security/alarm systems	2 2%	- -%	2 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Card payments	2 2%	2 4%	- -%	2 8%	- -%	1 13%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	2 2%	- -%	2 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 24 (continuation)

<A3d> You have said that you use ISDN30 for the following purposes.....Please select the most important function for which your company uses You have said that you use ISDN30 for the following purposes by

Base: All with ISDN30

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-	
Incoming calls	40 40%	2 29%	2 67%	1 17%	3 100%	-	2 33%	2 67%	2 40%	2 50%	-	-	1 50%	2 40%	1 50%	-	-	-	-	-	-	
Internet services	18 18%	1 14%	-	-	-	1 50%	-	-	1 20%	-	-	1 50%	-	-	-	-	-	-	-	-	-	
Calls between different sites	12 12%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Data services	10 10%	1 14%	1 33%	2 33%	-	-	2 33%	-	1 20%	-	1 100%	-	-	1 20%	1 50%	-	-	-	-	-	-	
Outgoing calls	9 9%	2 29%	-	2 33%	-	1 50%	2 33%	-	1 20%	1 25%	-	1 50%	1 50%	1 20%	-	-	-	-	-	-	-	
Video conferencing	3 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fax services	2 2%	1 14%	-	1 17%	-	-	-	1 33%	-	1 25%	-	-	-	1 20%	-	-	-	-	-	-	-	
Security/alarm systems	2 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Card payments	2 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Question not asked	2 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 24 (continuation)

<A3d> You have said that you use ISDN30 for the following purposes.....Please select the most important function for which your company uses You have said that you use ISDN30 for the following purposes by

Base: All with ISDN30

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	43	52	12	7	54	40
Incoming calls	40 40%	23b 53%	17 33%	5 42%	3 43%	21 39%	17 43%
Internet services	18 18%	7 16%	8 15%	1 8%	2 29%	9 17%	9 23%
Calls between different sites	12 12%	5 12%	7 13%	2 17%	- -	7 13%	4 10%
Data services	10 10%	2 5%	7 13%	- -	1 14%	7 13%	3 8%
Outgoing calls	9 9%	2 5%	7 13%	3 25%	1 14%	5 9%	3 8%
Video conferencing	3 3%	1 2%	2 4%	1 8%	- -	2 4%	1 3%
Fax services	2 2%	- -	2 4%	- -	- -	- -	2 5%
Security/alarm systems	2 2%	2 5%	- -	- -	- -	2 4%	- -
Card payments	2 2%	- -	2 4%	- -	- -	1 2%	1 3%
Other	- -	- -	- -	- -	- -	- -	- -
Question not asked	2 2%	1 2%	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 25

<A3e>You have said that you use ISDN30 for the following purposes.....Please select the 2nd most important function for which your company uses ISDN30 by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
Outgoing calls	34 34%	- -%	1 100%	1 100%	2 100%	8 42%	10 29%	14 32%	22 35%	2 29%	3 25%	6 46%	2 33%	13 30%	11 42%	8 33%
Internet services	17 17%	- -%	- -%	- -%	- -%	4 21%	4 11%	9 20%	10 16%	- -%	4 33%	2 15%	2 33%	6 14%	5 19%	4 17%
Incoming calls	14 14%	- -%	- -%	- -%	- -%	4 21%	5 14%	5 11%	8 13%	2 29%	1 8%	2 15%	1 17%	5 12%	3 12%	4 17%
Calls between different sites	7 7%	- -%	- -%	- -%	- -%	- -%	3 9%	4 9%	6 10%	- -%	- -%	- -%	- -%	4 9%	1 4%	2 8%
Data services	6 6%	- -%	- -%	- -%	- -%	- -%	5g 14%	1 2%	2 3%	1 14%	- -%	2 15%	- -%	3 7%	1 4%	2 8%
Fax services	5 5%	- -%	- -%	- -%	- -%	- -%	3 9%	2 5%	5 8%	- -%	- -%	- -%	- -%	3 7%	1 4%	1 4%
Security/alarm systems	4 4%	- -%	- -%	- -%	- -%	- -%	1 3%	3 7%	1 2%	1 14%	2 17%	- -%	1 17%	- -%	1 4%	2 8%
Card payments	4 4%	- -%	- -%	- -%	- -%	1 5%	2 6%	1 2%	2 3%	- -%	2 17%	- -%	- -%	4 9%	- -%	- -%
Video conferencing	3 3%	- -%	- -%	- -%	- -%	1 5%	- -%	2 5%	3 5%	- -%	- -%	- -%	- -%	1 2%	2 8%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	6 6%	- -%	- -%	- -%	- -%	1 5%	2 6%	3 7%	3 5%	1 14%	- -%	1 8%	- -%	4 9%	1 4%	1 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 25 (continuation)

<A3e>You have said that you use ISDN30 for the following purposes.....Please select the 2nd most important function for which your company uses ISDN30 by

Base: All with ISDN30

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Transport/ Communi- cations (d)	(e)	ncial Ser- vices (f)	se rvices (g)	admin and se- rvices (h)	(i)					
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
Outgoing calls	34 34%	3 60%	7 33%	1 33%	3 25%	6 67%	4 33%	3 20%	3 25%	4 36%	- -%	- -%	9 43%	8 38%	17 37%
Internet services	17 17%	- -%	4 19%	- -%	3 25%	1 11%	2 17%	1 7%	3 25%	3 27%	- -%	3 27%	3 14%	2 10%	9 20%
Incoming calls	14 14%	1 20%	5 24%	- -%	- -%	1 11%	1 8%	3 20%	2 17%	1 9%	1 100%	1 9%	1 5%	3 14%	8 17%
Calls between different sites	7 7%	- -%	1 5%	- -%	2 17%	- -%	- -%	3 20%	- -%	1 9%	- -%	- -%	3 14%	3 14%	1 2%
Data services	6 6%	- -%	- -%	1 33%	2 17%	- -%	- -%	1 7%	2 17%	- -%	- -%	- -%	2 10%	2 10%	2 4%
Fax services	5 5%	- -%	- -%	- -%	- -%	1 11%	2 17%	1 7%	1 8%	- -%	- -%	- -%	2 10%	1 5%	2 4%
Security/alarm systems	4 4%	1 20%	2 10%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	2 18%	- -%	- -%	2 4%
Card payments	4 4%	- -%	- -%	- -%	1 8%	- -%	- -%	1 7%	1 8%	1 9%	- -%	2 18%	1 5%	1 5%	- -%
Video conferencing	3 3%	- -%	1 5%	- -%	- -%	- -%	1 8%	- -%	- -%	1 9%	- -%	1 9%	- -%	- -%	2 4%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	6 6%	- -%	1 5%	1 33%	1 8%	- -%	1 8%	2 13%	- -%	- -%	- -%	2 18%	- -%	1 5%	3 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 25 (continuation)

<A3e>You have said that you use ISDN30 for the following purposes.....Please select the 2nd most important function for which your company uses ISDN30 by

Base: All with ISDN30

		PERSONAL PROFILE																
		Location													Involvement			
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op- erating from (c)
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3	
Outgoing calls	34 34%	1 50%	2 15%	3 60%	1 33%	2 25%	2 40%	13 35%	7 54%	2 29%	33 35%	1 20%	- -%	- -%	24 38%	3 33%	- -%	
Internet services	17 17%	1 50%	3 23%	- -%	- -%	3 38%	1 20%	6 16%	- -%	1 14%	15 16%	2 40%	- -%	- -%	11 17%	1 11%	1 33%	
Incoming calls	14 14%	- -%	2 15%	- -%	2 67%	1 13%	- -%	6 16%	1 8%	- -%	12 13%	1 20%	1 50%	- -%	6 10%	1 11%	- -%	
Calls between different sites	7 7%	- -%	1 8%	1 20%	- -%	- -%	1 20%	3 8%	1 8%	- -%	7 8%	- -%	- -%	- -%	4 6%	2 22%	- -%	
Data services	6 6%	- -%	2 15%	1 20%	- -%	- -%	- -%	1 3%	1 8%	1 14%	6 6%	- -%	- -%	- -%	3 5%	1 11%	- -%	
Fax services	5 5%	- -%	1 8%	- -%	- -%	- -%	- -%	3 8%	- -%	- -%	4 4%	1 20%	- -%	- -%	3 5%	1 11%	- -%	
Security/alarm systems	4 4%	- -%	1 8%	- -%	- -%	1 13%	- -%	2 5%	- -%	- -%	4 4%	- -%	- -%	- -%	4 6%	- -%	- -%	
Card payments	4 4%	- -%	- -%	- -%	- -%	- -%	1 20%	- -%	1 8%	2 29%	4 4%	- -%	- -%	- -%	3 5%	- -%	- -%	
Video conferencing	3 3%	- -%	1 8%	- -%	- -%	- -%	- -%	1 3%	- -%	1 14%	3 3%	- -%	- -%	- -%	1 2%	- -%	2 67%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Question not asked	6 6%	- -%	- -%	- -%	- -%	1 13%	- -%	2 5%	2 15%	- -%	5 5%	- -%	1 50%	- -%	4 6%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 25 (continuation)

<A3e>You have said that you use ISDN30 for the following purposes.....Please select the 2nd most important function for which your company uses ISDN30 by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
Outgoing calls	34 34%	7 37%	34 34%	- -%	24 33%	7 37%	- -%	- -%	3 25%	3 25%	3 38%	- -%	3 25%	4 33%	30 34%	- -%
Internet services	17 17%	4 21%	17 17%	- -%	13 18%	4 21%	- -%	2 50%	2 17%	2 17%	- -%	2 50%	2 17%	3 25%	14 16%	- -%
Incoming calls	14 14%	3 16%	14 14%	- -%	9 12%	3 16%	- -%	1 25%	3 25%	3 25%	2 25%	1 25%	3 25%	3 25%	11 13%	- -%
Calls between different sites	7 7%	1 5%	7 7%	- -%	5 7%	1 5%	- -%	1 25%	2 17%	2 17%	1 13%	1 25%	2 17%	1 8%	6 7%	- -%
Data services	6 6%	- -%	6 6%	- -%	5 7%	- -%	- -%	- -%	1 8%	1 8%	1 13%	- -%	1 8%	- -%	6 7%	- -%
Fax services	5 5%	2 11%	5 5%	- -%	3 4%	2 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 6%	- -%
Security/alarm systems	4 4%	- -%	4 4%	- -%	3 4%	- -%	- -%	- -%	1 8%	1 8%	1 13%	- -%	1 8%	- -%	4 5%	- -%
Card payments	4 4%	1 5%	4 4%	- -%	3 4%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 5%	- -%
Video conferencing	3 3%	- -%	3 3%	- -%	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 3%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	6 6%	1 5%	6 6%	- -%	5 7%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	5 6%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 25 (continuation)

<A3e>You have said that you use ISDN30 for the following purposes.....Please select the 2nd most important function for which your company uses ISDN30 by

Base: All with ISDN30

	Total	ISDN LINES									ISDN2/2e Channels						
		ISDN services Used									ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8-10 (d)	18-20 (e)	28-30 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39		1	4	4	3	3	-	3
Outgoing calls	34 34%	34c 40%	18 32%	12 21%	15 29%	10 24%	13 28%	11 32%	11 28%		1 100%	- -	1 25%	1 33%	2 67%	- -	2 67%
Internet services	17 17%	16 19%	10 18%	17 30%	9 18%	8 20%	10 21%	7 21%	8 21%		- -	1 25%	- -	1 33%	- -	- -	1 33%
Incoming calls	14 14%	14 17%	9 16%	8 14%	10 20%	8 20%	6 13%	3 9%	7 18%		- -	- -	2 50%	1 33%	- -	- -	- -
Calls between different sites	7 7%	6 7%	7 12%	3 5%	3 6%	3 7%	4 9%	2 6%	3 8%		- -	- -	1 25%	- -	- -	- -	- -
Data services	6 6%	4 5%	4 7%	5 9%	4 8%	4 10%	6 13%	3 9%	2 5%		- -	- -	- -	- -	- -	- -	- -
Fax services	5 5%	3 4%	2 4%	3 5%	5 10%	1 2%	3 6%	2 6%	2 5%		- -	1 25%	- -	- -	1 33%	- -	- -
Security/alarm systems	4 4%	3 4%	3 5%	3 5%	2 4%	4 10%	3 6%	2 6%	3 8%		- -	- -	- -	- -	- -	- -	- -
Card payments	4 4%	2 2%	2 4%	1 2%	3 6%	1 2%	- -	4acfh 12%	- -		- -	1 25%	- -	- -	- -	- -	- -
Video conferencing	3 3%	2 2%	2 4%	1 2%	- -	- -	1 2%	- -	3d 8%		- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -		- -	- -	- -	- -	- -	- -	- -
Question not asked	6 6%	- -	- -	3a 5%	- -	2a 5%	1 2%	- -	- -		- -	1 25%	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 25 (continuation)

<A3e>You have said that you use ISDN30 for the following purposes.....Please select the 2nd most important function for which your company uses ISDN30

by

Base: All with ISDN30

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch annels (f)	600-1470 channe ls (g)	1500 or more channe ls (h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8
Outgoing calls	34	11	5	4	5	4	-	1	1	23	8	19	3	6	1	-	22	10	2	20	12	-
	34%	42%	63%	25%	26%	33%	-%	100%	33%	36%	36%	40%	25%	67%	14%	-%	38%	36%	22%	44%	31%	-%
Internet services	17	5	-	3	3	2	1	-	1	10	4	9	-	-	4	-	11	3	1	5	7	3
	17%	19%	-%	19%	16%	17%	14%	-%	33%	16%	18%	19%	-%	-%	57%	-%	19%	11%	11%	11%	18%	38%
Incoming calls	14	4	1	2	3	2	-	-	1	10	1	6	2	2	-	1	10	4	-	7	3	3
	14%	15%	13%	13%	16%	17%	-%	-%	33%	16%	5%	13%	17%	22%	-%	33%	17%	14%	-%	16%	8%	38%
Calls between different sites	7	1	-	2	1	2	1	-	-	3	3	2	1	-	1	-	2	4	1	2	5	-
	7%	4%	-%	13%	5%	17%	14%	-%	-%	5%	14%	4%	8%	-%	14%	-%	3%	14%	11%	4%	13%	-%
Data services	6	2	1	-	-	1	2	-	-	4	1	3	1	-	-	-	4	2	-	4	2	-
	6%	8%	13%	-%	-%	8%	29%	-%	-%	6%	5%	6%	8%	-%	-%	-%	7%	7%	-%	9%	5%	-%
Fax services	5	1	-	1	1	-	2	-	-	2	2	2	-	1	-	1	2	2	1	3	1	1
	5%	4%	-%	6%	5%	-%	29%	-%	-%	3%	9%	4%	-%	11%	-%	33%	3%	7%	11%	7%	3%	13%
Security/alarm systems	4	-	-	-	3	1	-	-	-	4	-	2	2	-	-	-	2	1	1	-	3	1
	4%	-%	-%	-%	16%	8%	-%	-%	-%	6%	-%	4%	17%	-%	-%	-%	3%	4%	11%	-%	8%	13%
Card payments	4	1	-	-	3	-	-	-	-	3	1	2	1	-	1	-	1	2	1	1	3	-
	4%	4%	-%	-%	16%	-%	-%	-%	-%	5%	5%	4%	8%	-%	14%	-%	2%	7%	11%	2%	8%	-%
Video conferencing	3	-	1	2	-	-	-	-	-	3	-	2	1	-	-	-	1	-	1	-	2	-
	3%	-%	13%	13%	-%	-%	-%	-%	-%	5%	-%	4%	8%	-%	-%	-%	2%	-%	11%	-%	5%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Question not asked	6	1	-	2	-	-	1	-	-	2	2	1	1	-	-	1	3	-	1	3	1	-
	6%	4%	-%	13%	-%	-%	14%	-%	-%	3%	9%	2%	8%	-%	-%	33%	5%	-%	11%	7%	3%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 25 (continuation)

<A3e>You have said that you use ISDN30 for the following purposes.....Please select the 2nd most important function for which your company uses ISDN30 by

Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	20	36	40	38	52	12	40	52	34	7
Outgoing calls	34 34%	8 40%	9 25%	17 43%	13 34%	20 38%	5 42%	11 28%	16 31%	12 35%	4 57%
Internet services	17 17%	4 20%	9c 25%	2 5%	5 13%	8 15%	2 17%	6 15%	8 15%	7 21%	1 14%
Incoming calls	14 14%	3 15%	4 11%	6 15%	5 13%	8 15%	2 17%	4 10%	6 12%	6 18%	2 29%
Calls between different sites	7 7%	- -%	5 14%	2 5%	3 8%	4 8%	- -%	6 15%	6 12%	1 3%	- -%
Data services	6 6%	2 10%	1 3%	3 8%	3 8%	2 4%	2 17%	3 8%	5 10%	1 3%	- -%
Fax services	5 5%	1 5%	2 6%	2 5%	3 8%	1 2%	1 8%	2 5%	3 6%	2 6%	- -%
Security/alarm systems	4 4%	1 5%	2 6%	1 3%	2 5%	2 4%	- -%	3 8%	3 6%	1 3%	- -%
Card payments	4 4%	- -%	3 8%	1 3%	2 5%	2 4%	- -%	3 8%	3 6%	1 3%	- -%
Video conferencing	3 3%	1 5%	- -%	1 3%	- -%	2 4%	- -%	1 3%	1 2%	1 3%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	6 6%	- -%	1 3%	5 13%	2 5%	3 6%	- -%	1 3%	1 2%	2 6%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 25 (continuation)

<A3e>You have said that you use ISDN30 for the following purposes.....Please select the 2nd most important function for which your company uses ISDN30

by

Base: All with ISDN30

		IP Based Services																			

		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
		-----		-----		-----					-----			-----							
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
Outgoing calls	34 34%	20 43%	10 29%	10 42%	10 59%	5 63%	5 38%	2 25%	1 20%	7 58%	2 33%	1 14%	- -%	3 33%	3 38%	1 14%	- -%	- -%	1 20%	1 50%	1 25%
Internet services	17 17%	6 13%	7 20%	3 13%	2 12%	1 13%	2 15%	1 13%	1 20%	1 8%	1 17%	2 29%	- -%	2 22%	1 13%	2 29%	- -%	1 25%	1 20%	- -%	1 25%
Incoming calls	14 14%	7 15%	4 11%	3 13%	2 12%	- -%	2 15%	- -%	2 40%	3 25%	2 33%	2 29%	- -%	1 11%	1 13%	2 29%	1 33%	- -%	1 20%	- -%	- -%
Calls between different sites	7 7%	3 6%	2 6%	1 4%	2 12%	- -%	1 8%	2 25%	- -%	- -%	1 17%	1 14%	- -%	2 22%	2 25%	2 29%	2 67%	2 50%	2 40%	1 50%	2 50%
Data services	6 6%	3 6%	1 3%	2 8%	- -%	1 13%	- -%	1 13%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fax services	5 5%	1 2%	3 9%	1 4%	- -%	- -%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security/alarm systems	4 4%	2 4%	1 3%	2 8%	- -%	- -%	1 8%	1 13%	- -%	- -%	- -%	1 14%	1 100%	1 11%	1 13%	- -%	- -%	1 25%	- -%	- -%	- -%
Card payments	4 4%	2 4%	2 6%	1 4%	- -%	- -%	1 8%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	3 3%	3 6%	- -%	1 4%	1 6%	1 13%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	6 6%	- -%	5A 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 25 (continuation)

<A3e>You have said that you use ISDN30 for the following purposes.....Please select the 2nd most important function for which your company uses ISDN30 by

Base: All with ISDN30

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage				
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at
				(a)	(b)	(c)			(c)			(a)	(b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)		
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-		
Outgoing calls	34 34%	1 14%	2 67%	1 17%	2 67%	-	2 33%	1 33%	2 40%	1 25%	-	-	-	2 40%	1 50%	-	-	-	-	-	-		
Internet services	17 17%	2 29%	-	1 17%	1 33%	-	1 17%	1 33%	-	1 25%	1 100%	-	1 50%	-	1 50%	-	-	-	-	-	-		
Incoming calls	14 14%	2 29%	-	2 33%	-	1 50%	2 33%	-	1 20%	1 25%	-	1 50%	1 50%	1 20%	-	-	-	-	-	-	-		
Calls between different sites	7 7%	-	1 33%	1 17%	-	1 50%	1 17%	-	2 40%	-	-	1 50%	-	1 20%	-	-	-	-	-	-	-		
Data services	6 6%	1 14%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Fax services	5 5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Security/alarm systems	4 4%	1 14%	-	1 17%	-	-	-	1 33%	-	1 25%	-	-	-	1 20%	-	-	-	-	-	-	-		
Card payments	4 4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Video conferencing	3 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Question not asked	6 6%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 25 (continuation)

<A3e>You have said that you use ISDN30 for the following purposes.....Please select the 2nd most important function for which your company uses ISDN30 by

Base: All with ISDN30

		IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
				Under 2 years	2+ years	Under 2 years	2+ years
		Total	Less than £24k (a)	£100k+ (b)	2 years (a)	2+ years (b)	2 years (a)
Total	100	43	52	12	7	54	40
Outgoing calls	34 34%	19 44%	15 29%	4 33%	3 43%	16 30%	17 43%
Internet services	17 17%	6 14%	10 19%	3 25%	1 14%	11 20%	4 10%
Incoming calls	14 14%	6 14%	7 13%	2 17%	1 14%	6 11%	7 18%
Calls between different sites	7 7%	1 2%	5 10%	– –%	1 14%	5 9%	2 5%
Data services	6 6%	3 7%	3 6%	– –%	– –%	4 7%	2 5%
Fax services	5 5%	– –%	5a 10%	2 17%	– –%	3 6%	2 5%
Security/alarm systems	4 4%	1 2%	3 6%	– –%	– –%	3 6%	1 3%
Card payments	4 4%	2 5%	2 4%	– –%	1 14%	1 2%	3 8%
Video conferencing	3 3%	3 7%	– –%	– –%	– –%	2 4%	1 3%
Other	– –%	– –%	– –%	– –%	– –%	– –%	– –%
Question not asked	6 6%	2 5%	2 4%	1 8%	– –%	3 6%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 26

<A3f>You have said that you use ISDN30 for the following purposes.....Please select the 3rd most important function for which your company uses ISDN30 by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 - £100 million	£101m+	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(a)	(b)	(c)		(a)	(b)	(c)	(d)	
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
Outgoing calls	23	-	-	-	-	6	5	12	16	1	3	2	3	11	4	5
	23%	-%	-%	-%	-%	32%	14%	27%	26%	14%	25%	15%	50%	26%	15%	21%
Calls between different sites	16	-	-	1	1	3	5	7	7	2	4	2	2	5	4	4
	16%	-%	-%	100%	50%	16%	14%	16%	11%	29%	33%	15%	33%	12%	15%	17%
Internet services	8	-	-	-	-	2	2	4	6	1	-	1	-	3	2	3
	8%	-%	-%	-%	-%	11%	6%	9%	10%	14%	-%	8%	-%	7%	8%	13%
Incoming calls	7	-	-	-	-	-	1	6	4	-	1	2	-	1	3	3
	7%	-%	-%	-%	-%	-%	3%	14%	6%	-%	8%	15%	-%	2%	12%	13%
Fax services	6	-	-	-	-	-	4	2	3	-	1	-	1	3	1	1
	6%	-%	-%	-%	-%	-%	11%	5%	5%	-%	8%	-%	17%	7%	4%	4%
Data services	6	-	-	-	-	2	2	2	3	1	-	1	-	2	3	1
	6%	-%	-%	-%	-%	11%	6%	5%	5%	14%	-%	8%	-%	5%	12%	4%
Security/alarm systems	5	-	-	-	-	1	2	2	3	-	1	1	-	3	1	1
	5%	-%	-%	-%	-%	5%	6%	5%	5%	-%	8%	8%	-%	7%	4%	4%
Video conferencing	5	-	-	-	-	-	3	2	3	1	-	1	-	1	2	2
	5%	-%	-%	-%	-%	-%	9%	5%	5%	14%	-%	8%	-%	2%	8%	8%
Card payments	2	-	-	-	-	-	2	-	-	-	-	2	-	-	2	-
	2%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	15%	-%	-%	8%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Question not asked	22	-	1	-	1	5	11g	5	17	1	2	1	-	14	4	4
	22%	-%	100%	-%	50%	26%	31%	11%	27%	14%	17%	8%	-%	33%	15%	17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 26 (continuation)

<A3f>You have said that you use ISDN30 for the following purposes.....Please select the 3rd most important function for which your company uses ISDN30 by

Base: All with ISDN30

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Transport/ Communi- cations (d)	(e)	ncial Ser- vices (f)	se rvices (g)	admin and se- rvices (h)	(i)					
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
Outgoing calls	23 23%	- -%	6 29%	1 33%	2 17%	1 11%	1 8%	4 27%	4 33%	4 36%	- -%	1 9%	2 10%	7 33%	13 28%
Calls between different sites	16 16%	2 40%	3 14%	1 33%	3 25%	- -%	1 8%	3 20%	2 17%	1 9%	1 100%	4 36%	1 5%	2 10%	8 17%
Internet services	8 8%	1 20%	1 5%	- -%	- -%	2 22%	1 8%	- -%	2 17%	1 9%	- -%	- -%	2 10%	2 10%	4 9%
Incoming calls	7 7%	1 20%	1 5%	- -%	1 8%	1 11%	1 8%	1 7%	- -%	1 9%	- -%	1 9%	2 10%	1 5%	3 7%
Fax services	6 6%	- -%	2 10%	- -%	- -%	1 11%	1 8%	- -%	1 8%	1 9%	- -%	1 9%	2 10%	1 5%	2 4%
Data services	6 6%	1 20%	1 5%	- -%	1 8%	2 22%	1 8%	- -%	- -%	- -%	- -%	1 9%	2 10%	1 5%	2 4%
Security/alarm systems	5 5%	- -%	2 10%	- -%	- -%	1 11%	- -%	1 7%	1 8%	- -%	- -%	- -%	2 10%	1 5%	2 4%
Video conferencing	5 5%	- -%	1 5%	- -%	1 8%	- -%	2 17%	1 7%	- -%	- -%	- -%	- -%	2 10%	- -%	3 7%
Card payments	2 2%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	1 5%	- -%	1 2%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	22 22%	- -%	4 19%	1 33%	3 25%	1 11%	4 33%	5 33%	2 17%	2 18%	- -%	3 27%	5 24%	6 29%	8 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 26 (continuation)

<A3f>You have said that you use ISDN30 for the following purposes.....Please select the 3rd most important function for which your company uses ISDN30

by

Base: All with ISDN30

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3
Outgoing calls	23 23%	1 50%	3 23%	1 20%	2 67%	3 38%	1 20%	5 14%	3 23%	1 14%	20 22%	2 40%	1 50%	-	10 16%	3 33%	1 33%
Calls between different sites	16 16%	- -%	3 23%	1 20%	- -%	1 13%	- -%	7 19%	2 15%	2 29%	16 17%	- -%	- -%	- -%	9 14%	2 22%	1 33%
Internet services	8 8%	- -%	- -%	- -%	- -%	- -%	- -%	3 8%	3 23%	1 14%	7 8%	1 20%	- -%	- -%	8 13%	- -%	- -%
Incoming calls	7 7%	- -%	3 23%	- -%	- -%	- -%	- -%	2 5%	1 8%	- -%	6 6%	1 20%	- -%	- -%	4 6%	1 11%	1 33%
Fax services	6 6%	- -%	1 8%	1 20%	- -%	1 13%	1 20%	1 3%	- -%	- -%	5 5%	1 20%	- -%	- -%	3 5%	- -%	- -%
Data services	6 6%	- -%	- -%	- -%	- -%	1 13%	2 40%	3 8%	- -%	- -%	6 6%	- -%	- -%	- -%	4 6%	1 11%	- -%
Security/alarm systems	5 5%	- -%	- -%	2 40%	- -%	1 13%	- -%	2 5%	- -%	- -%	5 5%	- -%	- -%	- -%	4 6%	- -%	- -%
Video conferencing	5 5%	- -%	1 8%	- -%	1 33%	- -%	- -%	3 8%	- -%	- -%	5 5%	- -%	- -%	- -%	5 8%	- -%	- -%
Card payments	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	2 5%	- -%	- -%	2 2%	- -%	- -%	- -%	2 3%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	22 22%	1 50%	2 15%	- -%	- -%	1 13%	1 20%	9 24%	4 31%	3 43%	21 23%	- -%	1 50%	- -%	14 22%	2 22%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 26 (continuation)

<A3f>You have said that you use ISDN30 for the following purposes.....Please select the 3rd most important function for which your company uses ISDN30 by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
Outgoing calls	23 23%	3 16%	23 23%	- -%	20 27%	3 16%	- -%	1 25%	1 8%	1 8%	- -%	1 25%	1 8%	2 17%	21 24%	- -%
Calls between different sites	16 16%	3 16%	16 16%	- -%	11 15%	3 16%	- -%	- -%	2 17%	2 17%	2 25%	- -%	2 17%	2 17%	14 16%	- -%
Internet services	8 8%	3 16%	8 8%	- -%	3 4%	3 16%	- -%	1 25%	3 25%	3 25%	2 25%	1 25%	3 25%	1 8%	7 8%	- -%
Incoming calls	7 7%	1 5%	7 7%	- -%	5 7%	1 5%	- -%	- -%	1 8%	1 8%	1 13%	- -%	1 8%	1 8%	6 7%	- -%
Fax services	6 6%	1 5%	6 6%	- -%	4 5%	1 5%	- -%	- -%	1 8%	1 8%	1 13%	- -%	1 8%	1 8%	5 6%	- -%
Data services	6 6%	- -%	6 6%	- -%	5 7%	- -%	- -%	- -%	1 8%	1 8%	1 13%	- -%	1 8%	- -%	6 7%	- -%
Security/alarm systems	5 5%	1 5%	5 5%	- -%	4 5%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	4 5%	- -%
Video conferencing	5 5%	1 5%	5 5%	- -%	3 4%	1 5%	- -%	1 25%	2 17%	2 17%	1 13%	1 25%	2 17%	- -%	5 6%	- -%
Card payments	2 2%	- -%	2 2%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	22 22%	6 32%	22 22%	- -%	16 22%	6 32%	- -%	1 25%	1 8%	1 8%	- -%	1 25%	1 8%	4 33%	18 20%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 26 (continuation)

<A3f>You have said that you use ISDN30 for the following purposes.....Please select the 3rd most important function for which your company uses ISDN30 by

Base: All with ISDN30

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
Outgoing calls	23 23%	23 27%	17 30%	20 36%	16 31%	13 32%	12 26%	8 24%	12 31%	- %	1 25%	1 25%	- %	- %	- %	- %
Calls between different sites	16 16%	14 17%	16cf 28%	7 13%	8 16%	8 20%	5 11%	4 12%	6 15%	- %	1 25%	- %	- %	1 33%	- %	1 33%
Internet services	8 8%	8 10%	5 9%	8 14%	4 8%	4 10%	4 9%	2 6%	4 10%	1 100%	- %	- %	1 33%	1 33%	- %	- %
Incoming calls	7 7%	7 8%	6 11%	4 7%	5 10%	3 7%	4 9%	4 12%	4 10%	- %	- %	- %	1 33%	- %	- %	- %
Fax services	6 6%	5 6%	2 4%	2 4%	6h 12%	2 5%	2 4%	5h 15%	- %	- %	- %	- %	1 33%	- %	- %	- %
Data services	6 6%	4 5%	3 5%	3 5%	4 8%	2 5%	6 13%	1 3%	3 8%	- %	- %	- %	- %	- %	- %	- %
Security/alarm systems	5 5%	5 6%	1 2%	1 2%	2 4%	5bc 12%	2 4%	2 6%	1 3%	- %	- %	1 25%	- %	- %	- %	- %
Video conferencing	5 5%	4 5%	4 7%	2 4%	2 4%	2 5%	4 9%	3 9%	5 13%	- %	- %	- %	- %	- %	- %	1 33%
Card payments	2 2%	2 2%	- %	2 4%	- %	- %	2 4%	2 6%	2 5%	- %	- %	- %	- %	- %	- %	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Question not asked	22 22%	12 14%	3 5%	7 13%	4 8%	2 5%	6 13%	3 9%	2 5%	- %	2 50%	2 50%	- %	1 33%	- %	1 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 26 (continuation)

<A3f>You have said that you use ISDN30 for the following purposes.....Please select the 3rd most important function for which your company uses ISDN30

by

Base: All with ISDN30

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8
Outgoing calls	23 23%	8 31%	2 25%	5 31%	3 16%	1 8%	1 14%	- -%	- -%	9 14%	7 32%	7 15%	- -%	- -%	2 29%	1 33%	15 26%	5 18%	1 11%	12 27%	5 13%	4 50%
Calls between different sites	16 16%	6 23%	2 25%	2 13%	4 21%	- -%	1 14%	- -%	1 33%	13 20%	2 9%	9 19%	3 25%	2 22%	1 14%	- -%	9 16%	6 21%	- -%	8 18%	6 15%	- -%
Internet services	8 8%	3 12%	- -%	1 6%	1 5%	2 17%	- -%	- -%	- -%	5 8%	2 9%	4 8%	1 8%	3 33%	- -%	- -%	6 10%	2 7%	- -%	4 9%	4 10%	- -%
Incoming calls	7 7%	- -%	1 13%	1 6%	2 11%	- -%	2 29%	- -%	1 33%	5 8%	2 9%	5 10%	- -%	- -%	1 14%	- -%	5 9%	1 4%	1 11%	- -%	5a 13%	1 13%
Fax services	6 6%	- -%	1 13%	- -%	2 11%	2 17%	1 14%	- -%	- -%	4 6%	2 9%	2 4%	2 17%	- -%	1 14%	- -%	2 3%	2 7%	2 22%	3 7%	3 8%	- -%
Data services	6 6%	- -%	1 13%	2 13%	2 11%	1 8%	- -%	- -%	- -%	5 8%	1 5%	3 6%	2 17%	- -%	- -%	- -%	2 3%	2 7%	2 22%	3 7%	2 5%	1 13%
Security/alarm systems	5 5%	2 8%	- -%	- -%	- -%	2 17%	- -%	1 100%	- -%	3 5%	2 9%	2 4%	1 8%	- -%	- -%	1 33%	2 3%	3 11%	- -%	3 7%	1 3%	1 13%
Video conferencing	5 5%	- -%	- -%	1 6%	2 11%	1 8%	- -%	- -%	1 33%	5 8%	- -%	5 10%	- -%	- -%	1 14%	- -%	4 7%	1 4%	- -%	2 4%	2 5%	1 13%
Card payments	2 2%	- -%	- -%	- -%	- -%	2 17%	- -%	- -%	- -%	2 3%	- -%	2 4%	- -%	- -%	- -%	- -%	1 2%	1 4%	- -%	- -%	2 5%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	22 22%	7 27%	1 13%	4 25%	3 16%	1 8%	2 29%	- -%	- -%	13 20%	4 18%	9 19%	3 25%	4 44%	1 14%	1 33%	12 21%	5 18%	3 33%	10 22%	9 23%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 26 (continuation)

<A3f>You have said that you use ISDN30 for the following purposes.....Please select the 3rd most important function for which your company uses ISDN30 by

Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	20	36	40	38	52	12	40	52	34	7
Outgoing calls	23 23%	3 15%	11 31%	7 18%	7 18%	12 23%	3 25%	8 20%	11 21%	10 29%	1 14%
Calls between different sites	16 16%	4 20%	4 11%	6 15%	5 13%	10 19%	2 17%	5 13%	7 13%	6 18%	2 29%
Internet services	8 8%	2 10%	2 6%	4 10%	4 11%	3 6%	2 17%	1 3%	3 6%	3 9%	1 14%
Incoming calls	7 7%	- -%	3 8%	4 10%	2 5%	5 10%	- -%	4 10%	4 8%	3 9%	- -%
Fax services	6 6%	- -%	4 11%	2 5%	2 5%	3 6%	- -%	5 13%	5 10%	1 3%	- -%
Data services	6 6%	3 15%	1 3%	2 5%	3 8%	3 6%	2 17%	3 8%	5 10%	1 3%	- -%
Security/alarm systems	5 5%	1 5%	2 6%	2 5%	2 5%	3 6%	1 8%	2 5%	3 6%	1 3%	1 14%
Video conferencing	5 5%	2 10%	1 3%	2 5%	2 5%	3 6%	- -%	3 8%	3 6%	2 6%	- -%
Card payments	2 2%	- -%	2 6%	- -%	1 3%	- -%	- -%	- -%	- -%	1 3%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	22 22%	5 25%	6 17%	11 28%	10 26%	10 19%	2 17%	9 23%	11 21%	6 18%	2 29%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 26 (continuation)

<A3f>You have said that you use ISDN30 for the following purposes.....Please select the 3rd most important function for which your company uses ISDN30

by

Base: All with ISDN30

		IP Based Services																			

		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plement (d)	Not tried (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
		-----		-----		-----					-----			-----							
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
Outgoing calls	23 23%	10 21%	9 26%	1 4%	5 29%	1 13%	3 23%	1 13%	1 20%	4 33%	- -%	1 14%	- -%	1 11%	1 13%	1 14%	1 33%	1 25%	1 20%	- -%	1 25%
Calls between different sites	16 16%	9 19%	5 14%	4 17%	3 18%	2 25%	2 15%	1 13%	2 40%	1 8%	2 33%	- -%	- -%	2 22%	2 25%	- -%	1 33%	- -%	- -%	1 50%	- -%
Internet services	8 8%	4 9%	1 3%	2 8%	2 12%	1 13%	- -%	- -%	- -%	3 25%	2 33%	2 29%	- -%	1 11%	1 13%	3 43%	- -%	- -%	2 40%	- -%	- -%
Incoming calls	7 7%	4 9%	2 6%	1 4%	3 18%	1 13%	2 15%	- -%	- -%	1 8%	1 17%	- -%	- -%	1 11%	1 13%	1 14%	1 33%	1 25%	1 20%	1 50%	1 25%
Fax services	6 6%	3 6%	2 6%	2 8%	1 6%	- -%	- -%	2 25%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	6 6%	4 9%	1 3%	4 17%	- -%	2 25%	2 15%	- -%	- -%	- -%	1 14%	1 100%	1 11%	1 13%	1 13%	- -%	- -%	1 25%	- -%	- -%	- -%
Security/alarm systems	5 5%	3 6%	2 6%	2 8%	1 6%	- -%	2 15%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	5 5%	2 4%	1 3%	2 8%	- -%	1 13%	1 8%	- -%	- -%	- -%	- -%	2 29%	- -%	2 22%	2 25%	1 14%	- -%	1 25%	1 20%	- -%	2 50%
Card payments	2 2%	1 2%	1 3%	1 4%	- -%	- -%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	22 22%	7 15%	11 31%	5 21%	2 12%	- -%	1 8%	3 38%	1 20%	2 17%	1 17%	1 14%	- -%	1 11%	- -%	1 14%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 26 (continuation)

<A3f>You have said that you use ISDN30 for the following purposes.....Please select the 3rd most important function for which your company uses ISDN30

by

Base: All with ISDN30

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-	
Outgoing calls	23 23%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	1 20%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Calls between different sites	16 16%	- -%	1 33%	2 33%	- -%	- -%	1 17%	- -%	1 20%	- -%	- -%	- -%	- -%	2 40%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Internet services	8 8%	2 29%	1 33%	1 17%	1 33%	1 50%	3 50%	- -%	1 20%	2 50%	- -%	1 50%	1 50%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	
Incoming calls	7 7%	- -%	1 33%	1 17%	- -%	- -%	1 17%	- -%	1 20%	- -%	- -%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Fax services	6 6%	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Data services	6 6%	1 14%	- -%	1 17%	- -%	- -%	- -%	1 33%	- -%	1 25%	- -%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Security/alarm systems	5 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Video conferencing	5 5%	2 29%	- -%	1 17%	1 33%	- -%	1 17%	1 33%	1 20%	- -%	1 100%	- -%	- -%	1 20%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	
Card payments	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Question not asked	22 22%	1 14%	- -%	- -%	1 33%	- -%	- -%	1 33%	- -%	1 25%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 26 (continuation)

<A3f>You have said that you use ISDN30 for the following purposes.....Please select the 3rd most important function for which your company uses ISDN30 by

Base: All with ISDN30

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	43	52	12	7	54	40
Outgoing calls	23 23%	11 26%	11 21%	2 17%	1 14%	13 24%	8 20%
Calls between different sites	16 16%	10 23%	5 10%	- -%	3 43%	8 15%	7 18%
Internet services	8 8%	3 7%	5 10%	2 17%	1 14%	5 9%	3 8%
Incoming calls	7 7%	3 7%	4 8%	1 8%	- -%	3 6%	4 10%
Fax services	6 6%	1 2%	5 10%	1 8%	- -%	5b 9%	- -%
Data services	6 6%	2 5%	4 8%	- -%	- -%	3 6%	3 8%
Security/alarm systems	5 5%	3 7%	2 4%	1 8%	- -%	3 6%	2 5%
Video conferencing	5 5%	2 5%	3 6%	- -%	1 14%	2 4%	3 8%
Card payments	2 2%	- -%	1 2%	- -%	- -%	1 2%	1 3%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	22 22%	8 19%	12 23%	5 42%	1 14%	11 20%	9 23%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 27

<A3d,e,f> Summary Table - You have said that you use ISDN30 for the following purposes

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)	(a)	(b)	to 20 (c)		£1m (a)	million to £20 million (b)	- £100 million (c)	(d)	
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
Outgoing calls	66	-	1	1	2	15	19	30	43	4	8	9	5	26	19	15
	66%	-%	100%	100%	100%	79%	54%	68%	69%	57%	67%	69%	83%	60%	73%	63%
Incoming calls	61	-	1	1	2	15	16	28	42	3	6	7	5	24	15	16
	61%	-%	100%	100%	100%	79%	46%	64%	68%	43%	50%	54%	83%	56%	58%	67%
Internet services	43	-	-	-	-	10	14	19	26	2	5	6	3	20	9	11
	43%	-%	-%	-%	-%	53%	40%	43%	42%	29%	42%	46%	50%	47%	35%	46%
Calls between different sites	35	-	-	1	1	5	12	17	19	3	7	4	2	12	12	8
	35%	-%	-%	100%	50%	26%	34%	39%	31%	43%	58%	31%	33%	28%	46%	33%
Data services	22	-	-	-	-	2	11	9	9	4	1	6	1	7	6	8
	22%	-%	-%	-%	-%	11%	31%	20%	15%	57%	8%	46%	17%	16%	23%	33%
Fax services	13	-	-	-	-	-	8	5	9	-	2	-	1	7	2	3
	13%	-%	-%	-%	-%	-%	23%	11%	15%	-%	17%	-%	17%	16%	8%	13%
Security/alarm systems	11	-	-	-	-	1	4	6	5	2	3	1	1	4	3	3
	11%	-%	-%	-%	-%	5%	11%	14%	8%	29%	25%	8%	17%	9%	12%	13%
Video conferencing	11	-	-	-	-	1	4	6	9	1	-	1	-	4	5	2
	11%	-%	-%	-%	-%	5%	11%	14%	15%	14%	-%	8%	-%	9%	19%	8%
Card payments	8	-	-	-	-	1	4	3	3	-	2	3	-	5	2	1
	8%	-%	-%	-%	-%	5%	11%	7%	5%	-%	17%	23%	-%	12%	8%	4%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Question not asked	2	-	-	-	-	1	-	1	1	-	-	-	-	2	-	-
	2%	-%	-%	-%	-%	5%	-%	2%	2%	-%	-%	-%	-%	5%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 27 (continuation)

<A3d,e,f> Summary Table - You have said that you use ISDN30 for the following purposes

by

Base: All with ISDN30

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
Outgoing calls	66 66%	4 80%	14 67%	2 67%	6 50%	8 89%	5 42%	9 60%	9 75%	9 82%	1 100%	2 18%	14 67%	17 81%	32 70%
Incoming calls	61 61%	3 60%	16 76%	1 33%	5 42%	6 67%	7 58%	9 60%	7 58%	7 64%	1 100%	4 36%	9 43%	16 76%	31 67%
Internet services	43 43%	2 40%	8 38%	- -%	7 58%	4 44%	5 42%	4 27%	6 50%	7 64%	- -%	8 73%	10 48%	6 29%	19 41%
Calls between different sites	35 35%	3 60%	6 29%	2 67%	6 50%	3 33%	2 17%	6 40%	4 33%	3 27%	1 100%	5 45%	7 33%	6 29%	16 35%
Data services	22 22%	2 40%	3 14%	1 33%	4 33%	2 22%	3 25%	5 33%	2 17%	- -%	- -%	2 18%	5 24%	5 24%	10 22%
Fax services	13 13%	- -%	3 14%	- -%	- -%	2 22%	3 25%	1 7%	3 25%	1 9%	- -%	1 9%	5 24%	2 10%	5 11%
Security/alarm systems	11 11%	1 20%	4 19%	- -%	1 8%	1 11%	2 17%	1 7%	1 8%	- -%	- -%	3 27%	2 10%	1 5%	5 11%
Video conferencing	11 11%	- -%	2 10%	- -%	1 8%	- -%	4 33%	2 13%	- -%	2 18%	- -%	1 9%	3 14%	1 5%	6 13%
Card payments	8 8%	- -%	1 5%	- -%	2 17%	- -%	- -%	1 7%	2 17%	2 18%	- -%	2 18%	3 14%	2 10%	1 2%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	2 2%	- -%	1 5%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 27 (continuation)

<A3d,e,f> Summary Table - You have said that you use ISDN30 for the following purposes

by

Base: All with ISDN30

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3
Outgoing calls	66 66%	2 100%	6 46%	4 80%	3 100%	5 63%	3 60%	25 68%	10 77%	3 43%	61 66%	4 80%	1 50%	-	40 63%	7 78%	1 33%
Incoming calls	61 61%	2 100%	8 62%	3 60%	3 100%	4 50%	1 20%	22 59%	8 62%	5 71%	56 60%	4 80%	1 50%	-	36 57%	5 56%	2 67%
Internet services	43 43%	1 50%	7 54%	-	1 33%	3 38%	2 40%	15 41%	7 54%	3 43%	39 42%	3 60%	1 50%	-	29 46%	1 11%	1 33%
Calls between different sites	35 35%	-	5 38%	3 60%	1 33%	2 25%	4 80%	13 35%	4 31%	2 29%	34 37%	1 20%	-	-	20 32%	6 67%	2 67%
Data services	22 22%	-	4 31%	1 20%	-	3 38%	2 40%	9 24%	1 8%	1 14%	21 23%	-	1 50%	-	16 25%	3 33%	-
Fax services	13 13%	-	2 15%	1 20%	-	2 25%	1 20%	4 11%	-	1 14%	11 12%	2 40%	-	-	8 13%	1 11%	-
Security/alarm systems	11 11%	-	1 8%	2 40%	-	3 38%	-	5 14%	-	-	11 12%	-	-	-	9 14%	-	-
Video conferencing	11 11%	-	3 23%	-	1 33%	-	-	5 14%	-	1 14%	10 11%	1 20%	-	-	7 11%	1 11%	3 100%
Card payments	8 8%	-	1 8%	1 20%	-	-	1 20%	2 5%	1 8%	2 29%	8 9%	-	-	-	6 10%	1 11%	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Question not asked	2 2%	-	-	-	-	-	-	-	2 15%	-	2 2%	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 27 (continuation)

<A3d,e,f> Summary Table - You have said that you use ISDN30 for the following purposes

by

Base: All with ISDN30

	Total	PERSONAL PROFILE														
		Fixed line services											Mostly used fixed line			
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP (f)	Only 2e & (g)	ISDN 2/ IP 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
Outgoing calls	66 66%	14 74%	66 66%	- -%	47 64%	14 74%	- -%	2 50%	7 58%	7 58%	5 63%	2 50%	7 58%	10 83%	56 64%	- -%
Incoming calls	61 61%	12 63%	61 61%	- -%	43 59%	12 63%	- -%	2 50%	8 67%	8 67%	6 75%	2 50%	8 67%	9 75%	52 59%	- -%
Internet services	43 43%	10 53%	43 43%	- -%	30 41%	10 53%	- -%	4 100%	7 58%	7 58%	3 38%	4 100%	7 58%	6 50%	37 42%	- -%
Calls between different sites	35 35%	6 32%	35 35%	- -%	26 36%	6 32%	- -%	1 25%	4 33%	4 33%	3 38%	1 25%	4 33%	4 33%	31 35%	- -%
Data services	22 22%	1 5%	22 22%	- -%	18 25%	1 5%	- -%	1 25%	4 33%	4 33%	3 38%	1 25%	4 33%	- -%	22 25%	- -%
Fax services	13 13%	3 16%	13 13%	- -%	8 11%	3 16%	- -%	- -%	2 17%	2 17%	2 25%	- -%	2 17%	1 8%	12 14%	- -%
Security/alarm systems	11 11%	1 5%	11 11%	- -%	9 12%	1 5%	- -%	- -%	1 8%	1 8%	1 13%	- -%	1 8%	1 8%	10 11%	- -%
Video conferencing	11 11%	2 11%	11 11%	- -%	8 11%	2 11%	- -%	1 25%	2 17%	2 17%	1 13%	1 25%	2 17%	- -%	11 13%	- -%
Card payments	8 8%	1 5%	8 8%	- -%	7 10%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	8 9%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	2 2%	- -%	2 2%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 27 (continuation)

<A3d,e,f> Summary Table - You have said that you use ISDN30 for the following purposes

by

Base: All with ISDN30

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
<hr/>																
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
Outgoing calls	66 66%	66cf 79%	41 72%	35 63%	36 71%	27 66%	29 62%	21 62%	26 67%	1 100%	1 25%	4 100%	3 100%	2 67%	-	2 67%
Incoming calls	61 61%	61CF 73%	37 65%	28 50%	30 59%	25 61%	23 49%	19 56%	24 62%	1 100%	1 25%	3 75%	2 67%	2 67%	-	2 67%
Internet services	43	34	23	43	23	21	24	15	18	1	3	1	2	1	-	1
	43%	40%	40%	ABDEFGH 77%	45%	51%	51%	44%	46%	100%	75%	25%	67%	33%	-	33%
Calls between different sites	35	30	35	16	18	14	14	10	13	-	2	1	1	1	-	1
	35%	36%	ACDEFGH 61%	29%	35%	34%	30%	29%	33%	-	50%	25%	33%	33%	-	33%
Data services	22 22%	16 19%	13 23%	15 27%	15 29%	13 32%	22ABc 47%	9 26%	12 31%	- -	- -	- -	- -	- -	- -	1 33%
Fax services	13 13%	9 11%	4 7%	6 11%	13aBch 25%	4 10%	6 13%	8b 24%	3 8%	- -	1 25%	- -	1 33%	1 33%	- -	- -
Security/alarm systems	11 11%	9 11%	4 7%	5 9%	4 8%	11aBcd 27%	6 13%	5 15%	5 13%	- -	- -	1 25%	- -	- -	- -	- -
Video conferencing	11 11%	9 11%	8 14%	6 11%	5 10%	2 5%	7 15%	4 12%	11acdE 28%	- -	- -	- -	- -	1 33%	- -	1 33%
Card payments	8 8%	6 7%	3 5%	4 7%	5 10%	2 5%	3 6%	8aBcef 24%	3 8%	- -	1 25%	- -	- -	- -	- -	- -
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 27 (continuation)

<A3d,e,f> Summary Table - You have said that you use ISDN30 for the following purposes

by

Base: All with ISDN30

		ISDN LINES																						
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 or more channels(g)	1500 chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)	
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8		
Outgoing calls	66 66%	21 81%	7 88%	9 56%	10 53%	7 58%	3 43%	1 100%	2 67%	40 63%	15 68%	32 67%	5 42%	8 89%	4 57%	2 67%	40 69%	21 75%	3 33%	35b 78%	22 56%	5 63%		
Incoming calls	61 61%	18 69%	7 88%	10 63%	11 58%	4 33%	2 29%	1 100%	2 67%	38 59%	15 68%	30 63%	5 42%	8 89%	3 43%	1 33%	41 71%	15 54%	3 33%	29 64%	23 59%	5 63%		
Internet services	43 43%	14 54%	1 13%	8 50%	7 37%	6 50%	2 29%	- -	2 67%	25 39%	11 50%	20 42%	3 25%	3 33%	6 86%	1 33%	28 48%	10 36%	3 33%	18 40%	19 49%	3 38%		
Calls between different sites	35 35%	8 31%	4 50%	5 31%	7 37%	5 42%	4 57%	- -	1 33%	24 38%	8 36%	17 35%	4 33%	2 22%	3 43%	1 33%	17 29%	13 46%	4 44%	15 33%	14 36%	2 25%		
Data services	22 22%	4 15%	2 25%	5 31%	4 21%	4 33%	2 29%	- -	1 33%	16 25%	4 18%	12 25%	4 33%	- -	1 14%	- -	16 28%	4 14%	2 22%	10 22%	8 21%	4 50%		
Fax services	13 13%	1 4%	1 13%	1 6%	5 26%	2 17%	3 43%	- -	- -	8 13%	4 18%	4 8%	4 33%	1 11%	1 14%	1 33%	4 7%	5 18%	4 44%	6 13%	5 13%	2 25%		
Security/alarm systems	11 11%	2 8%	- -	- -	4 21%	3 25%	1 14%	1 100%	- -	9 14%	2 9%	5 10%	4 33%	- -	- -	1 33%	5 9%	4 14%	2 22%	4 9%	5 13%	2 25%		
Video conferencing	11 11%	1 4%	1 13%	4 25%	3 16%	1 8%	- -	- -	1 33%	10 16%	- -	9 19%	1 8%	1 11%	1 14%	- -	5 9%	3 11%	1 11%	4 9%	4 10%	1 13%		
Card payments	8 8%	1 4%	- -	- -	3 16%	3 25%	1 14%	- -	- -	7 11%	1 5%	5 10%	2 17%	- -	1 14%	- -	3 5%	4 14%	1 11%	1 2%	7a 18%	- -		
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Question not asked	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 27 (continuation)

<A3d,e,f> Summary Table - You have said that you use ISDN30 for the following purposes

by

Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	20	36	40	38	52	12	40	52	34	7
Outgoing calls	66 66%	14 70%	24 67%	26 65%	26 68%	35 67%	9 75%	24 60%	33 63%	24 71%	6 86%
Incoming calls	61 61%	14 70%	20 56%	25 63%	20 53%	37 71%	8 67%	21 53%	29 56%	23 68%	6 86%
Internet services	43 43%	8 40%	18 50%	14 35%	15 39%	22 42%	4 33%	17 43%	21 40%	17 50%	2 29%
Calls between different sites	35 35%	6 30%	15 42%	11 28%	14 37%	18 35%	4 33%	14 35%	18 35%	13 38%	3 43%
Data services	22 22%	6 30%	7 19%	9 23%	10 26%	8 15%	5 42%	11 28%	16 31%	5 15%	1 14%
Fax services	13 13%	1 5%	7 19%	5 13%	6 16%	5 10%	1 8%	8 20%	9 17%	4 12%	- -%
Security/alarm systems	11 11%	2 10%	4 11%	5 13%	4 11%	7 13%	1 8%	6 15%	7 13%	2 6%	1 14%
Video conferencing	11 11%	3 15%	1 3%	5 13%	3 8%	7 13%	1 8%	5 13%	6 12%	4 12%	- -%
Card payments	8 8%	1 5%	5 14%	2 5%	4 11%	3 6%	1 8%	4 10%	5 10%	2 6%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	2 2%	- -%	- -%	2 5%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 27 (continuation)

<A3d,e,f> Summary Table - You have said that you use ISDN30 for the following purposes

by

Base: All with ISDN30

		IP Based Services																			

		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
		-----		-----		-----					-----			-----							
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
Outgoing calls	66 66%	35 74%	20 57%	16 67%	15 88%	6 75%	11 85%	4 50%	3 60%	11 92%	4 67%	4 57%	- %	5 56%	5 63%	4 57%	2 67%	1 25%	3 60%	1 50%	2 50%
Incoming calls	61 61%	32 68%	19 54%	12 50%	16 94%	6 75%	9 69%	2 25%	3 60%	11 92%	6 100%	4 57%	- %	6 67%	5 63%	5 71%	2 67%	1 25%	3 60%	2 100%	2 50%
Internet services	43 43%	17 36%	16 46%	8 33%	6 35%	2 25%	3 23%	2 25%	2 40%	8 67%	3 50%	5 71%	- %	4 44%	3 38%	6 86%	1 33%	2 50%	4 80%	- %	2 50%
Calls between different sites	35 35%	18 38%	12 34%	8 33%	7 41%	4 50%	5 38%	5 63%	2 40%	1 8%	3 50%	1 14%	- %	4 44%	4 50%	2 29%	3 100%	2 50%	2 40%	2 100%	2 50%
Data services	22 22%	11 23%	5 14%	8 33%	1 6%	3 38%	3 23%	1 13%	2 40%	2 17%	1 17%	2 29%	1 100%	3 33%	3 38%	2 29%	1 33%	3 75%	2 40%	1 50%	2 50%
Fax services	13 13%	5 11%	5 14%	4 17%	1 6%	- %	- %	3 38%	1 20%	1 8%	- %	1 14%	1 100%	1 11%	1 13%	- %	- %	1 25%	- %	- %	- %
Security/alarm systems	11 11%	5 11%	5 14%	4 17%	1 6%	- %	3 23%	2 25%	- %	- %	- %	1 14%	1 100%	1 11%	1 13%	- %	- %	1 25%	- %	- %	- %
Video conferencing	11 11%	6 13%	2 6%	3 13%	2 12%	2 25%	3 23%	- %	- %	- %	- %	2 29%	- %	2 22%	2 25%	1 14%	- %	1 25%	1 20%	- %	2 50%
Card payments	8 8%	5 11%	3 9%	4 17%	- %	1 13%	1 8%	2 25%	1 20%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Question not asked	2 2%	- %	2 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 27 (continuation)

<A3d,e,f> Summary Table - You have said that you use ISDN30 for the following purposes

by

Base: All with ISDN30

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-	
Outgoing calls	66 66%	3 43%	2 67%	3 50%	2 67%	2 100%	4 67%	1 33%	4 80%	2 50%	- -%	2 100%	1 50%	3 60%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	
Incoming calls	61 61%	4 57%	3 100%	4 67%	3 100%	1 50%	5 83%	2 67%	4 80%	3 75%	- -%	1 50%	2 100%	4 80%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	
Internet services	43 43%	5 71%	1 33%	2 33%	2 67%	2 100%	4 67%	1 33%	2 40%	3 75%	1 100%	2 100%	2 100%	- -%	2 100%	- -%	- -%	- -%	- -%	- -%	- -%	
Calls between different sites	35 35%	- -%	2 67%	3 50%	- -%	1 50%	2 33%	- -%	3 60%	- -%	- -%	1 50%	- -%	3 60%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Data services	22 22%	3 43%	1 33%	3 50%	- -%	- -%	2 33%	1 33%	1 20%	1 25%	1 100%	- -%	- -%	2 40%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	
Fax services	13 13%	2 29%	- -%	1 17%	- -%	- -%	- -%	1 33%	- -%	1 25%	- -%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Security/alarm systems	11 11%	1 14%	- -%	1 17%	- -%	- -%	- -%	1 33%	- -%	1 25%	- -%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Video conferencing	11 11%	2 29%	- -%	1 17%	1 33%	- -%	1 17%	1 33%	1 20%	- -%	1 100%	- -%	- -%	1 20%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	
Card payments	8 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Question not asked	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 27 (continuation)

<A3d,e,f> Summary Table - You have said that you use ISDN30 for the following purposes by

Base: All with ISDN30

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	43	52	12	7	54	40
Outgoing calls	66 66%	32 74%	33 63%	9 75%	5 71%	34 63%	28 70%
Incoming calls	61 61%	32b 74%	28 54%	8 67%	4 57%	30 56%	28 70%
Internet services	43 43%	16 37%	23 44%	6 50%	4 57%	25 46%	16 40%
Calls between different sites	35 35%	16 37%	17 33%	2 17%	4 57%	20 37%	13 33%
Data services	22 22%	7 16%	14 27%	- -%	1 14%	14 26%	8 20%
Fax services	13 13%	1 2%	12A 23%	3 25%	- -%	8 15%	4 10%
Security/alarm systems	11 11%	6 14%	5 10%	1 8%	- -%	8 15%	3 8%
Video conferencing	11 11%	6 14%	5 10%	1 8%	1 14%	6 11%	5 13%
Card payments	8 8%	2 5%	5 10%	- -%	1 14%	3 6%	5 13%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Question not asked	2 2%	1 2%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 28
<A4> Does your company have a switch i.e. PBX or PABX?
by
Base: All with ISDN

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20	(c)	(a)	to £20 million	million (b)	million (c)
Total	181	—	6	11	17	41	62	61	126	14	14	18	20	87	43	29
Yes	109 60%	— %	2 33%	4 36%	6 35%	20 49%	44e 71%	39 64%	70 56%	11 79%	12 86%	14 78%	10 50%	42 48%	34B 79%	23 79%
No	41 23%	— %	3 50%	3 27%	6 35%	5 12%	13 21%	17 28%	30 24%	3 21%	1 7%	3 17%	6 30%	24 28%	7 16%	4 14%
Don't know	31 17%	— %	1 17%	4 36%	5 29%	16FG 39%	5 8%	5 8%	26 21%	— %	1 7%	1 6%	4 20%	21C 24%	2 5%	2 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 28 (continuation)
<A4> Does your company have a switch i.e. PBX or PABX?
by
Base: All with ISDN

		PERSONAL PROFILE														
		Sector										Number of years trading				
		Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	181	7	37	11	21	14	25	30	18	18	3	16	36	54	72	
Yes	109 60%	5 71%	25 68%	3 27%	13 62%	9 64%	18 72%	17 57%	11 61%	8 44%	1 33%	13 81%	23 64%	28 52%	44 61%	
No	41 23%	2 29%	6 16%	4 36%	5 24%	3 21%	6 24%	9 30%	4 22%	2 11%	1 33%	2 13%	12e 33%	16e 30%	10 14%	
Don't know	31 17%	– -%	6 16%	4 36%	3 14%	2 14%	1 4%	4 13%	3 17%	8 44%	1 33%	1 6%	1 3%	10c 19%	18C 25%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 28 (continuation)
<A4> Does your company have a switch i.e. PBX or PABX?
by
Base: All with ISDN

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	East of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	181	6	20	11	6	13	10	56	33	12	167	6	7	1	106	12	7
Yes	109 60%	2 33%	14 70%	5 45%	3 50%	9 69%	7 70%	40H 71%	14 42%	9 75%	103h 62%	2 33%	3 43%	1 100%	77 73%	9 75%	5 71%
No	41 23%	3 50%	4 20%	4 36%	1 17%	3 23%	3 30%	6 11%	8 24%	3 25%	35 21%	3 50%	3 43%	- -%	20 19%	2 17%	- -%
Don't know	31 17%	1 17%	2 10%	2 18%	2 33%	1 8%	- -%	10 18%	11j 33%	- -%	29 17%	1 17%	1 14%	- -%	9 8%	1 8%	2 29%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 28 (continuation)

<A4> Does your company have a switch i.e. PBX or PABX?

by

Base: All with ISDN

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	181	100	100	63	73	19	-	22	12	30	22	8	30	93	88	-
Yes	109	60	64	31	45	15	-	17	7	21	14	7	21	54	55	-
	60%	60%	64%	49%	62%	79%	-%	77%	58%	70%	64%	88%	70%	58%	63%	-%
No	41	21	22	15	17	2	-	4	3	7	7	-	7	20	21	-
	23%	21%	22%	24%	23%	11%	-%	18%	25%	23%	32%	-%	23%	22%	24%	-%
Don't know	31	19	14	17	11	2	-	1	2	2	1	1	2	19	12	-
	17%	19%	14%	27%	15%	11%	-%	5%	17%	7%	5%	13%	7%	20%	14%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 28 (continuation)
<A4> Does your company have a switch i.e. PBX or PABX?
by
Base: All with ISDN

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	181	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
Yes	109 60%	91 61%	62 66%	60 60%	47 59%	47 70%	54 68%	41 73%	43acd 78%	4 44%	11 44%	17 74%	11 69%	9 82%	1 50%	5 100%
No	41 23%	34h 23%	19 20%	25h 25%	16 20%	11 16%	16 20%	11 20%	5 9%	2 22%	9 36%	4 17%	2 13%	1 9%	- -%	- -%
Don't know	31 17%	23 16%	13 14%	15 15%	16g 20%	9 13%	10 13%	4 7%	7 13%	3 33%	5 20%	2 9%	3 19%	1 9%	1 50%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 28 (continuation)
<A4> Does your company have a switch i.e. PBX or PABX?
by
Base: All with ISDN

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted	
		(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 channe ls(g)	or more chan nels(h)	(a)	(b)	(a)	(b)	Service (a)	mentary (b)	ck-up (c)	Service (a)	mentary (b)	ck-up (c)	dalone (a)	-house package (b)	lution (c)	
Total	181	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
Yes	109 60%	11 42%	5 63%	10 63%	16 84%	11 92%	5 71%	1 100%	3 100%	109B 100%	- -%	81 100%	17 100%	37 65%	19 59%	4 67%	38 66%	19 68%	6 67%	48 62%	47 61%	9 69%	
No	41 23%	9 35%	2 25%	5 31%	2 11%	1 8%	2 29%	- -%	- -%	- -%	41A 100%	- -%	- -%	9 16%	8 25%	2 33%	12 21%	8 29%	2 22%	19 25%	17 22%	3 23%	
Don't know	31 17%	6 23%	1 13%	1 6%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	11 19%	5 16%	- -%	8 14%	1 4%	1 11%	10 13%	13 17%	1 8%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 28 (continuation)
<A4> Does your company have a switch i.e. PBX or PABX?
by
Base: All with ISDN

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	181	37	66	71	68	92	27	64	91	60	18
Yes	109 60%	29bc 78%	37 56%	40 56%	51B 75%	49 53%	21 78%	37 58%	58 64%	38 63%	8 44%
No	41 23%	5 14%	21a 32%	14 20%	12 18%	25 27%	4 15%	20d 31%	24 26%	9 15%	6 33%
Don't know	31 17%	3 8%	8 12%	17a 24%	5 7%	18a 20%	2 7%	7 11%	9 10%	13c 22%	4 22%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 28 (continuation)
<A4> Does your company have a switch i.e. PBX or PABX?
by
Base: All with ISDN

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	181	80	54	41	28	11	24	16	6	22	13	19	5	17	18	16	10	8	10	6	6
Yes	109 60%	64B 80%	18 33%	38 93%	18 64%	10 91%	21 88%	13 81%	6 100%	13 59%	9 69%	14 74%	4 80%	10 59%	9 50%	11 69%	4 40%	6 75%	7 70%	3 50%	4 67%
No	41 23%	7 9%	25A 46%	2 5%	5 18%	1 9%	2 8%	1 6%	- -%	3 14%	3 23%	4 21%	1 20%	5 29%	7 39%	4 25%	4 40%	1 13%	2 20%	3 50%	1 17%
Don't know	31 17%	9 11%	11 20%	1 2%	5 18%	- -%	1 4%	2 13%	- -%	6 27%	1 8%	1 5%	- -%	2 12%	2 11%	1 6%	2 20%	1 13%	1 10%	- -%	1 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 28 (continuation)

<A4> Does your company have a switch i.e. PBX or PABX?

by

Base: All with ISDN

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	181	21	7	16	8	5	17	10	15	7	4	4	4	18	2	-	-	-	-	-	-	
Yes	109 60%	21 100%	- -%	10 63%	7 88%	3 60%	12 71%	8 80%	10 67%	6 86%	3 75%	3 75%	4 100%	12 67%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	
No	41 23%	- -%	7 100%	5 31%	1 13%	1 20%	5 29%	2 20%	4 27%	1 14%	1 25%	- -%	- -%	5 28%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	31 17%	- -%	- -%	1 6%	- -%	1 20%	- -%	- -%	1 7%	- -%	- -%	1 25%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 28 (continuation)
<A4> Does your company have a switch i.e. PBX or PABX?
by
Base: All with ISDN

Total	IP Based Services					
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
	-----	-----	-----	-----	-----	-----
Total	181	91 82	57 30		54 40	
Yes	109 60%	49 54%	58a 71%	36 63% 19 63%	36 67%	26 65%
No	41 23%	20 22%	19 23%	13 23% 3 10%	12 22%	9 23%
Don't know	31 17%	22B 24%	5 6%	8 14% 8 27%	6 11%	5 13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29

<A5> Approximately, how often do you replace your switch(es)? ...

by

Base: All with a company switch

		PERSONAL PROFILE															
		Company Size								No.Sites				Turnover			
		Total	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
			(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)				
Total	109	-	2	4	6	20	44	39	70	11	12	14	10	42	34	23	
Every month	10 9%	- -%	- -%	- -%	- -%	3 15%	3 7%	4 10%	7 10%	- -%	1 8%	2 14%	1 10%	2 5%	2 6%	5 22%	
Every 2 months	7 6%	- -%	1 50%	- -%	1 17%	2 10%	3 7%	1 3%	6 9%	- -%	1 8%	- -%	3 30%	3 7%	1 3%	- -%	
Every 3 months	13 12%	- -%	- -%	1 25%	1 17%	1 5%	6 14%	5 13%	7 10%	3 27%	1 8%	2 14%	1 10%	4 10%	8 24%	- -%	
Every 6 months	24 22%	- -%	- -%	- -%	- -%	2 10%	12 27%	10 26%	14 20%	3 27%	3 25%	4 29%	- -%	11 26%	7 21%	6 26%	
Yearly	13 12%	- -%	- -%	- -%	- -%	2 10%	8 18%	3 8%	7 10%	2 18%	2 17%	2 14%	1 10%	5 12%	5 15%	2 9%	
Every 2 years	8 7%	- -%	- -%	1 25%	1 17%	1 5%	1 2%	5 13%	4 6%	- -%	3 25%	1 7%	1 10%	1 2%	3 9%	3 13%	
Longer than 2 years	21 19%	- -%	- -%	1 25%	1 17%	4 20%	9 20%	7 18%	15 21%	3 27%	1 8%	2 14%	- -%	11 26%	6 18%	4 17%	
Never replaced the switches before	9 8%	- -%	- -%	1 25%	1 17%	4 20%	2 5%	2 5%	7 10%	- -%	- -%	1 7%	2 20%	4 10%	1 3%	2 9%	
Don't know	4 4%	- -%	1 50%	- -%	1 17%	1 5%	- -%	2 5%	3 4%	- -%	- -%	- -%	1 10%	1 2%	1 3%	1 4%	
NET ---																	
Every 6 months or less	54 50%	- -%	1 50%	1 25%	2 33%	8 40%	24 55%	20 51%	34 49%	6 55%	6 50%	8 57%	5 50%	20 48%	18 53%	11 48%	
Over 6 months	42 39%	- -%	- -%	2 50%	2 33%	7 35%	18 41%	15 38%	26 37%	5 45%	6 50%	5 36%	2 20%	17 40%	14 41%	9 39%	
Replaced switches	96 88%	- -%	1 50%	3 75%	4 67%	15 75%	42 95%	35 90%	60 86%	11 100%	12 100%	13 93%	7 70%	37 88%	32 94%	20 87%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29 (continuation)

<A5> Approximately, how often do you replace your switch(es)? ...

by

Base: All with a company switch

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	109	5	25	3	13	9	18	17	11	8	1	13	23	28	44
Every month	10 9%	2 40%	3 12%	- -	- -	1 11%	1 6%	- -	2 18%	1 13%	1 100%	1 8%	2 9%	4 14%	2 5%
Every 2 months	7 6%	1 20%	3 12%	- -	1 8%	1 11%	- -	- -	- -	1 13%	- -	4 31%	3 13%	- -	- -
Every 3 months	13 12%	- -	2 8%	1 33%	1 8%	3 33%	3 17%	1 6%	- -	2 25%	- -	2 15%	6 26%	3 11%	2 5%
Every 6 months	24 22%	1 20%	5 20%	1 33%	3 23%	2 22%	4 22%	4 24%	3 27%	1 13%	- -	3 23%	7 30%	9 32%	5 11%
Yearly	13 12%	1 20%	2 8%	- -	4 31%	- -	4 22%	1 6%	1 9%	- -	- -	3 23%	3 13%	1 4%	6 14%
Every 2 years	8 7%	- -	1 4%	- -	1 8%	- -	2 11%	2 12%	2 18%	- -	- -	- -	- -	2 7%	6 14%
Longer than 2 years	21 19%	- -	7 28%	1 33%	2 15%	2 22%	- -	6 35%	2 18%	1 13%	- -	- -	2 9%	3 11%	16 36%
Never replaced the switches before	9 8%	- -	2 8%	- -	1 8%	- -	1 6%	3 18%	1 9%	1 13%	- -	- -	- -	4 14%	5 11%
Don't know	4 4%	- -	- -	- -	- -	- -	3 17%	- -	- -	1 13%	- -	- -	- -	2 7%	2 5%
NET ---															
Every 6 months or less	54 50%	4 80%	13 52%	2 67%	5 38%	7 78%	8 44%	5 29%	5 45%	5 63%	1 100%	10 77%	18 78%	16 57%	9 20%
Over 6 months	42 39%	1 20%	10 40%	1 33%	7 54%	2 22%	6 33%	9 53%	5 45%	1 13%	- -	3 23%	5 22%	6 21%	28 64%
Replaced switches	96 88%	5 100%	23 92%	3 100%	12 92%	9 100%	14 78%	14 82%	10 91%	6 75%	1 100%	13 100%	23 100%	22 79%	37 84%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29 (continuation)

<A5> Approximately, how often do you replace your switch(es)? ...

by

Base: All with a company switch

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op- erating from (c)
Total	109	2	14	5	3	9	7	40	14	9	103	2	3	1	77	9	5
Every month	10 9%	- %	2 14%	- %	- %	- %	- %	7 18%	1 7%	- %	10 10%	- %	- %	- %	9 12%	1 11%	- %
Every 2 months	7 6%	- %	- %	- %	1 33%	- %	- %	4 10%	- %	1 11%	6 6%	- %	1 33%	- %	5 6%	- %	- %
Every 3 months	13 12%	1 50%	- %	3 60%	- %	1 11%	- %	7 18%	1 7%	- %	13 13%	- %	- %	- %	11 14%	1 11%	- %
Every 6 months	24 22%	- %	6 43%	1 20%	- %	1 11%	2 29%	8 20%	1 7%	3 33%	22 21%	1 50%	- %	1 100%	20 26%	2 22%	1 20%
Yearly	13 12%	- %	2 14%	- %	1 33%	- %	2 29%	4 10%	3 21%	- %	12 12%	1 50%	- %	- %	9 12%	3 33%	- %
Every 2 years	8 7%	- %	- %	1 20%	- %	1 11%	1 14%	2 5%	1 7%	1 11%	7 7%	- %	1 33%	- %	6 8%	1 11%	- %
Longer than 2 years	21 19%	1 50%	2 14%	- %	- %	5 56%	1 14%	5 13%	5 36%	2 22%	21 20%	- %	- %	- %	14 18%	1 11%	2 40%
Never replaced the switches before	9 8%	- %	2 14%	- %	1 33%	1 11%	1 14%	1 3%	1 7%	1 11%	8 8%	- %	1 33%	- %	3 4%	- %	1 20%
Don't know	4 4%	- %	- %	- %	- %	- %	- %	2 5%	1 7%	1 11%	4 4%	- %	- %	- %	- %	- %	1 20%
NET ---																	
Every 6 months or less	54 50%	1 50%	8 57%	4 80%	1 33%	2 22%	2 29%	26 65%	3 21%	4 44%	51 50%	1 50%	1 33%	1 100%	45 58%	4 44%	1 20%
Over 6 months	42 39%	1 50%	4 29%	1 20%	1 33%	6 67%	4 57%	11 28%	9 64%	3 33%	40 39%	1 50%	1 33%	- %	29 38%	5 56%	2 40%
Replaced switches	96 88%	2 100%	12 86%	5 100%	2 67%	8 89%	6 86%	37 93%	12 86%	7 78%	91 88%	2 100%	2 67%	1 100%	74 96%	9 100%	3 60%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29 (continuation)

<A5> Approximately, how often do you replace your switch(es)? ...

by

Base: All with a company switch

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total																	
Total	109	60	64	31	45	15	—	17	7	21	14	7	21	54	55	—	
Every month	10 9%	7 12%	6 9%	2 6%	3 7%	3 20%	— —%	3 18%	1 14%	3 14%	1 7%	2 29%	3 14%	5 9%	5 9%	— —%	
Every 2 months	7 6%	5 8%	3 5%	3 10%	2 4%	1 7%	— —%	2 12%	1 14%	2 10%	1 7%	1 14%	2 10%	5 9%	2 4%	— —%	
Every 3 months	13 12%	7 12%	8 13%	4 13%	6 13%	2 13%	— —%	1 6%	— —%	1 5%	1 7%	— —%	1 5%	7 13%	6 11%	— —%	
Every 6 months	24 22%	12 20%	16 25%	6 19%	11 24%	4 27%	— —%	2 12%	1 14%	3 14%	3 21%	— —%	3 14%	10 19%	14 25%	— —%	
Yearly	13 12%	5 8%	8 13%	2 6%	7 16%	— —%	— —%	3 18%	1 14%	4 19%	4 29%	— —%	4 19%	5 9%	8 15%	— —%	
Every 2 years	8 7%	3 5%	5 8%	1 3%	4 9%	— —%	— —%	2 12%	1 14%	3 14%	2 14%	1 14%	3 14%	3 6%	5 9%	— —%	
Longer than 2 years	21 19%	14 23%	12 19%	7 23%	7 16%	5 33%	— —%	3 18%	1 14%	3 14%	1 7%	2 29%	3 14%	12 22%	9 16%	— —%	
Never replaced the switches before	9 8%	5 8%	4 6%	4 13%	3 7%	— —%	— —%	1 6%	1 14%	2 10%	1 7%	1 14%	2 10%	5 9%	4 7%	— —%	
Don't know	4 4%	2 3%	2 3%	2 6%	2 4%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	2 4%	2 4%	— —%	
NET ---																	
Every 6 months or less	54 50%	31 52%	33 52%	15 48%	22 49%	10 67%	— —%	8 47%	3 43%	9 43%	6 43%	3 43%	9 43%	27 50%	27 49%	— —%	
Over 6 months	42 39%	22 37%	25 39%	10 32%	18 40%	5 33%	— —%	8 47%	3 43%	10 48%	7 50%	3 43%	10 48%	20 37%	22 40%	— —%	
Replaced switches	96 88%	53 88%	58 91%	25 81%	40 89%	15 100%	— —%	16 94%	6 86%	19 90%	13 93%	6 86%	19 90%	47 87%	49 89%	— —%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29 (continuation)

<A5> Approximately, how often do you replace your switch(es)? ...

by

Base: All with a company switch

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Total	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20-28 (f)
Total	109	91	62	60	47	47	54	41	43	4	11	17	11	9	1	5
Every month	10 9%	9 10%	6 10%	8 13%	5 11%	8 17%	7 13%	5 12%	7 16%	1 25%	— —%	1 6%	3 27%	1 11%	— —%	1 20%
Every 2 months	7 6%	6 7%	4 6%	4 7%	3 6%	3 6%	3 6%	3 7%	2 5%	— —%	2 18%	2 12%	1 9%	— —%	— —%	— —%
Every 3 months	13 12%	8 9%	5 8%	6 10%	6 13%	5 11%	7 13%	6 15%	2 5%	1 25%	— —%	3 18%	3 27%	— —%	— —%	— —%
Every 6 months	24 22%	19 21%	14 23%	15 25%	14 30%	12 26%	15 28%	11 27%	10 23%	— —%	3 27%	5 29%	— —%	3 33%	— —%	1 20%
Yearly	13 12%	11 12%	7 11%	5 8%	7 15%	4 9%	8 15%	4 10%	6 14%	— —%	1 9%	1 6%	— —%	2 22%	— —%	1 20%
Every 2 years	8 7%	7 8%	3 5%	5 8%	1 2%	4 9%	2 4%	3 7%	3 7%	— —%	— —%	1 6%	— —%	— —%	1 100%	— —%
Longer than 2 years	21 19%	18 20%	16g 26%	11 18%	7 15%	7 15%	10 19%	3 7%	9 21%	— —%	4 36%	2 12%	2 18%	3 33%	— —%	2 40%
Never replaced the switches before	9 8%	9 10%	5 8%	4 7%	3 6%	3 6%	2 4%	5 12%	2 5%	1 25%	1 9%	1 6%	2 18%	— —%	— —%	— —%
Don't know	4 4%	4 4%	2 3%	2 3%	1 2%	1 2%	— —%	1 2%	2 5%	1 25%	— —%	1 6%	— —%	— —%	— —%	— —%
NET ---																
Every 6 months or less	54 50%	42 46%	29 47%	33 55%	28 60%	28 60%	32 59%	25 61%	21 49%	2 50%	5 45%	11 65%	7 64%	4 44%	— —%	2 40%
Over 6 months	42 39%	36 40%	26 42%	21 35%	15 32%	15 32%	20 37%	10 24%	18 42%	— —%	5 45%	4 24%	2 18%	5 56%	1 100%	3 60%
Replaced switches	96 88%	78 86%	55 89%	54 90%	43 91%	43 91%	52a 96%	35 85%	39 91%	2 50%	10 91%	15 88%	9 82%	9 100%	1 100%	5 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29 (continuation)

<A5> Approximately, how often do you replace your switch(es)? ...

by

Base: All with a company switch

ISDN LINES																						
	Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch annels (f)	600 -1470 channels (g)	1500 or more ch annels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	109	11	5	10	16	11	5	1	3	109	-	81	17	37	19	4	38	19	6	48	47	9
Every month	10 9%	3 27%	- -	- -	1 6%	- -	1 20%	- -	1 33%	10 9%	- -	9 11%	1 6%	7 19%	- -	- -	5 13%	1 5%	- -	8b 17%	2 4%	- -
Every 2 months	7 6%	- -	- -	1 10%	2 13%	- -	- -	- -	- -	7 6%	- -	6 7%	1 6%	1 3%	4 21%	- -	2 5%	- -	1 17%	3 6%	4 9%	- -
Every 3 months	13 12%	- -	1 20%	1 10%	1 6%	3 27%	2 40%	- -	- -	13 12%	- -	9 11%	4 24%	1 3%	6 32%	- -	3 8%	3 16%	2 33%	6 13%	7 15%	- -
Every 6 months	24 22%	4 36%	1 20%	1 10%	4 25%	5 45%	- -	- -	1 33%	24 22%	- -	21 26%	2 12%	5 14%	5 26%	2 50%	6 16%	9 47%	1 17%	5 10%	17A 36%	2 22%
Yearly	13 12%	- -	- -	2 20%	5 31%	- -	1 20%	- -	- -	13 12%	- -	11 14%	1 6%	4 11%	1 5%	- -	3 8%	4 21%	1 17%	2 4%	11A 23%	- -
Every 2 years	8 7%	- -	- -	- -	1 6%	2 18%	- -	1 100%	- -	8 7%	- -	5 6%	2 12%	1 3%	- -	2 50%	3 8%	1 5%	1 17%	1 2%	3 6%	3 33%
Longer than 2 years	21 19%	4 36%	2 40%	3 30%	1 6%	1 9%	- -	- -	1 33%	21 19%	- -	17 21%	2 12%	11 30%	3 16%	- -	11 29%	1 5%	- -	16B 33%	1 2%	3 33%
Never replaced the switches before	9 8%	- -	1 20%	1 10%	- -	- -	1 20%	- -	- -	9 8%	- -	2 2%	4 24%	5 14%	- -	- -	4 11%	- -	- -	5 10%	2 4%	1 11%
Don't know	4 4%	- -	- -	1 10%	1 6%	- -	- -	- -	- -	4 4%	- -	1 1%	- -	2 5%	- -	- -	1 3%	- -	- -	2 4%	- -	- -
NET	---																					
Every 6 months or less	54 50%	7 64%	2 40%	3 30%	8 50%	8 73%	3 60%	- -	2 67%	54 50%	- -	45 56%	8 47%	14 38%	15 79%	2 50%	16 42%	13 68%	4 67%	22 46%	30 64%	2 22%
Over 6 months	42 39%	4 36%	2 40%	5 50%	7 44%	3 27%	1 20%	1 100%	1 33%	42 39%	- -	33 41%	5 29%	16 43%	4 21%	2 50%	17 45%	6 32%	2 33%	19 40%	15 32%	6 67%
Replaced switches	96 88%	11 100%	4 80%	8 80%	15 94%	11 100%	4 80%	1 100%	3 100%	96 88%	- -	78 96%	13 76%	30 81%	19 100%	4 100%	33 87%	19 100%	6 100%	41 85%	45 96%	8 89%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29 (continuation)

<A5> Approximately, how often do you replace your switch(es)? ...

by

Base: All with a company switch

	ISDN LINES										

	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years	Longer ago	Never	Yes	No	Definitely switch	More likely to switch	Net-likely to switch	Consider but unlikely to affect decision	No impact
		(a)	(b)	(c)	(a)	(b)	(a)	(b)	(c)	(d)	(e)
Total	109	29	37	40	51	49	21	37	58	38	8
Every month	10 9%	8 28%	1 3%	1 3%	9B 18%	1 2%	7 33%	2 5%	9d 16%	1 3%	- -%
Every 2 months	7 6%	4 14%	2 5%	1 3%	4 8%	3 6%	3 14%	4d 11%	7d 12%	- -%	- -%
Every 3 months	13 12%	4 14%	5 14%	4 10%	11B 22%	2 4%	3 14%	5 14%	8 14%	3 8%	- -%
Every 6 months	24 22%	7 24%	9 24%	8 20%	15 29%	9 18%	4 19%	12 32%	16 28%	8 21%	- -%
Yearly	13 12%	4 14%	6 16%	3 8%	6 12%	6 12%	2 10%	7 19%	9 16%	4 11%	- -%
Every 2 years	8 7%	1 3%	3 8%	3 8%	3 6%	3 6%	1 5%	1 3%	2 3%	5 13%	- -%
Longer than 2 years	21 19%	- -%	8 22%	13 33%	2 4%	16A 33%	- -%	5 14%	5 9%	10c 26%	6 75%
Never replaced the switches before	9 8%	- -%	3 8%	6 15%	1 2%	6a 12%	1 5%	1 3%	2 3%	5 13%	2 25%
Don't know	4 4%	1 3%	- -%	1 3%	- -%	3 6%	- -%	- -%	- -%	2 5%	- -%
NET ---											
Every 6 months or less	54 50%	23 79%	17 46%	14 35%	39B 76%	15 31%	17 81%	23D 62%	40D 69%	12 32%	- -%
Over 6 months	42 39%	5 17%	17 46%	19 48%	11 22%	25A 51%	3 14%	13 35%	16 28%	19c 50%	6 75%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29 (continuation)
<A5> Approximately, how often do you replace your switch(es)? ...
by
Base: All with a company switch

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last	Longer	Never	Yes	No	Defi	More	Net-	Co	No	
	2 years	ago	(c)	(a)	(b)	nitely	likely	likely	nsider	but un	impact
	(a)	(b)				(a)	switch	to	switch	likely	(e)
							(b)	switch	to	to affect	
								(c)	likely	de	
									to	cision	
									(d)		
Total	109	29	37	40	51	49	21	37	58	38	8
Replaced switches	96	28	34	33	50B	40	20	36d	56d	31	6
	88%	97%	92%	83%	98%	82%	95%	97%	97%	82%	75%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29 (continuation)

<A5> Approximately, how often do you replace your switch(es)? ...

by

Base: All with a company switch

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
Total	109	64	18	38	18	10	21	13	6	13	9	14	4	10	9	11	4	6	7	3	4
Every month	10 9%	7 11%	- -	6 16%	1 6%	3 30%	3 14%	1 8%	- -	- -	1 11%	3 21%	- -	2 20%	1 11%	3 27%	- -	1 17%	1 14%	1 33%	- -
Every 2 months	7 6%	3 5%	2 11%	3 8%	- -	- -	3 14%	- -	- -	- -	2 22%	2 14%	- -	2 20%	- -	2 18%	1 25%	1 17%	- -	- -	- -
Every 3 months	13 12%	9 14%	2 11%	9 24%	- -	2 20%	3 14%	4 31%	- -	- -	1 11%	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	- -
Every 6 months	24 22%	15 23%	4 22%	9 24%	4 22%	1 10%	4 19%	7 54%	2 33%	1 8%	2 22%	2 14%	1 25%	1 10%	- -	1 9%	1 25%	1 17%	1 14%	- -	1 25%
Yearly	13 12%	6 9%	3 17%	5 13%	1 6%	1 10%	2 10%	1 8%	1 17%	1 8%	2 22%	2 14%	2 50%	2 20%	3 33%	2 18%	2 50%	1 17%	2 29%	2 67%	2 50%
Every 2 years	8 7%	3 5%	1 6%	3 8%	- -	- -	1 5%	- -	1 17%	1 8%	1 11%	3 21%	1 25%	2 20%	2 22%	- -	- -	1 17%	1 14%	- -	- -
Longer than 2 years	21 19%	15 23%	3 17%	3 8%	8 44%	2 20%	5 24%	- -	1 17%	7 54%	- -	2 14%	- -	1 10%	1 11%	2 18%	- -	1 17%	2 29%	- -	1 25%
Never replaced the switches before	9 8%	4 6%	1 6%	- -	4 22%	1 10%	- -	- -	1 17%	2 15%	- -	- -	- -	- -	1 11%	1 9%	- -	- -	- -	- -	- -
Don't know	4 4%	2 3%	2 11%	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET	---																				
Every 6 months or less	54 50%	34 53%	8 44%	27 71%	5 28%	6 60%	13 62%	12 92%	2 33%	1 8%	6 67%	7 50%	1 25%	5 50%	2 22%	6 55%	2 50%	3 50%	2 29%	1 33%	1 25%
Over 6 months	42 39%	24 38%	7 39%	11 29%	9 50%	3 30%	8 38%	1 8%	3 50%	9 69%	3 33%	7 50%	3 75%	5 50%	6 67%	4 36%	2 50%	3 50%	5 71%	2 67%	3 75%
Replaced switches	96 88%	58 91%	15 83%	38 100%	14 78%	9 90%	21 100%	13 100%	5 83%	10 77%	9 100%	14 100%	4 100%	10 100%	8 89%	10 91%	4 100%	6 100%	7 100%	3 100%	4 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29 (continuation)

<A5> Approximately, how often do you replace your switch(es)? ...

by

Base: All with a company switch

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had and	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at all
					(a)	(b)	(c)						(b)		(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)	
Total	109	21	-	10	7	3	12	8	10	6	3	3	4	12	1	-	-	-	-	-	-	-	
Every month	10 9%	3 14%	- -	3 30%	- -	- -	2 17%	1 13%	2 20%	1 17%	- -	2 67%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	
Every 2 months	7 6%	2 10%	- -	1 10%	1 14%	- -	1 8%	1 13%	1 10%	1 17%	- -	- -	1 25%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	
Every 3 months	13 12%	1 5%	- -	1 10%	- -	- -	1 8%	- -	1 10%	- -	- -	1 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Every 6 months	24 22%	3 14%	- -	- -	1 14%	2 67%	2 17%	1 13%	- -	2 33%	1 33%	- -	2 50%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	
Yearly	13 12%	4 19%	- -	1 10%	3 43%	- -	2 17%	2 25%	4 40%	- -	- -	- -	1 25%	3 25%	- -	- -	- -	- -	- -	- -	- -	- -	
Every 2 years	8 7%	3 14%	- -	2 20%	- -	1 33%	2 17%	1 13%	1 10%	1 17%	1 33%	- -	- -	3 25%	- -	- -	- -	- -	- -	- -	- -	- -	
Longer than 2 years	21 19%	3 14%	- -	1 10%	2 29%	- -	2 17%	1 13%	- -	1 17%	1 33%	- -	- -	2 17%	1 100%	- -	- -	- -	- -	- -	- -	- -	
Never replaced the switches before	9 8%	2 10%	- -	1 10%	- -	- -	- -	1 13%	1 10%	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	
Don't know	4 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
NET																							

Every 6 months or less	54 50%	9 43%	- -	5 50%	2 29%	2 67%	6 50%	3 38%	4 40%	4 67%	1 33%	3 100%	3 75%	3 25%	- -	- -	- -	- -	- -	- -	- -	- -	
Over 6 months	42 39%	10 48%	- -	4 40%	5 71%	1 33%	6 50%	4 50%	5 50%	2 33%	2 67%	- -	1 25%	8 67%	1 100%	- -	- -	- -	- -	- -	- -	- -	
Replaced switches	96 88%	19 90%	- -	9 90%	7 100%	3 100%	12 100%	7 88%	9 90%	6 100%	3 100%	3 100%	4 100%	11 92%	1 100%	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 29 (continuation)

<A5> Approximately, how often do you replace your switch(es)? ...

by

Base: All with a company switch

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	109	49	58	36	19	36	26
Every month	10 9%	— —%	10A 17%	7 19%	— —%	5 14%	1 4%
Every 2 months	7 6%	5 10%	2 3%	5 14%	— —%	3 8%	— —%
Every 3 months	13 12%	5 10%	8 14%	7 19%	— —%	5 14%	3 12%
Every 6 months	24 22%	6 12%	18a 31%	8 22%	4 21%	9 25%	7 27%
Yearly	13 12%	7 14%	6 10%	4 11%	1 5%	5 14%	2 8%
Every 2 years	8 7%	4 8%	3 5%	2 6%	1 5%	3 8%	1 4%
Longer than 2 years	21 19%	12 24%	9 16%	1 3%	10 53%	4 11%	8 31%
Never replaced the switches before	9 8%	7b 14%	2 3%	2 6%	2 11%	1 3%	3 12%
Don't know	4 4%	3 6%	— —%	— —%	1 5%	1 3%	1 4%
NET	---						
Every 6 months or less	54 50%	16 33%	38A 66%	27 75%	4 21%	22 61%	11 42%
Over 6 months	42 39%	23 47%	18 31%	7 19%	12 63%	12 33%	11 42%
Replaced switches	96 88%	39 80%	56A 97%	34 94%	16 84%	34 94%	22 85%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 30
<A6> Are you planning to replace your switch(es) in the next twelve months?
by
Base: All with a company switch

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	£100	£100m	(d)
						(e)	(f)				(c)		million (a)	million (b)	million (c)	
Total	109	—	2	4	6	20	44	39	70	11	12	14	10	42	34	23
Yes	67 61%	— %	1 50%	1 25%	2 33%	10 50%	30 68%	25 64%	42 60%	5 45%	11 92%	9 64%	6 60%	21 50%	25b 74%	15 65%
No	31 28%	— %	1 50%	3 75%	4 67%	6 30%	12 27%	9 23%	22 31%	5 45%	1 8%	3 21%	4 40%	16 38%	6 18%	5 22%
Don't know	11 10%	— %	— %	— %	— %	4 20%	2 5%	5 13%	6 9%	1 9%	— %	2 14%	— %	5 12%	3 9%	3 13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 30 (continuation)

<A6> Are you planning to replace your switch(es) in the next twelve months?

by

Base: All with a company switch

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)					
		(b)	(c)	nsport/ Communi cations (d)		Services (f)	rvices (g)	and se rvices (h)		(a)	(b)	(c)	(d)	(e)	
Total	109	5	25	3	13	9	18	17	11	8	1	13	23	28	44
Yes	67 61%	5 100%	14 56%	3 100%	8 62%	7 78%	13 72%	5 29%	6 55%	6 75%	1 100%	11 85%	20 87%	17 61%	18 41%
No	31 28%	– -%	9 36%	– -%	4 31%	1 11%	2 11%	12 71%	3 27%	– -%	– -%	2 15%	3 13%	8 29%	18 41%
Don't know	11 10%	– -%	2 8%	– -%	1 8%	1 11%	3 17%	– -%	2 18%	2 25%	– -%	– -%	– -%	3 11%	8 18%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 30 (continuation)

<A6> Are you planning to replace your switch(es) in the next twelve months?

by

Base: All with a company switch

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	109	2	14	5	3	9	7	40	14	9	103	2	3	1	77	9	5
Yes	67 61%	1 50%	8 57%	4 80%	2 67%	3 33%	5 71%	30 75%	6 43%	5 56%	64 62%	1 50%	1 33%	1 100%	55 71%	6 67%	2 40%
No	31 28%	1 50%	5 36%	1 20%	- -%	4 44%	2 29%	6 15%	6 43%	3 33%	28 27%	1 50%	2 67%	- -%	18 23%	2 22%	2 40%
Don't know	11 10%	- -%	1 7%	- -%	1 33%	2 22%	- -%	4 10%	2 14%	1 11%	11 11%	- -%	- -%	- -%	4 5%	1 11%	1 20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 30 (continuation)
<A6> Are you planning to replace your switch(es) in the next twelve months?
by
Base: All with a company switch

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	109	60	64	31	45	15	–	17	7	21	14	7	21	54	55	–
Yes	67 61%	36 60%	40 63%	17 55%	30 67%	9 60%	–	12 71%	3 43%	13 62%	10 71%	3 43%	13 62%	32 59%	35 64%	–
No	31 28%	19 32%	18 28%	9 29%	10 22%	6 40%	–	5 29%	3 43%	7 33%	3 21%	4 57%	7 33%	17 31%	14 25%	–
Don't know	11 10%	5 8%	6 9%	5 16%	5 11%	–	–	–	1 14%	1 5%	1 7%	–	1 5%	5 9%	6 11%	–

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 30 (continuation)
<A6> Are you planning to replace your switch(es) in the next twelve months?
by
Base: All with a company switch

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)	
Total	109	91	62	60	47	47	54	41	43	4	11	17	11	9	1	5
Yes	67 61%	54 59%	39 63%	40 67%	33 70%	29 62%	38 70%	28 68%	29 67%	2 50%	6 55%	11 65%	8 73%	5 56%	1 100%	3 60%
No	31 28%	27 30%	17 27%	12 20%	10 21%	14 30%	12 22%	8 20%	10 23%	2 50%	3 27%	5 29%	1 9%	4 44%	- -%	2 40%
Don't know	11 10%	10 11%	6 10%	8 13%	4 9%	4 9%	4 7%	5 12%	4 9%	- -%	2 18%	1 6%	2 18%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 30 (continuation)

<A6> Are you planning to replace your switch(es) in the next twelve months?

by

Base: All with a company switch

ISDN LINES																							
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
	30	60	90-120	150-270	300-420	450-570	600	1500		Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted	
	(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 channe ls(g)	or more chan nels(h)		(a)	(b)	(a)	(b)	Service (a)	mentary service (b)	ck-up (c)	Service (a)	mentary service (b)	ck-up (c)	dalone (a)	-house package (b)	lution (c)	
Total	109	11	5	10	16	11	5	1	3	109	-	81	17	37	19	4	38	19	6	48	47	9	
Yes	67 61%	8 73%	2 40%	7 70%	10 63%	6 55%	3 60%	1 100%	2 67%	67 61%	- -%	57 70%	7 41%	17 46%	17 89%	2 50%	22 58%	13 68%	4 67%	25 52%	38A 81%	2 22%	
No	31 28%	3 27%	3 60%	2 20%	4 25%	4 36%	1 20%	- -%	1 33%	31 28%	- -%	19 23%	9 53%	16 43%	1 5%	2 50%	10 26%	6 32%	2 33%	17b 35%	8 17%	6 67%	
Don't know	11 10%	- -%	- -%	1 10%	2 13%	1 9%	1 20%	- -%	- -%	11 10%	- -%	5 6%	1 6%	4 11%	1 5%	- -%	6 16%	- -%	- -%	6 13%	1 2%	1 11%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 30 (continuation)
<A6> Are you planning to replace your switch(es) in the next twelve months?
by
Base: All with a company switch

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	109	29	37	40	51	49	21	37	58	38	8
Yes	67 61%	27 93%	21 57%	17 43%	44B 86%	19 39%	20 95%	26d 70%	46D 79%	17 45%	1 13%
No	31 28%	2 7%	13 35%	16 40%	7 14%	24A 49%	1 5%	10 27%	11 19%	13 34%	5 63%
Don't know	11 10%	- -%	3 8%	7 18%	- -%	6A 12%	- -%	1 3%	1 2%	8bC 21%	2 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 30 (continuation)

<A6> Are you planning to replace your switch(es) in the next twelve months?

by

Base: All with a company switch

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
Total	109	64	18	38	18	10	21	13	6	13	9	14	4	10	9	11	4	6	7	3	4
Yes	67 61%	40 63%	11 61%	31 82%	5 28%	8 80%	16 76%	10 77%	2 33%	3 23%	7 78%	9 64%	3 75%	7 70%	5 56%	7 64%	4 100%	4 67%	4 57%	3 100%	3 75%
No	31 28%	18 28%	5 28%	6 16%	11 61%	2 20%	3 14%	3 23%	2 33%	8 62%	2 22%	5 36%	1 25%	3 30%	4 44%	4 36%	- -%	2 33%	3 43%	- -%	1 25%
Don't know	11 10%	6 9%	2 11%	1 3%	2 11%	- -%	2 10%	- -%	2 33%	2 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 30 (continuation)

<A6> Are you planning to replace your switch(es) in the next twelve months?

by

Base: All with a company switch

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	109	21	-	10	7	3	12	8	10	6	3	3	4	12	1	-	-	-	-	-	-	
Yes	67 61%	13 62%	- -%	6 60%	5 71%	2 67%	8 67%	5 63%	8 80%	3 50%	2 67%	3 100%	3 75%	7 58%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
No	31 28%	7 33%	- -%	4 40%	2 29%	1 33%	4 33%	3 38%	2 20%	3 50%	1 33%	- -%	1 25%	5 42%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	11 10%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 30 (continuation)
<A6> Are you planning to replace your switch(es) in the next twelve months?
by
Base: All with a company switch

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	109	49	58	36	19	36	26
Yes	67 61%	24 49%	43A 74%	31 86%	5 26%	26 72%	12 46%
No	31 28%	18 37%	13 22%	3 8%	13 68%	7 19%	11 42%
Don't know	11 10%	7b 14%	2 3%	2 6%	1 5%	3 8%	3 12%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 31
<A7> Is your switch IP-enabled (i.e. can it be connected to IP based telephone services instead of {MAIN SERVICE})?
by
Base: All with a company switch

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	million	- £100	(d)
						(e)	(f)				(c)		(a)	to £20 million	million (b)	(c)
Total	109	—	2	4	6	20	44	39	70	11	12	14	10	42	34	23
Yes	81 74%	— %	1 50%	3 75%	4 67%	13 65%	33 75%	31 79%	49 70%	10 91%	8 67%	14 100%	6 60%	28 67%	30b 88%	17 74%
No	17 16%	— %	— %	1 25%	1 17%	4 20%	6 14%	6 15%	12 17%	1 9%	3 25%	— %	3 30%	8 19%	2 6%	4 17%
Don't know	11 10%	— %	1 50%	— %	1 17%	3 15%	5 11%	2 5%	9 13%	— %	1 8%	— %	1 10%	6 14%	2 6%	2 9%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 31 (continuation)

<A7> Is your switch IP-enabled (i.e. can it be connected to IP based telephone services instead of {MAIN SERVICE})?

by

Base: All with a company switch

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)					
		(b)	(c)	nsport/ Communi cations (d)		Services (f)	Services (g)	and se rvices (h)		(a)	(b)	(c)	(d)	(e)	
Total	109	5	25	3	13	9	18	17	11	8	1	13	23	28	44
Yes	81 74%	4 80%	19 76%	3 100%	10 77%	9 100%	10 56%	13 76%	7 64%	6 75%	– %	11 85%	19 83%	19 68%	32 73%
No	17 16%	1 20%	4 16%	– %	2 15%	– %	4 22%	3 18%	3 27%	– %	1 100%	2 15%	4 17%	4 14%	6 14%
Don't know	11 10%	– %	2 8%	– %	1 8%	– %	4 22%	1 6%	1 9%	2 25%	– %	– %	– %	5 18%	6 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 31 (continuation)

<A7> Is your switch IP-enabled (i.e. can it be connected to IP based telephone services instead of {MAIN SERVICE})?

by

Base: All with a company switch

PERSONAL PROFILE																	
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	109	2	14	5	3	9	7	40	14	9	103	2	3	1	77	9	5
Yes	81 74%	2 100%	13 93%	2 40%	2 67%	6 67%	5 71%	31 78%	9 64%	5 56%	75 73%	2 100%	3 100%	1 100%	60 78%	8 89%	4 80%
No	17 16%	- -	1 7%	3 60%	- -	3 33%	1 14%	5 13%	1 7%	3 33%	17 17%	- -	- -	- -	13 17%	- -	- -
Don't know	11 10%	- -	- -	- -	1 33%	- -	1 14%	4 10%	4 29%	1 11%	11 11%	- -	- -	- -	4 5%	1 11%	1 20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 31 (continuation)
<A7> Is your switch IP-enabled (i.e. can it be connected to IP based telephone services instead of {MAIN SERVICE})?
by
Base: All with a company switch

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	109	60	64	31	45	15	-	17	7	21	14	7	21	54	55	-
Yes	81 74%	45 75%	48 75%	21 68%	34 76%	12 80%	- %	15 88%	5 71%	17 81%	11 79%	6 86%	17 81%	39 72%	42 76%	- %
No	17 16%	7 12%	12 19%	4 13%	8 18%	2 13%	- %	1 6%	2 29%	3 14%	2 14%	1 14%	3 14%	7 13%	10 18%	- %
Don't know	11 10%	8 13%	4 6%	6 19%	3 7%	1 7%	- %	1 6%	- %	1 5%	1 7%	- %	1 5%	8 15%	3 5%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 31 (continuation)
<A7> Is your switch IP-enabled (i.e. can it be connected to IP based telephone services instead of {MAIN SERVICE})?
by
Base: All with a company switch

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	109	91	62	60	47	47	54	41	43	4	11	17	11	9	1	5
Yes	81 74%	67 74%	49 79%	46 77%	39 83%	37 79%	43 80%	30 73%	34 79%	2 50%	9 82%	11 65%	8 73%	8 89%	1 100%	5 100%
No	17 16%	13 14%	6 10%	7 12%	6 13%	7 15%	8 15%	7 17%	5 12%	1 25%	1 9%	3 18%	1 9%	1 11%	- -%	- -%
Don't know	11 10%	11 12%	7 11%	7 12%	2 4%	3 6%	3 6%	4 10%	4 9%	1 25%	1 9%	3 18%	2 18%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 31 (continuation)

<A7> Is your switch IP-enabled (i.e. can it be connected to IP based telephone services instead of {MAIN SERVICE})?

by

Base: All with a company switch

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary (a)	A ba ck-up (c)	Primary Service	Supple mentary (a)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	or -1470 channe ls(g)	more nels(h)													
Total	109	11	5	10	16	11	5	1	3	109	-	81	17	37	19	4	38	19	6	48	47	9	
Yes	81 74%	9 82%	5 100%	8 80%	12 75%	8 73%	3 60%	1 100%	2 67%	81 74%	- -%	81 100%	- -%	23 62%	18 95%	4 100%	30 79%	15 79%	2 33%	35 73%	36 77%	8 89%	
No	17 16%	1 9%	- -%	2 20%	3 19%	2 18%	2 40%	- -%	1 33%	17 16%	- -%	- -%	17 100%	6 16%	1 5%	- -%	5 13%	4 21%	3 50%	8 17%	8 17%	1 11%	
Don't know	11 10%	1 9%	- -%	- -%	1 6%	1 9%	- -%	- -%	- -%	11 10%	- -%	- -%	- -%	8 22%	- -%	- -%	3 8%	- -%	1 17%	5 10%	3 6%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 31 (continuation)
<A7> Is your switch IP-enabled (i.e. can it be connected to IP based telephone services instead of {MAIN SERVICE})?
by
Base: All with a company switch

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	Co but unlikely to affect decision (d)	
Total	109	29	37	40	51	49	21	37	58	38	8
Yes	81	25	29	26	46B	30	21	26	47	28	4
	74%	86%	78%	65%	90%	61%	100%	70%	81%	74%	50%
No	17	3	5	9	5	11	-	9	9	4	2
	16%	10%	14%	23%	10%	22%	-%	24%	16%	11%	25%
Don't know	11	1	3	5	-	8A	-	2	2	6c	2
	10%	3%	8%	13%	-%	16%	-%	5%	3%	16%	25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 31 (continuation)

<A7> Is your switch IP-enabled (i.e. can it be connected to IP based telephone services instead of {MAIN SERVICE})?

by

Base: All with a company switch

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	109	64	18	38	18	10	21	13	6	13	9	14	4	10	9	11	4	6	7	3	4	
Yes	81 74%	51 80%	10 56%	29 76%	15 83%	10 100%	16 76%	9 69%	6 100%	9 69%	9 100%	12 86%	3 75%	9 90%	7 78%	9 82%	4 100%	5 83%	6 86%	3 100%	4 100%	
No	17 16%	10 16%	4 22%	7 18%	3 17%	- -%	3 14%	4 31%	- -%	3 23%	- -%	1 7%	1 25%	1 10%	2 22%	1 9%	- -%	1 17%	- -%	- -%	- -%	
Don't know	11 10%	3 5%	4 22%	2 5%	- -%	- -%	2 10%	- -%	- -%	1 8%	- -%	1 7%	- -%	- -%	- -%	1 9%	- -%	- -%	1 14%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 31 (continuation)
<A7> Is your switch IP-enabled (i.e. can it be connected to IP based telephone services instead of {MAIN SERVICE})?
by
Base: All with a company switch

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supple mentary (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	
																						Total
Total	109	21	-	10	7	3	12	8	10	6	3	3	4	12	1	-	-	-	-	-	-	
Yes	81 74%	17 81%	- -%	8 80%	6 86%	3 100%	12 100%	5 63%	9 90%	4 67%	3 100%	3 100%	4 100%	9 75%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	
No	17 16%	3 14%	- -%	2 20%	- -%	- -%	- -%	2 25%	1 10%	1 17%	- -%	- -%	- -%	2 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	11 10%	1 5%	- -%	- -%	1 14%	- -%	- -%	1 13%	- -%	1 17%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 31 (continuation)
<A7> Is your switch IP-enabled (i.e. can it be connected to IP based telephone services instead of {MAIN SERVICE})?
by
Base: All with a company switch

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	109	49	58	36	19	36	26
Yes	81	34	46	30	13	27	20
	74%	69%	79%	83%	68%	75%	77%
No	17	6	11	2	4	8	4
	16%	12%	19%	6%	21%	22%	15%
Don't know	11	9B	1	4	2	1	2
	10%	18%	2%	11%	11%	3%	8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 32

<A8> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?

by

Base: All with a company switch

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 million to £100 million (c)	£101m+ (d)
Total	109	-	2	4	6	20	44	39	70	11	12	14	10	42	34	23
ISDN	57	-	1	1	2	9	19	27f	36	4	6	11	2	21	19	15
	52%	-%	50%	25%	33%	45%	43%	69%	51%	36%	50%	79%	20%	50%	56%	65%
IP-based networking	55	-	1	-	1	8	23	23	31	6	7	10	2	19	19	15
	50%	-%	50%	-%	17%	40%	52%	59%	44%	55%	58%	71%	20%	45%	56%	65%
Voicemail	55	-	1	1	2	9	21	23	32	8	5	10	2	20	20	13
	50%	-%	50%	25%	33%	45%	48%	59%	46%	73%	42%	71%	20%	48%	59%	57%
LAN connectivity	51	-	-	1	1	9	22	19	35	5	4	7	3	19	16	13
	47%	-%	-%	25%	17%	45%	50%	49%	50%	45%	33%	50%	30%	45%	47%	57%
ADSL/DSL/Broadband	47	-	-	-	-	7	20	20	28	4	5	10	1	18	18	10
	43%	-%	-%	-%	-%	35%	45%	51%	40%	36%	42%	71%	10%	43%	53%	43%
Unified communications e.g. with mobiles	37	-	-	-	-	3	18	16	21	5	4	6	2	15	8	12
	34%	-%	-%	-%	-%	15%	41%	41%	30%	45%	33%	43%	20%	36%	24%	52%
Call queuing and routing	36	-	-	-	-	7	14	15	24	3	2	7	-	15	10	11
	33%	-%	-%	-%	-%	35%	32%	38%	34%	27%	17%	50%	-%	36%	29%	48%
More lines	30	-	-	1	1	4	12	13	15	4	2	9	2	9	8	11
	28%	-%	-%	25%	17%	20%	27%	33%	21%	36%	17%	64%	20%	21%	24%	48%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of the above	4	-	-	1	1	1	2	-	4	-	-	-	-	4	-	-
	4%	-%	-%	25%	17%	5%	5%	-%	6%	-%	-%	-%	-%	10%	-%	-%
Don't know	5	-	1	1	2	2	-	1	4	-	-	-	3	1	-	1
	5%	-%	50%	25%	33%	10%	-%	3%	6%	-%	-%	-%	30%	2%	-%	4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 32 (continuation)

<A8> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?

by

Base: All with a company switch

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	109	5	25	3	13	9	18	17	11	8	1	13	23	28	44
ISDN	57 52%	3 60%	12 48%	1 33%	4 31%	6 67%	9 50%	10 59%	7 64%	5 63%	1 100%	3 23%	8 35%	17 61%	28 64%
IP-based networking	55 50%	3 60%	14 56%	1 33%	6 46%	4 44%	10 56%	6 35%	8 73%	3 38%	1 100%	4 31%	11 48%	14 50%	25 57%
Voicemail	55 50%	3 60%	14 56%	2 67%	5 38%	6 67%	3 17%	10 59%	6 55%	6 75%	- -%	5 38%	14 61%	12 43%	24 55%
LAN connectivity	51 47%	4 80%	11 44%	3 100%	3 23%	6 67%	9 50%	9 53%	4 36%	2 25%	- -%	8 62%	9 39%	14 50%	20 45%
ADSL/DSL/Broadband	47 43%	4 80%	7 28%	2 67%	5 38%	5 56%	7 39%	7 41%	6 55%	4 50%	- -%	1 8%	11 48%	13 46%	22 50%
Unified communications e.g. with mobiles	37 34%	5 100%	8 32%	1 33%	4 31%	3 33%	6 33%	7 41%	2 18%	1 13%	- -%	4 31%	10 43%	6 21%	17 39%
Call queuing and routing	36 33%	1 20%	6 24%	2 67%	5 38%	4 44%	4 22%	7 41%	4 36%	3 38%	- -%	2 15%	5 22%	11 39%	18 41%
More lines	30 28%	2 40%	5 20%	2 67%	3 23%	3 33%	3 17%	6 35%	4 36%	2 25%	- -%	4 31%	6 26%	6 21%	14 32%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	4 4%	- -%	2 8%	- -%	1 8%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	2 7%	2 5%
Don't know	5 5%	- -%	- -%	- -%	- -%	- -%	1 6%	2 12%	1 9%	1 13%	- -%	- -%	- -%	2 7%	3 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 32 (continuation)

<A8> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All with a company switch

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	109	2	14	5	3	9	7	40	14	9	103	2	3	1	77	9	5
ISDN	57 52%	1 50%	7 50%	1 20%	1 33%	6 67%	3 43%	20 50%	7 50%	7 78%	53 51%	1 50%	3 100%	- -%	40 52%	7 78%	3 60%
IP-based networking	55 50%	1 50%	11 79%	2 40%	2 67%	4 44%	2 29%	22 55%	4 29%	3 33%	51 50%	1 50%	3 100%	- -%	37 48%	6 67%	4 80%
Voicemail	55 50%	- -%	8 57%	3 60%	1 33%	4 44%	4 57%	18 45%	8 57%	4 44%	50 49%	2 100%	2 67%	1 100%	38 49%	8 89%	2 40%
LAN connectivity	51 47%	- -%	9 64%	1 20%	1 33%	4 44%	3 43%	21 53%	5 36%	4 44%	48 47%	1 50%	2 67%	- -%	38 49%	4 44%	3 60%
ADSL/DSL/Broadband	47 43%	- -%	5 36%	1 20%	1 33%	5 56%	3 43%	19 48%	4 29%	5 56%	43 42%	2 100%	2 67%	- -%	35 45%	5 56%	3 60%
Unified communications e.g. with mobiles	37 34%	- -%	8 57%	1 20%	1 33%	4 44%	1 14%	13 33%	4 29%	2 22%	34 33%	1 50%	2 67%	- -%	28 36%	4 44%	1 20%
Call queuing and routing	36 33%	- -%	4 29%	1 20%	1 33%	3 33%	1 14%	14 35%	5 36%	4 44%	33 32%	1 50%	2 67%	- -%	26 34%	3 33%	2 40%
More lines	30 28%	- -%	6 43%	2 40%	1 33%	1 11%	1 14%	12 30%	4 29%	2 22%	29 28%	- -%	1 33%	- -%	19 25%	6 67%	1 20%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	4 4%	1 50%	- -%	- -%	- -%	1 11%	1 14%	- -%	1 7%	- -%	4 4%	- -%	- -%	- -%	1 1%	- -%	1 20%
Don't know	5 5%	- -%	1 7%	- -%	- -%	- -%	1 14%	- -%	3 21%	- -%	5 5%	- -%	- -%	- -%	1 1%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 32 (continuation)

<A8> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All with a company switch

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	109	60	64	31	45	15	–	17	7	21	14	7	21	54	55	–
ISDN	57 52%	33 55%	35 55%	15 48%	23 51%	11 73%	– –%	10 59%	4 57%	11 52%	6 43%	5 71%	11 52%	30 56%	27 49%	– –%
IP-based networking	55 50%	30 50%	33 52%	12 39%	24 53%	8 53%	– –%	12 71%	3 43%	13 62%	9 64%	4 57%	13 62%	26 48%	29 53%	– –%
Voicemail	55 50%	31 52%	34 53%	15 48%	22 49%	10 67%	– –%	9 53%	5 71%	11 52%	7 50%	4 57%	11 52%	27 50%	28 51%	– –%
LAN connectivity	51 47%	28 47%	33 52%	13 42%	22 49%	10 67%	– –%	7 41%	3 43%	8 38%	5 36%	3 43%	8 38%	24 44%	27 49%	– –%
ADSL/DSL/Broadband	47 43%	25 42%	29 45%	10 32%	20 44%	7 47%	– –%	10 59%	4 57%	12 57%	9 64%	3 43%	12 57%	23 43%	24 44%	– –%
Unified communications e.g. with mobiles	37 34%	20 33%	25 39%	6 19%	15 33%	8 53%	– –%	8 47%	4 57%	10 48%	6 43%	4 57%	10 48%	17 31%	20 36%	– –%
Call queuing and routing	36 33%	22 37%	24 38%	7 23%	12 27%	10 67%	– –%	7 41%	4 57%	9 43%	6 43%	3 43%	9 43%	18 33%	18 33%	– –%
More lines	30 28%	15 25%	21 33%	7 23%	15 33%	6 40%	– –%	4 24%	2 29%	4 19%	2 14%	2 29%	4 19%	13 24%	17 31%	– –%
Other	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%
None of the above	4 4%	4b 7%	– –%	2b 6%	– –%	– –%	– –%	2 12%	– –%	2 10%	1 7%	1 14%	2 10%	4b 7%	– –%	– –%
Don't know	5 5%	4 7%	1 2%	3d 10%	– –%	– –%	– –%	1 6%	1 14%	2 10%	1 7%	1 14%	2 10%	4 7%	1 2%	–

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 32 (continuation)

<A8> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All with a company switch

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
<hr/>																
Total	109	91	62	60	47	47	54	41	43	4	11	17	11	9	1	5
ISDN	57 52%	52 57%	34 55%	32 53%	25 53%	31 66%	32 59%	24 59%	28 65%	1 25%	6 55%	11 65%	7 64%	3 33%	- -	5 100%
IP-based networking	55 50%	49 54%	41cd 66%	29 48%	22 47%	32cd 68%	28 52%	25 61%	27 63%	2 50%	3 27%	10 59%	6 55%	5 56%	1 100%	3 60%
Voicemail	55 50%	48 53%	37 60%	33 55%	27 57%	27 57%	32 59%	18 44%	25 58%	1 25%	7 64%	10 59%	5 45%	4 44%	- -	4 80%
LAN connectivity	51 47%	42 46%	30 48%	34 57%	25 53%	28 60%	31 57%	21 51%	27 63%	1 25%	3 27%	11 65%	4 36%	7 78%	- -	2 40%
ADSL/DSL/Broadband	47 43%	40 44%	30 48%	30 50%	24 51%	24 51%	30 56%	21 51%	26 60%	1 25%	2 18%	9 53%	6 55%	2 22%	1 100%	4 80%
Unified communications e.g. with mobiles	37 34%	35 38%	28 45%	25 42%	22 47%	24 51%	27 50%	20 49%	22 51%	1 25%	- -	4 24%	5 45%	6 67%	1 100%	3 60%
Call queuing and routing	36 33%	34 37%	26 42%	24 40%	18 38%	21 45%	21 39%	18 44%	20 47%	1 25%	1 9%	8 47%	5 45%	4 44%	- -	3 60%
More lines	30 28%	25 27%	22 35%	21 35%	15 32%	18 38%	22 41%	18 44%	19 44%	1 25%	1 9%	6 35%	2 18%	3 33%	- -	2 40%
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
None of the above	4 4%	4 4%	2 3%	2 3%	2 4%	1 2%	2 4%	2 5%	2 5%	- -	1 9%	1 6%	1 9%	- -	- -	- -
Don't know	5 5%	4 4%	1 2%	3 5%	2 4%	1 2%	1 2%	2 5%	- -	2 50%	- -	- -	1 9%	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 32 (continuation)

<A8> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All with a company switch

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary (a)	A ba ck-up (c)	Primary Service	Supple mentary (a)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 or more chan nels(g)	chan nels(h)													
Total	109	11	5	10	16	11	5	1	3	109	-	81	17	37	19	4	38	19	6	48	47	9	
ISDN	57	6	4	5	7	5	2	1	3	57	-	43	7	21	10	2	23	6	5	26	21	7	
	52%	55%	80%	50%	44%	45%	40%	100%	100%	52%	-%	53%	41%	57%	53%	50%	61%	32%	83%	54%	45%	78%	
IP-based networking	55	4	1	4	11	6	2	1	3	55	-	45	3	19	9	2	22	9	1	24	21	6	
	50%	36%	20%	40%	69%	55%	40%	100%	100%	50%	-%	56%	18%	51%	47%	50%	58%	47%	17%	50%	45%	67%	
Voicemail	55	5	4	6	7	7	3	-	2	55	-	45	7	17	13	1	18	12	3	22	25	5	
	50%	45%	80%	60%	44%	64%	60%	-%	67%	50%	-%	56%	41%	46%	68%	25%	47%	63%	50%	46%	53%	56%	
LAN connectivity	51	4	2	7	12	4	1	-	2	51	-	42	6	19	7	2	24	5	4	20	24	7	
	47%	36%	40%	70%	75%	36%	20%	-%	67%	47%	-%	52%	35%	51%	37%	50%	63%	26%	67%	42%	51%	78%	
ADSL/DSL/Broadband	47	6	2	4	7	7	1	-	2	47	-	38	4	15	7	3	17	9	2	18	20	6	
	43%	55%	40%	40%	44%	64%	20%	-%	67%	43%	-%	47%	24%	41%	37%	75%	45%	47%	33%	38%	43%	67%	
Unified communications e.g. with mobiles	37	5	-	5	10	3	-	-	2	37	-	29	6	15	4	1	16	6	3	13	16	7	
	34%	45%	-%	50%	63%	27%	-%	-%	67%	34%	-%	36%	35%	41%	21%	25%	42%	32%	50%	27%	34%	78%	
Call queuing and routing	36	5	1	4	6	5	1	-	1	36	-	26	5	15	6	1	15	6	2	10	17	7	
	33%	45%	20%	40%	38%	45%	20%	-%	33%	33%	-%	32%	29%	41%	32%	25%	39%	32%	33%	21%	36%	78%	
More lines	30	5	-	2	4	4	2	1	2	30	-	24	3	10	4	1	13	6	2	11	13	4	
	28%	45%	-%	20%	25%	36%	40%	100%	67%	28%	-%	30%	18%	27%	21%	25%	34%	32%	33%	23%	28%	44%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
None of the above	4	-	-	-	-	-	-	-	-	4	-	2	1	4	-	-	-	-	-	4b	-	-	
	4%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	2%	6%	11%	-%	-%	-%	-%	-%	8%	-%	-%	
Don't know	5	-	-	-	-	-	1	-	-	5	-	1	2	3	-	1	1	-	-	2	1	1	
	5%	-%	-%	-%	-%	-%	20%	-%	-%	5%	-%	1%	12%	8%	-%	25%	3%	-%	-%	4%	2%	11%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 32 (continuation)

<A8> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All with a company switch

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	109	29	37	40	51	49	21	37	58	38	8
ISDN	57 52%	15 52%	16 43%	24 60%	24 47%	28 57%	12 57%	14 38%	26 45%	21 55%	6 75%
IP-based networking	55 50%	12 41%	18 49%	22 55%	27 53%	24 49%	13 62%	17 46%	30 52%	19 50%	5 63%
Voicemail	55 50%	14 48%	18 49%	21 53%	24 47%	28 57%	10 48%	17 46%	27 47%	21 55%	4 50%
LAN connectivity	51 47%	14 48%	17 46%	20 50%	24 47%	25 51%	9 43%	19 51%	28 48%	18 47%	4 50%
ADSL/DSL/Broadband	47 43%	13 45%	15 41%	17 43%	20 39%	21 43%	12 57%	13 35%	25 43%	16 42%	4 50%
Unified communications e.g. with mobiles	37 34%	9 31%	10 27%	17 43%	13 25%	22a 45%	7 33%	13 35%	20 34%	14 37%	3 38%
Call queuing and routing	36 33%	8 28%	11 30%	15 38%	13 25%	20 41%	5 24%	8 22%	13 22%	15 39%	5 63%
More lines	30 28%	11 38%	7 19%	11 28%	15 29%	14 29%	6 29%	11 30%	17 29%	9 24%	3 38%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	4 4%	- -%	2 5%	2 5%	- -%	4a 8%	- -%	1 3%	1 2%	2 5%	1 13%
Don't know	5 5%	1 3%	1 3%	3 8%	- -%	3 6%	- -%	2 5%	2 3%	2 5%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 32 (continuation)

<A8> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?

by

Base: All with a company switch

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tri aled (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
Total	109	64	18	38	18	10	21	13	6	13	9	14	4	10	9	11	4	6	7	3	4
ISDN	57 52%	33 52%	10 56%	18 47%	10 56%	6 60%	13 62%	3 23%	3 50%	7 54%	7 78%	9 64%	3 75%	9 90%	5 56%	8 73%	2 50%	5 83%	4 57%	2 67%	3 75%
IP-based networking	55 50%	30 47%	10 56%	16 42%	10 56%	6 60%	9 43%	5 38%	2 33%	7 54%	7 78%	9 64%	3 75%	8 80%	7 78%	7 64%	3 75%	5 83%	5 71%	3 100%	4 100%
Voicemail	55 50%	34 53%	8 44%	18 47%	13 72%	5 50%	10 48%	7 54%	4 67%	7 54%	6 67%	9 64%	2 50%	7 70%	5 56%	7 64%	2 50%	3 50%	5 71%	2 67%	4 100%
LAN connectivity	51 47%	30 47%	10 56%	19 50%	7 39%	7 70%	8 38%	4 31%	4 67%	7 54%	3 33%	6 43%	2 50%	6 60%	4 44%	4 36%	2 50%	4 67%	3 43%	2 67%	3 75%
ADSL/DSL/Broadband	47 43%	26 41%	6 33%	12 32%	8 44%	4 40%	10 48%	4 31%	3 50%	4 31%	6 67%	10 71%	2 50%	7 70%	4 44%	8 73%	3 75%	4 67%	6 86%	2 67%	4 100%
Unified communications e.g. with mobiles	37 34%	17 27%	9 50%	10 26%	4 22%	3 30%	6 29%	3 23%	2 33%	3 23%	4 44%	9 64%	2 50%	7 70%	6 67%	6 55%	1 25%	3 50%	5 71%	2 67%	3 75%
Call queuing and routing	36 33%	17 27%	8 44%	9 24%	4 22%	3 30%	5 24%	1 8%	3 50%	4 31%	3 33%	7 50%	2 50%	7 70%	5 56%	4 36%	2 50%	4 67%	3 43%	2 67%	4 100%
More lines	30 28%	17 27%	8 44%	12 32%	4 22%	2 20%	8 38%	3 23%	2 33%	2 15%	2 22%	2 14%	1 25%	3 30%	1 11%	3 27%	1 25%	2 33%	2 29%	1 33%	3 75%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	4 4%	2 3%	- -%	- -%	2 11%	- -%	- -%	- -%	- -%	2 15%	- -%	1 7%	- -%	- -%	- -%	1 9%	- -%	- -%	1 14%	- -%	- -%
Don't know	5 5%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 11%	1 9%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 32 (continuation)

<A8> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?

by

Base: All with a company switch

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
Total	109	21	-	10	7	3	12	8	10	6	3	3	4	12	1	-	-	-	-	-	-	
ISDN	57 52%	11 52%	- -%	7 70%	4 57%	- -%	7 58%	4 50%	6 60%	3 50%	2 67%	2 67%	2 50%	6 50%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	
IP-based networking	55 50%	13 62%	- -%	8 80%	4 57%	1 33%	9 75%	4 50%	9 90%	1 17%	3 100%	3 100%	2 50%	7 58%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	
Voicemail	55 50%	11 52%	- -%	4 40%	5 71%	2 67%	7 58%	4 50%	6 60%	3 50%	2 67%	1 33%	3 75%	6 50%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	
LAN connectivity	51 47%	8 38%	- -%	5 50%	2 29%	1 33%	5 42%	3 38%	4 40%	2 33%	2 67%	1 33%	1 25%	5 42%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	
ADSL/DSL/Broadband	47 43%	12 57%	- -%	5 50%	4 57%	3 100%	9 75%	3 38%	6 60%	3 50%	3 100%	2 67%	2 50%	7 58%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	
Unified communications e.g. with mobiles	37 34%	10 48%	- -%	6 60%	3 43%	1 33%	7 58%	3 38%	6 60%	2 33%	2 67%	2 67%	- -%	7 58%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	
Call queuing and routing	36 33%	9 43%	- -%	5 50%	3 43%	1 33%	5 42%	4 50%	5 50%	2 33%	2 67%	1 33%	1 25%	6 50%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	
More lines	30 28%	4 19%	- -%	2 20%	2 29%	- -%	3 25%	1 13%	2 20%	- -%	2 67%	1 33%	1 25%	1 8%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
None of the above	4 4%	2 10%	- -%	- -%	2 29%	- -%	1 8%	1 13%	- -%	1 17%	- -%	- -%	- -%	2 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	5 5%	2 10%	- -%	1 10%	- -%	- -%	- -%	1 13%	1 10%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 32 (continuation)

<A8> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All with a company switch

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	109	49	58	36	19	36	26
ISDN	57 52%	26 53%	31 53%	19 53%	11 58%	17 47%	16 62%
IP-based networking	55 50%	25 51%	29 50%	16 44%	11 58%	15 42%	16 62%
Voicemail	55 50%	20 41%	35a 60%	17 47%	12 63%	19 53%	13 50%
LAN connectivity	51 47%	19 39%	32 55%	15 42%	11 58%	15 42%	17 65%
ADSL/DSL/Broadband	47 43%	17 35%	29 50%	15 42%	7 37%	17 47%	10 38%
Unified communications e.g. with mobiles	37 34%	11 22%	25a 43%	12 33%	8 42%	14 39%	10 38%
Call queuing and routing	36 33%	15 31%	21 36%	11 31%	10 53%	10 28%	12 46%
More lines	30 28%	13 27%	17 29%	10 28%	5 26%	10 28%	10 38%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	4 4%	3 6%	1 2%	1 3%	2 11%	- -%	- -%
Don't know	5 5%	4 8%	1 2%	2 6%	1 5%	1 3%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33
<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+		1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 million - £100 million	£101m+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)		(a)	(b)	(c)		(a)	(b)	(c)	(d)
Total	181	-	6	11	17	41	62	61	126	14	14	18	20	87	43	29
BT	110 61%	- -%	4 67%	5 45%	9 53%	22 54%	41 66%	38 62%	77 61%	6 43%	8 57%	15 83%	8 40%	54 62%	26 60%	20 69%
Virgin Media (incl. NTL:Telewest)	27 15%	- -%	1 17%	1 9%	2 12%	3 7%	14e 23%	8 13%	17 13%	2 14%	3 21%	5 28%	3 15%	10 11%	8 19%	6 21%
Daisy Communications	20 11%	- -%	1 17%	- -%	1 6%	6 15%	5 8%	8 13%	11 9%	4 29%	2 14%	3 17%	2 10%	8 9%	8 19%	2 7%
Unicom	17 9%	- -%	- -%	- -%	- -%	5 12%	4 6%	8 13%	11 9%	1 7%	2 14%	2 11%	2 10%	5 6%	6 14%	4 14%
Colt Communications	15 8%	- -%	1 17%	- -%	1 6%	- -%	5 8%	9e 15%	7 6%	4 29%	- -%	3 17%	2 10%	6 7%	4 9%	3 10%
Opal Communications	13 7%	- -%	- -%	- -%	- -%	3 7%	4 6%	6 10%	6 5%	1 7%	2 14%	3 17%	3 15%	2 2%	8B 19%	- -%
KCOM (incl. Kingston Communications & Affiniti)	10 6%	- -%	- -%	1 9%	1 6%	2 5%	4 6%	3 5%	6 5%	1 7%	2 14%	1 6%	2 10%	4 5%	4 9%	- -%
AT&T	10 6%	- -%	- -%	- -%	- -%	- -%	5 8%	5 8%	5 4%	1 7%	1 7%	1 6%	1 5%	4 5%	4 9%	1 3%
Global Crossing	10 6%	- -%	- -%	- -%	- -%	2 5%	3 5%	5 8%	5 4%	1 7%	- -%	4 22%	- -%	2 2%	3 7%	5 17%
Vodafone (inc. Cable & Wireless)	10 6%	- -%	- -%	- -%	- -%	3 7%	2 3%	5 8%	6 5%	2 14%	1 7%	1 6%	- -%	5 6%	1 2%	4 14%
XLN	8 4%	- -%	- -%	- -%	- -%	2 5%	2 3%	4 7%	5 4%	2 14%	- -%	1 6%	1 5%	2 2%	4 9%	1 3%
MCI	8 4%	- -%	- -%	1 9%	1 6%	1 2%	4 6%	2 3%	6 5%	- -%	- -%	2 11%	2 10%	2 2%	3 7%	1 3%
Spitfire	5 3%	- -%	- -%	- -%	- -%	1 2%	2 3%	2 3%	3 2%	- -%	- -%	2 11%	- -%	2 2%	2 5%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 33 (continuation)
<A9> Which supplier(s) do you use for {MAIN SERVICE}?
by
Base: All with ISDN

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	million	- £100	(d)	
					(e)	(f)				(c)		(a)	to £20 million	million (b)	million (c)	
Total	181	-	6	11	17	41	62	61	126	14	14	18	20	87	43	29
Other	9	-	-	3	3	5Fg	-	1	9	-	-	-	1	7	1	-
	5%	-%	-%	27%	18%	12%	-%	2%	7%	-%	-%	-%	5%	8%	2%	-%
Don't know	6	-	1	1	2	1	-	3	3	1	-	-	2	2	-	2
	3%	-%	17%	9%	12%	2%	-%	5%	2%	7%	-%	-%	10%	2%	-%	7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	181	7	37	11	21	14	25	30	18	18	3	16	36	54	72
BT	110 61%	3 43%	20 54%	5 45%	12 57%	11 79%	16 64%	18 60%	15 83%	10 56%	2 67%	7 44%	16 44%	35 65%	50c 69%
Virgin Media (incl. NTL:Telewest)	27 15%	3 43%	3 8%	3 27%	5 24%	2 14%	3 12%	3 10%	2 11%	3 17%	1 33%	5 31%	7d 19%	3 6%	11 15%
Daisy Communications	20 11%	4 57%	9g 24%	- -	2 10%	1 7%	1 4%	1 3%	1 6%	1 6%	- -	2 13%	7 19%	4 7%	7 10%
Unicom	17 9%	2 29%	6 16%	2 18%	1 5%	2 14%	- -	2 7%	2 11%	- -	- -	2 13%	7E 19%	5 9%	3 4%
Colt Communications	15 8%	3 43%	2 5%	1 9%	2 10%	2 14%	3 12%	- -	1 6%	1 6%	- -	3 19%	5 14%	2 4%	5 7%
Opal Communications	13 7%	3 43%	3 8%	1 9%	- -	2 14%	1 4%	1 3%	- -	2 11%	- -	2 13%	5E 14%	5e 9%	1 1%
KCOM (incl. Kingston Communications & Affiniti)	10 6%	2 29%	2 5%	1 9%	- -	1 7%	2 8%	- -	2 11%	- -	- -	2 13%	5de 14%	1 2%	2 3%
AT&T	10 6%	1 14%	2 5%	- -	1 5%	3 21%	2 8%	- -	- -	1 6%	- -	2 13%	3 8%	3 6%	2 3%
Global Crossing	10 6%	- -	3 8%	- -	2 10%	1 7%	2 8%	2 7%	- -	- -	- -	- -	2 6%	5 9%	3 4%
Vodafone (inc. Cable & Wireless)	10 6%	- -	2 5%	- -	1 5%	- -	3 12%	2 7%	2 11%	- -	- -	2 13%	1 3%	3 6%	4 6%
XLN	8 4%	2 29%	- -	1 9%	- -	- -	2 8%	- -	1 6%	2 11%	- -	1 6%	4 11%	1 2%	2 3%
MCI	8 4%	- -	1 3%	1 9%	2 10%	3 21%	1 4%	- -	- -	- -	- -	2 13%	3 8%	2 4%	1 1%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	181	7	37	11	21	14	25	30	18	18	3	16	36	54	72
Spitfire	5 3%	- -%	1 3%	- -%	- -%	1 7%	2 8%	- -%	- -%	1 6%	- -%	- -%	2e 6%	3e 6%	- -%
Other	9 5%	- -%	1 3%	- -%	2 10%	1 7%	- -%	4 13%	- -%	1 6%	- -%	- -%	1 3%	4 7%	4 6%
Don't know	6 3%	- -%	- -%	1 9%	- -%	- -%	1 4%	3b 10%	- -%	1 6%	- -%	- -%	- -%	2 4%	4 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)
Total	181	6	20	11	6	13	10	56	33	12	167	6	7	1	106	12	7
BT	110 61%	2 33%	15 75%	2 18%	3 50%	12 92%	5 50%	33 59%	24 73%	7 58%	103 62%	3 50%	4 57%	- -	62 58%	10 83%	4 57%
Virgin Media (incl. NTL:Telewest)	27 15%	1 17%	4 20%	2 18%	- -	- -	2 20%	11 20%	2 6%	- -	22 13%	3 50%	2 29%	- -	21 20%	1 8%	1 14%
Daisy Communications	20 11%	1 17%	- -	4 36%	1 17%	- -	2 20%	9h 16%	- -	1 8%	18h 11%	- -	1 14%	1 100%	16 15%	- -	- -
Unicom	17 9%	- -	1 5%	1 9%	1 17%	- -	- -	10H 18%	- -	3 25%	16 10%	1 17%	- -	- -	16 15%	- -	- -
Colt Communications	15 8%	1 17%	2 10%	- -	1 17%	- -	- -	11Hj 20%	- -	- -	15 9%	- -	- -	- -	11 10%	- -	1 14%
Opal Communications	13 7%	- -	2 10%	1 9%	1 17%	- -	2 20%	5 9%	- -	- -	11 7%	- -	2 29%	- -	12 11%	- -	- -
KCOM (incl. Kingston Communications & Affiniti)	10 6%	- -	1 5%	2 18%	- -	- -	3 30%	1 2%	1 3%	1 8%	9 5%	1 17%	- -	- -	7 7%	2 17%	- -
AT&T	10 6%	- -	1 5%	- -	- -	- -	1 10%	3 5%	1 3%	1 8%	7 4%	- -	2 29%	1 100%	7 7%	- -	1 14%
Global Crossing	10 6%	- -	2 10%	- -	- -	- -	1 10%	4 7%	2 6%	- -	9 5%	- -	1 14%	- -	10 9%	- -	- -
Vodafone (inc. Cable & Wireless)	10 6%	- -	- -	1 9%	- -	- -	1 10%	5 9%	1 3%	1 8%	9 5%	- -	1 14%	- -	10 9%	- -	- -
XLN	8 4%	- -	- -	- -	1 17%	- -	1 10%	5 9%	- -	- -	7 4%	1 17%	- -	- -	8 8%	- -	- -
MCI	8 4%	- -	- -	2 18%	- -	- -	- -	4 7%	2 6%	- -	8 5%	- -	- -	- -	6 6%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)
<A9> Which supplier(s) do you use for {MAIN SERVICE}?
by
Base: All with ISDN

PERSONAL PROFILE																	
Total	Location														Involvement		
	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	Mid West England (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	181	6	20	11	6	13	10	56	33	12	167	6	7	1	106	12	7
Spitfire	5 3%	- %	- %	- %	- %	- %	- %	4 7%	1 3%	- %	5 3%	- %	- %	- %	5 5%	- %	- %
Other	9 5%	1 17%	1 5%	- %	- %	1 8%	- %	2 4%	3 9%	1 8%	9 5%	- %	- %	- %	3 3%	- %	- %
Don't know	6 3%	- %	1 5%	1 9%	- %	- %	- %	- %	4Gj 12%	- %	6 4%	- %	- %	- %	- %	1 8%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

	PERSONAL PROFILE															
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP (f)	Only 2e & (g)	ISDN 2/ IP 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	181	100	100	63	73	19	-	22	12	30	22	8	30	93	88	-
BT	110 61%	62 62%	64 64%	34 54%	41 56%	16 84%	- -%	16 73%	11 92%	23c 77%	15 68%	8 100%	23c 77%	57 61%	53 60%	- -%
Virgin Media (incl. NTL:Telewest)	27 15%	9 9%	20aC 20%	3 5%	17AC 23%	2 11%	- -%	5 23%	2 17%	6c 20%	5 23%	1 13%	6c 20%	8 9%	19a 22%	- -%
Daisy Communications	20 11%	11 11%	12 12%	6 10%	8 11%	3 16%	- -%	3 14%	2 17%	4 13%	3 14%	1 13%	4 13%	11 12%	9 10%	- -%
Unicom	17 9%	12 12%	11 11%	3 5%	5 7%	6 32%	- -%	5 23%	2 17%	5 17%	2 9%	3 38%	5 17%	10 11%	7 8%	- -%
Colt Communications	15 8%	10 10%	8 8%	6 10%	5 7%	3 16%	- -%	2 9%	1 8%	2 7%	- -%	2 25%	2 7%	9 10%	6 7%	- -%
Opal Communications	13 7%	8 8%	6 6%	3 5%	5 7%	1 5%	- -%	4 18%	- -%	4 13%	3 14%	1 13%	4 13%	8 9%	5 6%	- -%
KCOM (incl. Kingston Communications & Affiniti)	10 6%	5 5%	7 7%	2 3%	4 5%	2 11%	- -%	2 9%	2 17%	3 10%	1 5%	2 25%	3 10%	5 5%	5 6%	- -%
AT&T	10 6%	7 7%	4 4%	3 5%	3 4%	1 5%	- -%	3 14%	- -%	3 10%	3 14%	- -%	3 10%	7 8%	3 3%	- -%
Global Crossing	10 6%	8 8%	5 5%	2 3%	1 1%	3 16%	- -%	4 18%	2 17%	5bcd 17%	4 18%	1 13%	5bcd 17%	6 6%	4 5%	- -%
Vodafone (inc. Cable & Wireless)	10 6%	7 7%	4 4%	3 5%	3 4%	1 5%	- -%	3 14%	- -%	3 10%	3 14%	- -%	3 10%	6 6%	4 5%	- -%
XLN	8 4%	4 4%	5 5%	2 3%	3 4%	1 5%	- -%	2 9%	2 17%	3 10%	2 9%	1 13%	3 10%	4 4%	4 5%	- -%
MCI	8 4%	7 7%	3 3%	4 6%	1 1%	2 11%	- -%	1 5%	- -%	1 3%	1 5%	- -%	1 3%	7b 8%	1 1%	- -%
Spitfire	5 3%	4 4%	3 3%	2 3%	1 1%	2 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 3%	2 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 33 (continuation)
<A9> Which supplier(s) do you use for {MAIN SERVICE}?
by
Base: All with ISDN

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP (f)	Only (g)	ISDN 2/ & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	181	100	100	63	73	19	-	22	12	30	22	8	30	93	88	-
Other	9	6	3	6	3	-	-	-	-	-	-	-	-	6	3	-
	5%	6%	3%	10%	4%	-%	-%	-%	-%	-%	-%	-%	-%	6%	3%	-%
Don't know	6	4	2	4	2	-	-	-	-	-	-	-	-	4	2	-
	3%	4%	2%	6%	3%	-%	-%	-%	-%	-%	-%	-%	-%	4%	2%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 - 28 (e)	30+ (f)	30+ (g)
Total	181	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
BT	110 61%	95 64%	60 64%	70 70%	54 68%	47 70%	54 68%	35 63%	41 75%	6 67%	16 64%	12 52%	10 63%	6 55%	1 50%	4 80%
Virgin Media (incl. NTL:Telewest)	27 15%	23 16%	16 17%	18 18%	15 19%	13 19%	13 16%	12 21%	12 22%	1 11%	1 4%	3 13%	2 13%	2 18%	- -	- -
Daisy Communications	20 11%	17 11%	13 14%	9 9%	10 13%	7 10%	14 18%	10 18%	6 11%	- -	2 8%	3 13%	5 31%	1 9%	- -	- -
Unicom	17 9%	14 9%	9 10%	12 12%	10 13%	8 12%	9 11%	7 13%	6 11%	1 11%	2 8%	3 13%	4 25%	1 9%	- -	1 20%
Colt Communications	15 8%	14 9%	6 6%	9 9%	6 8%	6 9%	6 8%	5 9%	8 15%	- -	2 8%	3 13%	2 13%	3 27%	- -	- -
Opal Communications	13 7%	9 6%	7 7%	8 8%	8 10%	7 10%	7 9%	4 7%	4 7%	- -	- -	4 17%	4 25%	- -	- -	- -
KCOM (incl. Kingston Communications & Affiniti)	10 6%	8 5%	5 5%	6 6%	2 3%	4 6%	3 4%	2 4%	- -	- -	1 4%	2 9%	2 13%	- -	- -	- -
AT&T	10 6%	8 5%	7 7%	5 5%	6 8%	6 9%	8 10%	5 9%	4 7%	- -	2 8%	1 4%	3 19%	1 9%	- -	- -
Global Crossing	10 6%	8 5%	8 9%	4 4%	7 9%	9ac 13%	10c 13%	9aC 16%	6 11%	1 11%	- -	3 13%	1 6%	2 18%	- -	1 20%
Vodafone (inc. Cable & Wireless)	10 6%	9 6%	5 5%	7 7%	6 8%	5 7%	8 10%	5 9%	7 13%	- -	- -	4 17%	- -	3 27%	- -	- -
XLN	8 4%	7 5%	5 5%	5 5%	5 6%	4 6%	5 6%	3 5%	4 7%	- -	- -	2 9%	1 6%	1 9%	- -	- -
MCI	8 4%	6 4%	3 3%	5 5%	3 4%	5 7%	6 8%	5 9%	3 5%	- -	1 4%	3 13%	2 13%	1 9%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	paconferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	181	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
Spitfire	5 3%	4 3%	3 3%	2 2%	2 3%	4 6%	4 5%	5 9%	3 5%	1 11%	- -	2 9%	1 6%	- -	- -	- -
Other	9 5%	9 6%	2 2%	1 1%	1 1%	1 1%	- -	1 2%	- -	- -	4 16%	1 4%	- -	1 9%	- -	- -
Don't know	6 3%	2 1%	- -	2 2%	1 1%	- -	1 1%	- -	- -	1 11%	- -	- -	- -	- -	1 50%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 channe ls (g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	181	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13
BT	110 61%	15 58%	6 75%	11 69%	13 68%	6 50%	5 71%	- -	3 100%	67 61%	24 59%	49 60%	10 59%	38 67%	15 47%	5 83%	38 66%	17 61%	8 89%	49 64%	41 53%	10 77%
Virgin Media (incl. NTL:Telewest)	27 15%	3 12%	1 13%	5 31%	5 26%	3 25%	1 14%	1 100%	1 33%	20 18%	5 12%	20 25%	- -	6 11%	3 9%	- -	11 19%	7 25%	1 11%	10 13%	15 19%	1 8%
Daisy Communications	20 11%	2 8%	- -	1 6%	2 11%	4 33%	1 14%	- -	- -	16 15%	2 5%	12 15%	3 18%	2 4%	8A 25%	1 17%	6 10%	5 18%	- -	6 8%	12 16%	2 15%
Unicom	17 9%	3 12%	1 13%	1 6%	3 16%	3 25%	- -	- -	- -	12 11%	4 10%	11 14%	1 6%	4 7%	7a 22%	1 17%	5 9%	4 14%	2 22%	7 9%	9 12%	1 8%
Colt Communications	15 8%	- -	1 13%	- -	3 16%	3 25%	1 14%	- -	- -	13 12%	2 5%	12 15%	- -	5 9%	4 13%	1 17%	5 9%	3 11%	- -	7 9%	6 8%	1 8%
Opal Communications	13 7%	- -	- -	2 13%	2 11%	2 17%	- -	- -	- -	12 11%	1 2%	10 12%	2 12%	1 2%	5a 16%	2 33%	2 3%	4 14%	- -	3 4%	9 12%	1 8%
KCOM (incl. Kingston Communications & Affiniti)	10 6%	- -	- -	2 13%	1 5%	4 33%	- -	- -	- -	10b 9%	- -	7 9%	2 12%	2 4%	3 9%	- -	2 3%	3 11%	2 22%	3 4%	6 8%	- -
AT&T	10 6%	- -	- -	1 6%	1 5%	2 17%	- -	- -	- -	7 6%	3 7%	6 7%	1 6%	3 5%	3 9%	1 17%	1 2%	2 7%	- -	1 1%	7a 9%	1 8%
Global Crossing	10 6%	1 4%	- -	1 6%	- -	2 17%	- -	- -	1 33%	9 8%	1 2%	8 10%	1 6%	3 5%	4 13%	1 17%	4 7%	1 4%	- -	2 3%	6 8%	2 15%
Vodafone (inc. Cable & Wireless)	10 6%	- -	- -	1 6%	- -	2 17%	- -	1 100%	- -	8 7%	2 5%	7 9%	1 6%	4 7%	2 6%	1 17%	2 3%	1 4%	1 11%	2 3%	7 9%	1 8%
XLN	8 4%	- -	- -	1 6%	1 5%	3 25%	- -	- -	- -	8 7%	- -	8 10%	- -	2 4%	2 6%	- -	2 3%	3 11%	- -	3 4%	5 6%	- -
MCI	8 4%	- -	- -	- -	1 5%	2 17%	- -	- -	- -	8 7%	- -	6 7%	2 12%	3 5%	3 9%	1 17%	1 2%	1 4%	1 11%	2 3%	5 6%	1 8%
Spitfire	5 3%	1 4%	- -	- -	- -	2 17%	- -	- -	- -	5 5%	- -	3 4%	1 6%	3 5%	- -	1 17%	1 2%	2 7%	- -	3 4%	1 1%	1 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 33 (continuation)
<A9> Which supplier(s) do you use for {MAIN SERVICE}?
by
Base: All with ISDN

		ISDN LINES																						
												Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		ISDN 30 channels									Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)	
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)														
Total	181	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13		
Other	9 5%	2 8%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	4 4%	1 2%	2 2%	2 12%	6 11%	- -%	- -%	3 5%	- -%	- -%	7 9%	2 3%	- 1%		
Don't know	6 3%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	1 2%	1 1%	- -%	2 4%	- -%	1 17%	1 2%	- -%	- -%	2 3%	1 1%	1 8%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	181	37	66	71	68	92	27	64	91	60	18
BT	110 61%	14 38%	36 55%	57AB 80%	32 47%	64A 70%	14 52%	35 55%	49 54%	39 65%	15 83%
Virgin Media (incl. NTL:Telewest)	27 15%	9 24%	9 14%	8 11%	19B 28%	7 8%	9 33%	11 17%	20 22%	7 12%	- -%
Daisy Communications	20 11%	7C 19%	11C 17%	2 3%	14B 21%	5 5%	6 22%	9 14%	15d 16%	3 5%	1 6%
Unicom	17 9%	9C 24%	7c 11%	1 1%	13B 19%	3 3%	6 22%	8 13%	14d 15%	3 5%	- -%
Colt Communications	15 8%	5c 14%	7 11%	2 3%	11b 16%	4 4%	6 22%	5 8%	11 12%	3 5%	- -%
Opal Communications	13 7%	6C 16%	7C 11%	- -%	11B 16%	2 2%	5 19%	6 9%	11d 12%	1 2%	- -%
KCOM (incl. Kingston Communications & Affiniti)	10 6%	5C 14%	3 5%	1 1%	7b 10%	2 2%	2 7%	5 8%	7 8%	3 5%	- -%
AT&T	10 6%	2c 5%	7C 11%	- -%	6 9%	3 3%	4 15%	4 6%	8 9%	1 2%	- -%
Global Crossing	10 6%	5C 14%	4 6%	1 1%	9B 13%	1 1%	2 7%	5 8%	7 8%	3 5%	- -%
Vodafone (inc. Cable & Wireless)	10 6%	7bC 19%	3 5%	- -%	5 7%	4 4%	2 7%	5 8%	7 8%	2 3%	1 6%
XLN	8 4%	5C 14%	3 5%	- -%	8B 12%	- -%	4 15%	3 5%	7d 8%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
Total	181	37	66	71	68	92	27	64	91	60	18
MCI	8 4%	3 8%	4 6%	1 1%	7B 10%	1 1%	1 4%	5 8%	6 7%	2 3%	- -%
Spitfire	5 3%	2 5%	2 3%	1 1%	4 6%	1 1%	1 4%	2 3%	3 3%	- -%	1 6%
Other	9 5%	2 5%	5 8%	2 3%	2 3%	7 8%	- -%	2 3%	2 2%	7c 12%	- -%
Don't know	6 3%	1 3%	1 2%	2 3%	- -%	4 4%	- -%	1 2%	1 1%	2 3%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

	Total	IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have to (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	181	80	54	41	28	11	24	16	6	22	13	19	5	17	18	16	10	8	10	6	6
BT	110 61%	42 53%	34 63%	18 44%	17 61%	5 45%	13 54%	6 38%	4 67%	14 64%	10 77%	14 74%	4 80%	12 71%	14 78%	14 88%	6 60%	6 75%	10 100%	4 67%	5 83%
Virgin Media (incl. NTL:Telewest)	27 15%	11 14%	8 15%	9 22%	2 7%	1 9%	3 13%	3 19%	3 50%	1 5%	4 31%	4 21%	1 20%	3 18%	- %	4 25%	3 30%	2 25%	2 20%	1 17%	2 33%
Daisy Communications	20 11%	12 15%	4 7%	8 20%	2 7%	2 18%	4 17%	4 25%	- %	2 9%	3 23%	2 11%	1 20%	3 18%	1 6%	2 13%	1 10%	2 25%	- %	1 17%	1 17%
Unicom	17 9%	11b 14%	1 2%	8 20%	3 11%	3 27%	4 17%	3 19%	1 17%	- %	2 15%	5 26%	- %	3 18%	1 6%	3 19%	2 20%	- %	- %	- %	- %
Colt Communications	15 8%	10 13%	3 6%	7 17%	3 11%	2 18%	6 25%	1 6%	- %	1 5%	1 8%	2 11%	- %	1 6%	- %	2 13%	- %	- %	- %	- %	- %
Opal Communications	13 7%	6 8%	2 4%	6 15%	- %	1 9%	2 8%	2 13%	1 17%	- %	2 15%	4 21%	- %	2 12%	1 6%	2 13%	3 30%	1 13%	- %	- %	- %
KCOM (incl. Kingston Communications & Affiniti)	10 6%	5 6%	2 4%	4 10%	1 4%	1 9%	1 4%	3 19%	- %	- %	3 23%	3 16%	- %	2 12%	- %	3 19%	- %	- %	1 10%	- %	- %
AT&T	10 6%	4 5%	3 6%	3 7%	- %	- %	2 8%	1 6%	- %	- %	1 8%	3 16%	- %	2 12%	2 11%	2 13%	2 20%	2 25%	1 10%	1 17%	- %
Global Crossing	10 6%	5 6%	- %	4 10%	- %	1 9%	3 13%	1 6%	- %	- %	4 31%	2 11%	1 20%	5 29%	2 11%	4 25%	3 30%	4 50%	3 30%	2 33%	4 67%
Vodafone (inc. Cable & Wireless)	10 6%	5 6%	- %	4 10%	1 4%	- %	4 17%	- %	- %	1 5%	2 15%	1 5%	1 20%	3 18%	1 6%	2 13%	1 10%	1 13%	1 10%	2 33%	2 33%
XLN	8 4%	4 5%	1 2%	4 10%	- %	1 9%	3 13%	- %	- %	- %	1 8%	3 16%	- %	- %	- %	2 13%	1 10%	- %	1 10%	- %	- %
MCI	8 4%	6 8%	1 2%	6 15%	- %	- %	3 13%	3 19%	- %	- %	1 8%	- %	- %	1 6%	- %	1 6%	1 10%	- %	1 10%	1 17%	1 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	181	80	54	41	28	11	24	16	6	22	13	19	5	17	18	16	10	8	10	6	6
Spitfire	5 3%	3 4%	1 2%	3 7%	- -	1 9%	2 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Other	9 5%	7 9%	2 4%	1 2%	5 18%	- -	- -	1 6%	- -	6 27%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Don't know	6 3%	- -	4a 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

	Total	IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a)	service	(c)				based	(a)	(b)	(c)	(d)		(a)	(b)	(c)	(a)	(b)	(c)	
Total	181	21	7	16	8	5	17	10	15	7	4	4	4	18	2	-	-	-	-	-	-	
BT	110	18	3	12	7	3	12	8	11	6	2	4	3	12	2	-	-	-	-	-	-	
	61%	86%	43%	75%	88%	60%	71%	80%	73%	86%	50%	100%	75%	67%	100%	-%	-%	-%	-%	-%	-%	
Virgin Media (incl. NTL:Telewest)	27	6	-	2	2	2	5	1	3	2	1	1	2	3	-	-	-	-	-	-	-	
	15%	29%	-%	13%	25%	40%	29%	10%	20%	29%	25%	25%	50%	17%	-%	-%	-%	-%	-%	-%	-%	
Daisy Communications	20	3	1	3	1	-	3	1	3	-	1	1	1	2	-	-	-	-	-	-	-	
	11%	14%	14%	19%	13%	-%	18%	10%	20%	-%	25%	25%	25%	11%	-%	-%	-%	-%	-%	-%	-%	
Unicom	17	4	1	3	1	1	4	1	2	3	-	2	1	2	-	-	-	-	-	-	-	
	9%	19%	14%	19%	13%	20%	24%	10%	13%	43%	-%	50%	25%	11%	-%	-%	-%	-%	-%	-%	-%	
Colt Communications	15	2	-	2	-	-	2	-	1	1	-	2	-	-	-	-	-	-	-	-	-	
	8%	10%	-%	13%	-%	-%	12%	-%	7%	14%	-%	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Opal Communications	13	3	1	2	-	2	3	1	1	2	1	1	-	3	-	-	-	-	-	-	-	
	7%	14%	14%	13%	-%	40%	18%	10%	7%	29%	25%	25%	-%	17%	-%	-%	-%	-%	-%	-%	-%	
KCOM (incl. Kingston Communications & Affiniti)	10	3	-	1	1	1	2	1	-	3	-	1	2	-	-	-	-	-	-	-	-	
	6%	14%	-%	6%	13%	20%	12%	10%	-%	43%	-%	25%	50%	-%	-%	-%	-%	-%	-%	-%	-%	
AT&T	10	2	1	2	-	1	1	2	2	-	1	-	-	3	-	-	-	-	-	-	-	
	6%	10%	14%	13%	-%	20%	6%	20%	13%	-%	25%	-%	-%	17%	-%	-%	-%	-%	-%	-%	-%	
Global Crossing	10	4	1	3	2	-	4	1	3	-	2	-	1	3	1	-	-	-	-	-	-	
	6%	19%	14%	19%	25%	-%	24%	10%	20%	-%	50%	-%	25%	17%	50%	-%	-%	-%	-%	-%	-%	
Vodafone (inc. Cable & Wireless)	10	2	1	1	2	-	2	1	2	-	1	-	1	2	-	-	-	-	-	-	-	
	6%	10%	14%	6%	25%	-%	12%	10%	13%	-%	25%	-%	25%	11%	-%	-%	-%	-%	-%	-%	-%	
XLN	8	3	-	1	-	2	3	-	1	2	-	1	1	1	-	-	-	-	-	-	-	
	4%	14%	-%	6%	-%	40%	18%	-%	7%	29%	-%	25%	25%	6%	-%	-%	-%	-%	-%	-%	-%	
MCI	8	1	-	-	1	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-	
	4%	5%	-%	-%	13%	-%	6%	-%	7%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	181	21	7	16	8	5	17	10	15	7	4	4	4	18	2	-	-	-	-	-	-	
Spitfire	53%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other	95%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	63%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 33 (continuation)

<A9> Which supplier(s) do you use for {MAIN SERVICE}?

by

Base: All with ISDN

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	181	91	82	57	30	54	40
BT	110 61%	60 66%	46 56%	32 56%	24a 80%	30 56%	29 73%
Virgin Media (incl. NTL:Telewest)	27 15%	8 9%	18a 22%	9b 16%	— —%	13 24%	7 18%
Daisy Communications	20 11%	7 8%	12 15%	10 18%	1 3%	9 17%	3 8%
Unicom	17 9%	3 3%	14A 17%	11b 19%	— —%	8 15%	3 8%
Colt Communications	15 8%	5 5%	9 11%	9 16%	1 3%	2 4%	6 15%
Opal Communications	13 7%	2 2%	11A 13%	8b 14%	— —%	4 7%	2 5%
KCOM (incl. Kingston Communications & Affiniti)	10 6%	3 3%	7 9%	5 9%	— —%	6b 11%	— —%
AT&T	10 6%	2 2%	8a 10%	7b 12%	— —%	2 4%	2 5%
Global Crossing	10 6%	1 1%	9A 11%	7 12%	1 3%	3 6%	2 5%
Vodafone (inc. Cable & Wireless)	10 6%	3 3%	7 9%	4 7%	1 3%	3 6%	1 3%
XLN	8 4%	1 1%	7a 9%	4 7%	— —%	4 7%	1 3%
MCI	8 4%	2 2%	6 7%	7b 12%	— —%	2 4%	1 3%
Spitfire	5 3%	1 1%	4 5%	4 7%	— —%	1 2%	2 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 33 (continuation)
<A9> Which supplier(s) do you use for {MAIN SERVICE}?
by
Base: All with ISDN

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	181	91	82	57	30	54	40
Other	9	8b	1	-	4A	1	2
	5%	9%	1%	-%	13%	2%	5%
Don't know	6	3	1	1	1	-	1
	3%	3%	1%	2%	3%	-%	3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34
<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE															
		Total	Company Size							No.Sites				Turnover			
			1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total		100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
Under £1,000	(500.0)	5 5%	- -%	2 40%	1 10%	3 20%	2 7%	- -%	- -%	5 6%	- -%	- -%	- -%	3 21%	2 4%	- -%	- -%
£1,000 to £2,499	(1749.5)	9 9%	- -%	1 20%	5 50%	6 40%	2 7%	- -%	1 4%	8 10%	1 13%	- -%	- -%	2 14%	6 12%	- -%	1 9%
£2,500 to £4,999	(3749.5)	9 9%	- -%	1 20%	1 10%	2 13%	4 15%	2 6%	1 4%	8 10%	1 13%	- -%	- -%	2 14%	7 13%	- -%	- -%
£5,000 to £9,999	(7000.0)	12 12%	- -%	- -%	1 10%	1 7%	7 26%	3 9%	1 4%	10 13%	1 13%	- -%	- -%	1 7%	10 19%	1 5%	- -%
£10,000 to £19,999	(14999.5)	7 7%	- -%	- -%	1 10%	1 7%	1 4%	2 6%	3 12%	6 8%	1 13%	- -%	- -%	1 7%	6 12%	- -%	- -%
£20,000 to £49,999	(34999.5)	12 12%	- -%	- -%	- -%	- -%	6 22%	6 18%	- -%	10 13%	1 13%	- -%	1 14%	3 21%	5 10%	3 14%	1 9%
£50,000 to £99,999	(74999.5)	10 10%	- -%	- -%	- -%	- -%	- -%	7 21%	3 12%	9 12%	1 13%	- -%	- -%	- -%	5 10%	4 18%	1 9%
£100,000 to £249,999	(174999.5)	12 12%	- -%	- -%	- -%	- -%	1 4%	6 18%	5 20%	7 9%	- -%	2 50%	2 29%	1 7%	4 8%	7 32%	- -%
£250,000 to £499,999	(374999.5)	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	4 16%	1 1%	1 13%	1 25%	1 14%	- -%	- -%	2 9%	2 18%
£500,000 to £999,999	(749999.5)	4 4%	- -%	- -%	- -%	- -%	1 4%	1 3%	2 8%	3 4%	- -%	- -%	- -%	- -%	- -%	2 9%	2 18%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
£1,000,000 to £4,999,999 (2999999.5)	2 2%	- -%	- -%	- -%	- -%	1 4%	- -%	1 4%	1 1%	- -%	- -%	1 14%	- -%	1 2%	- -%	1 9%
£5,000,000 to £9,999,999 (7499999.5)	1 1%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%
£10,000,000 or more (12500000.0)	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	2 8%	- -%	- -%	1 25%	1 14%	- -%	1 2%	- -%	1 9%
Don't know	11 11%	- -%	1 20%	1 10%	2 13%	1 4%	6 18%	2 8%	9 12%	1 13%	- -%	1 14%	1 7%	5 10%	3 14%	1 9%
NET ---																
Less than £20k	42 42%	- -%	4 80%	9 90%	13 87%	16 59%	7 21%	6 24%	37 47%	4 50%	- -%	- -%	9 64%	31 60%	1 5%	1 9%
£20k to £250k	34 34%	- -%	- -%	- -%	- -%	7 26%	19 58%	8 32%	26 33%	2 25%	2 50%	3 43%	4 29%	14 27%	14 64%	2 18%
More than £250k	13 13%	- -%	- -%	- -%	- -%	3 11%	1 3%	9 36%	6 8%	1 13%	2 50%	3 43%	- -%	2 4%	4 18%	7 64%
Mean score	522595	-	1624.8	3888.5	3192.0	450711	96055.1	1398152	225818	73213.9	3306250	2710000	24192.0	360590	204578	2536175abc
							d				A					A

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
		Sector										Number of years trading				
Total		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)	
Total		100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
Under £1,000	(500.0)	5 5%	- -%	- -%	1 13%	- -%	1 14%	1 7%	2 12%	- -%	- -%	- -%	- -%	1 6%	2 5%	2 6%
£1,000 to £2,499	(1749.5)	9 9%	- -%	- -%	- -%	3 21%	- -%	- -%	3 18%	1 13%	2 20%	- -%	- -%	1 6%	5 14%	3 9%
£2,500 to £4,999	(3749.5)	9 9%	- -%	3 16%	1 13%	1 7%	1 14%	1 7%	- -%	1 13%	1 10%	1 50%	1 13%	1 6%	3 8%	3 9%
£5,000 to £9,999	(7000.0)	12 12%	- -%	1 5%	2 25%	2 14%	- -%	2 14%	4 24%	1 13%	- -%	- -%	- -%	1 6%	6 16%	5 14%
£10,000 to £19,999	(14999.5)	7 7%	1 33%	3 16%	1 13%	- -%	- -%	1 7%	- -%	- -%	1 10%	- -%	2 25%	1 6%	2 5%	2 6%
£20,000 to £49,999	(34999.5)	12 12%	- -%	3 16%	- -%	2 14%	1 14%	3 21%	1 6%	- -%	2 20%	- -%	4 50%	2 11%	6e 16%	- -%
£50,000 to £99,999	(74999.5)	10 10%	1 33%	3 16%	2 25%	- -%	3 43%	1 7%	- -%	- -%	- -%	- -%	- -%	4 22%	3 8%	3 9%
£100, 000 to £249,999	(174999.5)	12 12%	1 33%	1 5%	- -%	2 14%	- -%	4 29%	2 12%	- -%	2 20%	- -%	1 13%	5 28%	5 14%	1 3%
£250, 000 to £499,999	(374999.5)	4 4%	- -%	2 11%	- -%	1 7%	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	1 3%	2 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
		Sector									Number of years trading					
Total		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)	
Total		100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
£500,000 to £999,999	(7499999.5)	44%	—%	15%	13%	—%	—%	—%	16%	113%	—%	—%	—%	16%	13%	26%
£1,000,000 to £4,999,999	(29999999.5)	22%	—%	—%	—%	—%	—%	—%	16%	—%	110%	—%	—%	—%	—%	26%
£5,000,000 to £9,999,999	(74999999.5)	11%	—%	15%	—%	—%	—%	—%	—%	—%	—%	—%	—%	—%	13%	—%
£10,000 or more	(12500000.0)	22%	—%	—%	—%	17%	—%	—%	—%	113%	—%	—%	—%	—%	—%	26%
Don't know		111%	—%	15%	—%	214%	—%	17%	318%	338%	110%	150%	—%	—%	25%	823%
NET																
Less than £20k		4242%	133%	737%	563%	643%	229%	536%	953%	338%	440%	150%	338%	528%	1849%	1543%
£20k to £250k		3434%	267%	737%	225%	429%	457%	857%	318%	—%	440%	—%	563%	1161%	1438%	411%
More than £250k		1313%	—%	421%	113%	214%	114%	—%	212%	225%	110%	—%	—%	211%	38%	823%
Mean score		522595	88332.8	531569	116656	1109833	91321.0	70249.6	297803	2652500	382472	3749.5	43593.3	133222	286514	1249352

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE																	
		Location													Involvement				
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total		100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4	
Under £1,000	(500.0)	5 5%	- -%	- -%	- -%	- -%	- -%	2 40%	1 3%	1 4%	1 14%	5 5%	- -%	- -%	- -%	2 3%	- -%	- -%	
£1,000 to £2,499	(1749.5)	9 9%	- -%	- -%	- -%	- -%	1 20%	1 20%	2 7%	4 17%	1 14%	9 10%	- -%	- -%	- -%	2 3%	- -%	- -%	
£2,500 to £4,999	(3749.5)	9 9%	- -%	1 11%	1 17%	2 67%	- -%	- -%	2 7%	1 4%	- -%	7 8%	1 100%	1 17%	- -%	1 2%	- -%	1 25%	
£5,000 to £9,999	(7000.0)	12 12%	2 50%	1 11%	- -%	- -%	1 20%	- -%	2 7%	4 17%	1 14%	11 12%	- -%	1 17%	- -%	5 9%	- -%	1 25%	
£10,000 to £19,999	(14999.5)	7 7%	- -%	- -%	2 33%	- -%	- -%	- -%	3 10%	2 9%	- -%	7 8%	- -%	- -%	- -%	6 10%	- -%	- -%	
£20,000 to £49,999	(34999.5)	12 12%	- -%	- -%	1 17%	1 33%	1 20%	- -%	5 17%	1 4%	2 29%	11 12%	- -%	1 17%	- -%	11 19%	- -%	- -%	
£50,000 to £99,999	(74999.5)	10 10%	2 50%	2 22%	- -%	- -%	- -%	- -%	3 10%	2 9%	- -%	9 10%	- -%	1 17%	- -%	9 16%	1 33%	- -%	
£100, 000 to £249,999	(174999.5)	12 12%	- -%	2 22%	- -%	- -%	- -%	2 40%	3 10%	2 9%	1 14%	10 11%	- -%	2 33%	- -%	9 16%	- -%	1 25%	
£250, 000 to £499,999	(374999.5)	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	2 7%	- -%	1 14%	3 3%	- -%	- -%	1 100%	4 7%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																	
	Total	Location												Involvement			
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
£500,000 to £999,999 (749999.5)	4 4%	- -%	- -%	- -%	- -%	1 20%	- -%	2 7%	1 4%	- -%	4 4%	- -%	- -%	- -%	2 3%	- -%	- -%
£1,000,000 to £4,999,999 (2999999.5)	2 2%	- -%	1 11%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	2 2%	- -%	- -%	- -%	1 2%	- -%	- -%
£5,000,000 to £9,999,999 (7499999.5)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	1 1%	- -%	- -%	- -%	1 2%	- -%	- -%
£10,000,000 or more (12500000.0)	2 2%	- -%	1 11%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	2 2%	- -%	- -%	- -%	1 2%	1 33%	- -%
Don't know	11 11%	- -%	1 11%	2 33%	- -%	1 20%	- -%	4 13%	3 13%	- -%	11 12%	- -%	- -%	- -%	4 7%	1 33%	1 25%
NET ---																	
Less than £20k	42 42%	2 50%	2 22%	3 50%	2 67%	2 40%	3 60%	10 33%	12 52%	3 43%	39 42%	1 100%	2 33%	- -%	16 28%	- -%	2 50%
£20k to £250k	34 34%	2 50%	4 44%	1 17%	1 33%	1 20%	2 40%	11 37%	5 22%	3 43%	30 33%	- -%	4 67%	- -%	29 50%	1 33%	1 25%
More than £250k	13 13%	- -%	2 22%	- -%	- -%	1 20%	- -%	5 17%	3 13%	1 14%	12 13%	- -%	- -%	1 100%	9 16%	1 33%	- -%
Mean score	522595	40999.8	2001343	17187.0	14166.2	198437	70549.7	413288	842712	89892.5	563722	3749.5	78457.9	375000	532745	6287500	61916.3 A

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
Under £1,000	(500.0)	5 5%	5 5%	- -	4 6%	- -	- -	- -	1 5%	- -	1 5%	- -	1 13%	5 5%	- -	- -
£1,000 to £2,499	(1749.5)	9 9%	9 9%	1 5%	7 11%	- -	1 5%	- -	1 5%	- -	1 5%	- -	1 5%	8 9%	1 14%	- -
£2,500 to £4,999	(3749.5)	9 9%	9 9%	- -	9 14%	- -	- -	- -	- -	- -	- -	- -	- -	9 10%	- -	- -
£5,000 to £9,999	(7000.0)	12 12%	12 12%	2 11%	9 14%	- -	2 11%	- -	1 5%	- -	1 5%	- -	1 13%	12 13%	- -	- -
£10,000 to £19,999	(14999.5)	7 7%	7 7%	1 5%	6 10%	- -	1 5%	- -	1 5%	1 25%	1 5%	- -	1 13%	7 8%	- -	- -
£20,000 to £49,999	(34999.5)	12 12%	12 12%	3 16%	6 10%	- -	3 16%	- -	4 18%	1 25%	4 18%	3 21%	1 13%	11 12%	1 14%	- -
£50,000 to £99,999	(74999.5)	10 10%	10 10%	2 11%	5 8%	- -	2 11%	- -	4 18%	1 25%	4 18%	3 21%	1 13%	10 11%	- -	- -
£100,000 to £249,999	(174999.5)	12 12%	12 12%	3 16%	3 5%	- -	3 16%	- -	6 27%	- -	6 27%	5 36%	1 13%	11 12%	1 14%	- -
£250,000 to £499,999	(374999.5)	4 4%	4 4%	2 11%	1 2%	- -	2 11%	- -	1 5%	- -	1 5%	1 7%	- -	4 4%	- -	- -
£500,000 to £999,999	(749999.5)	4 4%	4 4%	2 11%	2 3%	- -	2 11%	- -	- -	- -	- -	- -	- -	2 2%	2 29%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																		
		Fixed line services														Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)		
Total																		
Total		100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-	
£1,000,000 to £4,999,999	(2999999.5)	2 2%	2 2%	1 5%	1 2%	- -%	1 5%	- -%	1 5%	1 25%	1 5%	- -%	1 13%	1 5%	1 1%	1 14%	- -%	
£5,000,000 to £9,999,999	(7499999.5)	1 1%	1 1%	1 5%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	
£10,000,000 or more	(12500000.0)	2 2%	2 2%	- -%	- -%	- -%	- -%	- -%	2 9%	- -%	2 9%	2 14%	- -%	2 9%	2 2%	- -%	- -%	
Don't know		11 11%	11 11%	1 5%	10 16%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	11 12%	- -%	- -%	
NET																		

Less than £20k		42 42%	42 42%	4 21%	35 56%	- -%	4 21%	- -%	4 18%	1 25%	4 18%	- -%	4 50%	4 18%	41 44%	1 14%	- -%	
£20k to £250k		34 34%	34 34%	8 42%	14 22%	- -%	8 42%	- -%	14 64%	2 50%	14 64%	11 79%	3 38%	14 64%	32 34%	2 29%	- -%	
More than £250k		13 13%	13 13%	6 32%	4 6%	- -%	6 32%	- -%	4 18%	1 25%	4 18%	3 21%	1 13%	4 18%	9 10%	4 57%	- -%	
Mean score		522595	522595	753375c	116717	-	753375c	-	1358602c	781250c	1358602c	1898571C	413656	1358602c	418283	1744535	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES															
		ISDN services Used									ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 - (e)	20 -28 (f)	30+ (g)	
Total		100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
Under £1,000	(500.0)	5 5%	4 5%	2 4%	2 3%	1 3%	— —%	— —%	1 3%	— —%	3 33%	1 4%	— —%	— —%	— —%	— —%	— —%
£1,000 to £2,499	(1749.5)	9 9%	8f 10%	2 4%	4 7%	4f 10%	3f 8%	— —%	2 6%	1 4%	3 33%	4 16%	1 4%	— —%	1 9%	— —%	— —%
£2,500 to £4,999	(3749.5)	9 9%	8 10%	4 8%	5 9%	2 5%	1 3%	2 4%	1 3%	2 8%	— —%	5 20%	1 4%	2 13%	— —%	— —%	— —%
£5,000 to £9,999	(7000.0)	12 12%	9 11%	4 8%	4 7%	2 5%	5 14%	3 6%	3 9%	1 4%	— —%	3 12%	5 22%	1 6%	1 9%	— —%	1 20%
£10,000 to £19,999	(14999.5)	7 7%	5 6%	4 8%	4 7%	2 5%	3 8%	4 9%	3 9%	2 8%	— —%	— —%	2 9%	2 13%	3 27%	— —%	— —%
£20,000 to £49,999	(34999.5)	12 12%	11 13%	6 12%	7 12%	6 15%	3 8%	6 13%	4 13%	3 12%	1 11%	4 16%	5 22%	1 6%	1 9%	— —%	— —%
£50,000 to £99,999	(74999.5)	10 10%	9 11%	9 18%	8 14%	6 15%	7 19%	8 17%	7 22%	2 8%	— —%	1 4%	3 13%	5 31%	1 9%	— —%	— —%
£100, 000 to £249,999	(174999.5)	12 12%	8 10%	6 12%	10 17%	4 10%	4 11%	9 19%	3 9%	5 19%	— —%	2 8%	3 13%	3 19%	2 18%	1 50%	— —%
£250, 000 to £499,999	(374999.5)	4 4%	4 5%	1 2%	1 2%	4 10%	2 6%	4 9%	3 9%	2 8%	— —%	1 4%	2 9%	— —%	— —%	— —%	— —%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES															
		ISDN services Used									ISDN2/2e Channels						
		Total	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 - 28 (e)	20 -28 (f)	30+ (g)
Total		100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
£500,000 to £999,999	(7499999.5)	4 4%	2 2%	3 6%	4 7%	3 8%	3 8%	4 9%	2 6%	3 12%	1 11%	1 4%	- -	1 6%	- -	1 50%	- -
£1,000,000 to £4,999,999	(29999999.5)	2 2%	2 2%	1 2%	2 3%	1 3%	1 3%	1 2%	1 3%	1 4%	- -	- -	- -	1 6%	- -	- -	1 20%
£5,000,000 to £9,999,999	(74999999.5)	1 1%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 20%
£10,000,000 or more	(12500000.0)	2 2%	2 2%	2 4%	2 3%	1 3%	2 6%	2 4%	1 3%	2 8%	- -	- -	- -	- -	1 9%	- -	1 20%
Don't know		11 11%	9 11%	6 12%	5 9%	3 8%	2 6%	4 9%	1 3%	2 8%	1 11%	3 12%	1 4%	- -	1 9%	- -	1 20%
NET																	

Less than £20k		42 42%	34 41%	16 32%	19 33%	11 28%	12 33%	9 19%	10 31%	6 23%	6 67%	13 52%	9 39%	5 31%	5 45%	- -	1 20%
£20k to £250k		34 34%	28 34%	21 42%	25 43%	16 41%	14 39%	23 49%	14 44%	10 38%	1 11%	7 28%	11 48%	9 56%	4 36%	1 50%	- -
More than £250k		13 13%	11 13%	7 14%	9 16%	9 23%	8 22%	11 23%	7 22%	8 31%	1 11%	2 8%	2 9%	2 13%	1 9%	1 50%	3 60%
Mean score		522595	604712	742443	699712	574138	953500	813337	625443	1340677	98968.4	78965.5	79340.5	295593	1301375	462500	5751750aBCD bC

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Standalone (a)	In-house package (b)	Hosted solution (c)
			(a)	(b)	(c)	channels (d)	channels (e)	channels (f)	channels (g)	channels (h)													
Total		100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7
Under £1,000	(500.0)	5 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	3 14%	- -%	1 14%	4 7%	1 3%	- -%	- -%	- -%	- -%	3 7%	2 4%	- -%
£1,000 to £2,499	(1749.5)	9 9%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	4 7%	- -%	2 4%	2 29%	8 14%	1 3%	- -%	1 13%	- -%	- -%	4 10%	5 11%	- -%
£2,500 to £4,999	(3749.5)	9 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	3 14%	2 4%	- -%	6 11%	2 6%	- -%	- -%	- -%	- -%	4 10%	3 7%	1 14%
£5,000 to £9,999	(7000.0)	12 12%	1 17%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	9 15%	1 5%	6 13%	1 14%	8 14%	2 6%	1 17%	1 13%	1 14%	- -%	6 14%	4 9%	2 29%
£10,000 to £19,999	(14999.5)	7 7%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	3 5%	2 10%	2 4%	- -%	2 4%	5a 16%	- -%	- -%	- -%	1 25%	3 7%	4 9%	- -%
£20,000 to £49,999	(34999.5)	12 12%	2 33%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	11 18%	1 5%	9 20%	1 14%	6 11%	6 19%	- -%	- -%	1 14%	2 50%	4 10%	7 16%	1 14%
£50,000 to £99,999	(74999.5)	10 10%	- -%	- -%	- -%	1 33%	1 33%	- -%	- -%	- -%	8 13%	2 10%	7 16%	1 14%	7 12%	3 9%	- -%	1 13%	- -%	1 25%	6 14%	4 9%	- -%
£100,000 to £249,999	(174999.5)	12 12%	1 17%	- -%	- -%	1 33%	- -%	1 50%	- -%	- -%	8 13%	4 19%	7 16%	- -%	4 7%	5 16%	3 50%	1 13%	2 29%	- -%	4 10%	8 18%	- -%
£250,000 to £499,999	(374999.5)	4 4%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	2 3%	1 5%	2 4%	- -%	- -%	3a 9%	1 17%	- -%	2 29%	- -%	- -%	3 7%	1 14%
£500,000 to £999,999	(749999.5)	4 4%	1 17%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	2 3%	1 5%	2 4%	- -%	2 4%	1 3%	1 17%	1 13%	1 14%	- -%	3 7%	1 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

ISDN LINES																						
	Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 channels (g)	1500 or more channels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7
£1,000,000 to £4,999,999 (2999999.5)	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	2 3%	- -%	1 2%	- -%	1 2%	1 3%	- -%	1 13%	- -%	- -%	- -%	- -%	1 14%
£5,000,000 to £9,999,999 (7499999.5)	1 1%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	1 2%	- -%	- -%	1 13%	- -%	- -%	1 2%	- -%	- -%
£10,000,000 or more (12500000.0)	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	2 4%	- -%	1 2%	1 3%	- -%	- -%	- -%	- -%	- -%	2 4%	- -%
Don't know	11 11%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	5 8%	3 14%	2 4%	1 14%	7 12%	1 3%	- -%	1 13%	- -%	- -%	4 10%	2 4%	1 14%
NET ---																						
Less than £20k	42 42%	1 17%	1 100%	- -%	1 33%	1 33%	- -%	- -%	- -%	19 32%	9 43%	12 27%	4 57%	28 49%	11 34%	1 17%	2 25%	1 14%	1 25%	20 48%	18 40%	3 43%
£20k to £250k	34 34%	3 50%	- -%	1 50%	2 67%	1 33%	1 50%	- -%	- -%	27 45%	7 33%	23 51%	2 29%	17 30%	14 44%	3 50%	2 25%	3 43%	3 75%	14 33%	19 42%	1 14%
More than £250k	13 13%	2 33%	- -%	- -%	- -%	1 33%	1 50%	- -%	1 100%	9 15%	2 10%	8 18%	- -%	5 9%	6 19%	2 33%	3 38%	3 43%	- -%	4 10%	6 13%	2 29%
Mean score	522595	1417000	7000.0	34999.5	88332.8	150583	462500	-	3000000	786509	114430	927860	20166.3	521190	605927	276166	1644107	270285	39999.5	293434	672767	571291
95 percent as lower case or *, 99 percent as UPPER CASE or **																						

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	100	22	37	38	41	48	19	31	50	31	14	
Under £1,000	(500.0)	5 5%	1 5%	- -	4b 11%	- -	5a 10%	- -	1 3%	1 2%	2 6%	2 14%
£1,000 to £2,499	(1749.5)	9 9%	- -	6 16%	3 8%	- -	8A 17%	1 5%	1 3%	2 4%	5 16%	1 7%
£2,500 to £4,999	(3749.5)	9 9%	1 5%	4 11%	4 11%	3 7%	4 8%	1 5%	4 13%	5 10%	1 3%	3 21%
£5,000 to £9,999	(7000.0)	12 12%	- -	4 11%	8 21%	2 5%	8 17%	1 5%	3 10%	4 8%	5 16%	3 21%
£10,000 to £19,999	(14999.5)	7 7%	2 9%	3 8%	2 5%	5 12%	2 4%	- -	4 13%	4 8%	2 6%	1 7%
£20,000 to £49,999	(34999.5)	12 12%	8 36%	1 3%	3 8%	8 20%	4 8%	5 26%	3 10%	8 16%	3 10%	1 7%
£50,000 to £99,999	(74999.5)	10 10%	3 14%	5 14%	2 5%	8b 20%	2 4%	4 21%	3 10%	7 14%	3 10%	- -
£100,000 to £249,999	(174999.5)	12 12%	3 14%	7 19%	2 5%	8b 20%	2 4%	4 21%	5 16%	9 18%	2 6%	- -
£250,000 to £499,999	(374999.5)	4 4%	1 5%	3 8%	- -	3 7%	- -	1 5%	3 10%	4 8%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

ISDN LINES												
Total		Ever Switched			Considering switch		Considering switch					
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total		100	22	37	38	41	48	19	31	50	31	14
£500,000 to £999,999	(749999.5)	4 4%	1 5%	1 3%	1 3%	2 5%	1 2%	1 5%	1 3%	2 4%	1 3%	1 7%
£1,000,000 to £4,999,999	(2999999.5)	2 2%	- -%	- -%	2 5%	- -%	1 2%	- -%	- -%	- -%	2 6%	- -%
£5,000,000 to £9,999,999	(7499999.5)	1 1%	1 5%	- -%	- -%	1 2%	- -%	- -%	1 3%	1 2%	- -%	- -%
£10,000,000 or more	(12500000.0)	2 2%	- -%	2 5%	- -%	1 2%	1 2%	- -%	1 3%	1 2%	1 3%	- -%
Don't know		11 11%	1 5%	1 3%	7b 18%	- -%	10A 21%	1 5%	1 3%	2 4%	4 13%	2 14%
NET		---										
Less than £20k		42 42%	4 18%	17 46%	21 55%	10 24%	27A 56%	3 16%	13 42%	16 32%	15 48%	10 71%
£20k to £250k		34 34%	14 64%	13 35%	7 18%	24B 59%	8 17%	13 68%	11 35%	24d 48%	8 26%	1 7%
More than £250k		13 13%	3 14%	6 16%	3 8%	7 17%	3 6%	2 11%	6 19%	8 16%	4 13%	1 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	100	22	37	38	41	48	19	31	50	31	14
Mean score	522595	461392	794680	240750	609884	447565	128472	772608	531057	741055	69583.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
Under £1,000	(500.0)	5 5%	1 3%	3 12%	- 8%	- 8%	- 8%	1 11%	- -	- -	- -	- -	- -	- -	1 8%	1 8%	- -	- -	- -	- -	- -
£1,000 to £2,499	(1749.5)	9 9%	5 13%	3 12%	- 23%	- -	- -	1 11%	- -	4 36%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
£2,500 to £4,999	(3749.5)	9 9%	5 13%	2 8%	2 9%	3 23%	- -	2 14%	- -	- -	3 27%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
£5,000 to £9,999	(7000.0)	12 12%	6 15%	3 12%	3 14%	1 8%	2 40%	1 7%	- -	1 100%	2 18%	1 13%	1 6%	- -	1 9%	1 8%	- -	- -	- -	- -	- -
£10,000 to £19,999	(14999.5)	7 7%	4 10%	1 4%	2 9%	2 15%	1 20%	2 14%	1 11%	- -	- -	1 6%	- -	1 9%	1 8%	1 8%	1 13%	1 17%	1 14%	- -	1 25%
£20,000 to £49,999	(34999.5)	12 12%	5 13%	1 4%	5 23%	- -	1 20%	3 21%	1 11%	- -	- -	3 38%	1 6%	2 50%	2 18%	2 17%	1 8%	1 13%	2 33%	- -	1 25%
£50,000 to £99,999	(74999.5)	10 10%	5 13%	1 4%	4 18%	1 8%	- -	1 7%	3 33%	- -	1 9%	1 13%	4 25%	- -	2 18%	1 8%	3 23%	2 25%	2 33%	1 14%	1 25%
£100,000 to £249,999	(174999.5)	12 12%	3 8%	2 8%	2 9%	- -	- -	1 7%	2 22%	- -	- -	1 13%	6 38%	1 25%	2 18%	3 25%	3 23%	3 38%	- -	2 29%	- -
£250,000 to £499,999	(374999.5)	4 4%	1 3%	1 4%	1 5%	- -	- -	1 7%	- -	- -	- -	1 6%	- -	1 9%	1 8%	1 8%	- -	- -	- -	1 25%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plemen (d)	Not tried (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total		100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
£500,000 to £999,999	(7499999.5)	4 4%	1 3%	3 12%	1 5%	- -	1 20%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
£1,000,000 to £4,999,999	(29999999.5)	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	1 9%	1 8%	1 8%	- -	1 17%	1 14%	- -	1 25%
£5,000,000 to £9,999,999	(74999999.5)	1 1%	1 3%	- -	1 5%	- -	- -	1 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
£10,000,000 or more	(12500000.0)	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	2 25%	1 6%	1 25%	1 9%	1 8%	2 15%	1 13%	- -	2 29%	1 25%	1 25%	
Don't know		11 11%	3 8%	5 20%	1 5%	2 15%	- -	2 14%	- -	- -	1 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
NET																						
Less than £20k		42 42%	21 53%	12 48%	7 32%	10 77%	3 60%	5 36%	3 33%	1 100%	9 82%	1 13%	2 13%	- -	2 18%	3 25%	2 15%	1 13%	1 17%	1 14%	- -	1 25%
£20k to £250k		34 34%	13 33%	4 16%	11 50%	1 8%	1 20%	5 36%	6 67%	- -	1 9%	5 63%	11 69%	3 75%	6 55%	6 50%	7 54%	6 75%	4 67%	3 43%	2 50%	1 25%
More than £250k		13 13%	3 8%	4 16%	3 14%	- -	1 20%	2 14%	- -	- -	- -	2 25%	3 19%	1 25%	3 27%	3 25%	4 31%	1 13%	1 17%	3 43%	2 50%	2 50%
Mean score		522595	265675	156762	452785	11726.9	162800	689541	69694.0e	7000.0	10724.6	3170250	1080125	3186250	1497000	1380625	2244269	1653125	539166	4062857	3246250	3887500

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																				
		Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
			Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total		100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-
Under £1,000	(500.0)	5 5%	1 6%	- -	1 8%	- -	- -	- -	1 13%	1 8%	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	
£1,000 to £2,499	(1749.5)	9 9%	1 6%	- -	- -	1 17%	- -	1 8%	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	
£2,500 to £4,999	(3749.5)	9 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
£5,000 to £9,999	(7000.0)	12 12%	1 6%	- -	1 8%	- -	- -	1 8%	- -	1 8%	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	
£10,000 to £19,999	(14999.5)	7 7%	- -	- -	- -	- -	1 25%	- -	- -	1 8%	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -	
£20,000 to £49,999	(34999.5)	12 12%	4 24%	- -	2 17%	2 33%	- -	1 8%	3 38%	2 17%	1 25%	1 25%	1 25%	3 100%	- -	- -	- -	- -	- -	- -	- -	
£50,000 to £99,999	(74999.5)	10 10%	4 24%	- -	3 25%	- -	1 25%	3 23%	1 13%	3 25%	1 25%	- -	1 25%	- -	3 23%	- -	- -	- -	- -	- -	- -	
£100,000 to £249,999	(174999.5)	12 12%	3 18%	3 75%	3 25%	1 17%	2 50%	3 23%	3 38%	1 8%	2 50%	2 50%	1 25%	- -	4 31%	- -	- -	- -	- -	- -	- -	
£250,000 to £499,999	(374999.5)	4 4%	- -	1 25%	1 8%	- -	- -	1 8%	- -	1 8%	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total		100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-
£500,000 to £999,999	(749999.5)	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
£1,000,000 to £4,999,999	(2999999.5)	2 2%	1 6%	- -%	1 8%	- -%	- -%	1 8%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	
£5,000,000 to £9,999,999	(7499999.5)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
£10,000,000 or more	(12500000.0)	2 2%	2 12%	- -%	- -%	2 33%	- -%	2 15%	- -%	2 17%	- -%	- -%	- -%	- -%	2 15%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know		11 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET																						
Less than £20k		42 42%	3 18%	- -%	2 17%	1 17%	1 25%	2 15%	1 13%	3 25%	- -%	- -%	1 25%	- -%	3 23%	- -%	- -%	- -%	- -%	- -%	- -%	
£20k to £250k		34 34%	11 65%	3 75%	8 67%	3 50%	3 75%	7 54%	7 88%	6 50%	4 100%	3 75%	3 75%	3 100%	7 54%	- -%	- -%	- -%	- -%	- -%	- -%	
More than £250k		13 13%	3 18%	1 25%	2 17%	2 33%	- -%	4 31%	- -%	3 25%	- -%	1 25%	- -%	- -%	3 23%	1 100%	- -%	- -%	- -%	- -%	- -%	
Mean score		522595	1704367	225000	350208	4207791	110000	2243750	88187.1	2155625	115000	846250	74999.5	34999.5	2023788	3000000	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

		IP Based Services						
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
Total		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total		100	52	44	57	30	11	8
Under £1,000	(500.0)	5 5%	5b 10%	- -%	2 4%	3 10%	- -%	- -%
£1,000 to £2,499	(1749.5)	9 9%	8b 15%	1 2%	2 4%	5a 17%	- -%	1 13%
£2,500 to £4,999	(3749.5)	9 9%	8b 15%	1 2%	5 9%	2 7%	- -%	- -%
£5,000 to £9,999	(7000.0)	12 12%	11B 21%	1 2%	5 9%	5 17%	- -%	2 25%
£10,000 to £19,999	(14999.5)	7 7%	4 8%	2 5%	6 11%	1 3%	1 9%	- -%
£20,000 to £49,999	(34999.5)	12 12%	8 15%	4 9%	9 16%	2 7%	2 18%	1 13%
£50,000 to £99,999	(74999.5)	10 10%	1 2%	9A 20%	9 16%	1 3%	2 18%	- -%
£100,000 to £249,999	(174999.5)	12 12%	- -%	12A 27%	10 18%	1 3%	2 18%	1 13%
£250,000 to £499,999	(374999.5)	4 4%	- -%	4a 9%	3 5%	- -%	1 9%	1 13%
£500,000 to £999,999	(749999.5)	4 4%	- -%	4a 9%	2 4%	2 7%	2 18%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 34 (continuation)

<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services?

by

Base: All with ISDN2/ISDN2e

		IP Based Services						
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
Total		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
-----		-----	-----	-----	-----	-----	-----	
Total		100	52	44	57	30	11	8
£1, 000,000 to £4,999,999	(29999999.5)	2 2%	1 2%	1 2%	1 2%	1 3%	- %	1 13%
£5, 000,000 to £9,999,999	(74999999.5)	1 1%	- %	1 2%	1 2%	- %	1 9%	- %
£10, 000,000 or more	(12500000.0)	2 2%	- %	2 5%	1 2%	1 3%	- %	- %
Don't know		11 11%	6 12%	2 5%	1 2%	6A 20%	- %	1 13%
NET								
Less than £20k		42 42%	36B 69%	5 11%	20 35%	16 53%	1 9%	3 38%
£20k to £250k		34 34%	9 17%	25A 57%	28B 49%	4 13%	6 55%	2 25%
More than £250k		13 13%	1 2%	12A 27%	8 14%	4 13%	4 36%	2 25%
Mean score		522595	76923.6	1022797a	509165	724489	905454	514393
95 percent as lower case or *, 99 percent as UPPER CASE or **								

Table 35

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

PERSONAL PROFILE																	
	Total	Company Size								No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+		1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 million to £100 million	£101m+
		(a)	(b)	(c)	(d)	(e)	(f)	(g)		(a)	(b)	(c)		(a)	(b)	(c)	(d)
Total	100	-	1	1	2	19	35	44		62	7	12	13	6	43	26	24
Under £1,000	(500.0)	1 1%	- -	1 100%	- -	1 50%	- -	- -		1 2%	- -	- -	- -	- -	1 2%	- -	- -
£1,000 to £2,499	(1749.5)	6 6%	- -	- -	- -	4 21%	2 6%	- -		6 10%	- -	- -	- -	1 17%	5 12%	- -	- -
£2,500 to £4,999	(3749.5)	7 7%	- -	- -	- -	1 5%	2 6%	4 9%		5 8%	- -	1 8%	1 8%	1 17%	3 7%	2 8%	1 4%
£5,000 to £9,999	(7000.0)	8 8%	- -	- -	1 100%	1 50%	3 16%	3 9%		1 2%	7 11%	- -	- -	1 8%	6 14%	- -	1 4%
£10,000 to £19,999	(14999.5)	11 11%	- -	- -	- -	2 11%	5 14%	4 9%		8 13%	1 14%	- -	2 15%	- -	7 16%	3 12%	- -
£20,000 to £49,999	(34999.5)	12 12%	- -	- -	- -	- -	5 14%	7 16%		7 11%	1 14%	1 8%	2 15%	1 17%	4 9%	7 27%	- -
£50,000 to £99,999	(74999.5)	14 14%	- -	- -	- -	1 5%	5 14%	8 18%		8 13%	1 14%	2 17%	2 15%	1 17%	5 12%	2 8%	6 25%
£100,000 to £249,999	(174999.5)	12 12%	- -	- -	- -	2 11%	5 14%	5 11%		5 8%	2 29%	3 25%	2 15%	- -	3 7%	6 23%	3 13%
£250,000 to £499,999	(374999.5)	5 5%	- -	- -	- -	1 5%	3 9%	1 2%		2 3%	- -	2 17%	- -	- -	3 7%	1 4%	1 4%
£500,000 to £999,999	(749999.5)	7 7%	- -	- -	- -	- -	3 9%	4 9%		5 8%	- -	1 8%	1 8%	- -	1 2%	3 12%	3 13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
£1, 000,000 to £4,999,999 (29999999.5)	2 2%	- -%	- -%	- -%	- -%	- -%	1 3%	1 2%	1 2%	1 14%	- -%	- -%	- -%	- -%	- -%	2 8%
£5, 000,000 to £9,999,999 (74999999.5)	5 5%	- -%	- -%	- -%	- -%	2 11%	- -%	3 7%	2 3%	- -%	2 17%	1 8%	- -%	- -%	- -%	5 21%
£10, 000,000 or more (12500000.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	10 10%	- -%	- -%	- -%	- -%	3 16%	1 3%	6 14%	5 8%	1 14%	- -%	1 8%	1 17%	5 12%	2 8%	2 8%
NET ---																
Less than £20k	33 33%	- -%	1 100%	1 100%	2 100%	10 53%	12 34%	9 20%	27 44%	1 14%	1 8%	4 31%	3 50%	22 51%	5 19%	2 8%
£20k to £250k	38 38%	- -%	- -%	- -%	- -%	3 16%	15 43%	20 45%	20 32%	4 57%	6 50%	6 46%	2 33%	12 28%	15 58%	9 38%
More than £250k	19 19%	- -%	- -%	- -%	- -%	3 16%	7 20%	9 20%	10 16%	1 14%	5 42%	2 15%	- -%	4 9%	4 15%	11 46%
Mean score	605036	-	500.0	7000.0	3750.0	991359	232558	807289	428399	579166	1434479	738395	24499.6	81118.0	171770	2141397BC
95 percent as lower case or *, 99 percent as UPPER CASE or **																

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

PERSONAL PROFILE																
		Sector										Number of years trading				
Total		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)	
Total		100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
Under £1,000	(500.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	1 8%	- %	- %	- %	- %	1 5%	- %
£1,000 to £2,499	(1749.5)	6 6%	- %	2 10%	- %	1 8%	- %	- %	1 7%	- %	2 18%	- %	- %	2 10%	- %	4 9%
£2,500 to £4,999	(3749.5)	7 7%	1 20%	1 5%	- %	2 17%	- %	- %	1 7%	- %	2 18%	- %	1 9%	2 10%	2 10%	2 4%
£5,000 to £9,999	(7000.0)	8 8%	- %	2 10%	1 33%	1 8%	1 11%	- %	2 13%	- %	1 9%	- %	1 9%	1 5%	3 14%	3 7%
£10,000 to £19,999	(14999.5)	11 11%	1 20%	4 19%	- %	- %	1 11%	1 8%	3 20%	- %	1 9%	- %	4 36%	1 5%	1 5%	5 11%
£20,000 to £49,999	(34999.5)	12 12%	- %	2 10%	- %	- %	2 22%	2 17%	2 13%	2 17%	2 18%	- %	- %	3 14%	2 10%	7 15%
£50,000 to £99,999	(74999.5)	14 14%	1 20%	2 10%	1 33%	2 17%	- %	3 25%	1 7%	3 25%	1 9%	- %	2 18%	2 10%	4 19%	6 13%
£100, 000 to £249,999	(174999.5)	12 12%	1 20%	2 10%	- %	2 17%	4 44%	2 17%	1 7%	- %	- %	- %	3 27%	2 10%	3 14%	4 9%
£250, 000 to £499,999	(374999.5)	5 5%	- %	1 5%	- %	1 8%	- %	1 8%	- %	1 8%	1 9%	- %	- %	4 19%	1 5%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

PERSONAL PROFILE																
		Sector										Number of years trading				
		Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total		100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
£500, 000 to £999,999	(7499999.5)	7 7%	1 20%	- -%	- -%	1 8%	1 11%	1 8%	1 7%	2 17%	- -%	- -%	- -%	3 14%	1 5%	3 7%
£1, 000,000 to £4,999,999	(29999999.5)	2 2%	- -%	- -%	- -%	1 8%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	1 2%
£5, 000,000 to £9,999,999	(74999999.5)	5 5%	- -%	2 10%	- -%	- -%	- -%	- -%	2 13%	1 8%	- -%	1 100%	- -%	- -%	2 10%	2 4%
£10, 000,000 or more	(12500000.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know		10 10%	- -%	3 14%	1 33%	1 8%	- -%	1 8%	1 7%	2 17%	1 9%	- -%	- -%	- -%	1 5%	9 20%
NET ---																
Less than £20k		33 33%	2 40%	9 43%	1 33%	4 33%	2 22%	1 8%	7 47%	1 8%	6 55%	- -%	6 55%	6 29%	7 33%	14 30%
£20k to £250k		38 38%	2 40%	6 29%	1 33%	4 33%	6 67%	7 58%	4 27%	5 42%	3 27%	- -%	5 45%	7 33%	9 43%	17 37%
More than £250k		19 19%	1 20%	3 14%	- -%	3 25%	1 11%	3 25%	3 20%	4 33%	1 9%	1 100%	- -%	8 38%	4 19%	6 13%
Mean score		605036	203750	890347	40999.8	421931	171333	435000	1152464	967050	55299.6	7500000	67795.0	351809	853200	587986

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

		PERSONAL PROFILE																	
		Location												Involvement					
		Total	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Sco tland (l)	No rthern Ireland (m)	All sites (a)			
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3		
Under £1,000	(500.0)	1 1%	- %	1 8%	- %	- %	- %	- %	- %	- %	1 1%	- %	- %	- %	- %	- %	- %		
£1,000 to £2,499	(1749.5)	6 6%	- %	1 8%	- %	1 33%	1 13%	- %	2 5%	1 8%	- %	6 6%	- %	- %	- %	1 2%	- %	- %	
£2,500 to £4,999	(3749.5)	7 7%	- %	1 8%	- %	1 33%	- %	- %	3 8%	1 8%	1 14%	7 8%	- %	- %	- %	4 6%	1 11%	1 33%	
£5,000 to £9,999	(7000.0)	8 8%	1 50%	- %	1 20%	1 33%	- %	- %	1 3%	3 23%	- %	7 8%	- %	1 50%	- %	5 8%	- %	- %	
£10,000 to £19,999	(14999.5)	11 11%	- %	2 15%	- %	- %	- %	- %	4 11%	3 23%	1 14%	10 11%	1 20%	- %	- %	7 11%	1 11%	- %	
£20,000 to £49,999	(34999.5)	12 12%	- %	- %	1 20%	- %	1 13%	1 20%	3 8%	2 15%	2 29%	10 11%	2 40%	- %	- %	5 8%	4 44%	2 67%	
£50,000 to £99,999	(74999.5)	14 14%	- %	1 8%	2 40%	- %	2 25%	1 20%	4 11%	1 8%	1 14%	12 13%	2 40%	- %	- %	10 16%	2 22%	- %	
£100, 000 to £249,999	(174999.5)	12 12%	- %	1 8%	- %	- %	2 25%	2 40%	6 16%	- %	- %	11 12%	- %	1 50%	- %	10 16%	1 11%	- %	
£250, 000 to £499,999	(374999.5)	5 5%	- %	1 8%	- %	- %	- %	1 20%	2 5%	- %	1 14%	5 5%	- %	- %	- %	4 6%	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

		PERSONAL PROFILE																
		Total	Location												Involvement			
			North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3	
£500,000 to £999,999	(749999.5)	7 7%	- -%	2 15%	1 20%	- -%	- -%	- -%	4 11%	- -%	- -%	7 8%	- -%	- -%	- -%	6 10%	- -%	- -%
£1,000,000 to £4,999,999	(2999999.5)	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	2 5%	- -%	- -%	2 2%	- -%	- -%	- -%	2 3%	- -%	- -%
£5,000,000 to £9,999,999	(7499999.5)	5 5%	- -%	1 8%	- -%	- -%	- -%	- -%	4 11%	- -%	- -%	5 5%	- -%	- -%	- -%	5 8%	- -%	- -%
£10,000,000 or more	(12500000.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know		10 10%	1 50%	2 15%	- -%	- -%	2 25%	- -%	2 5%	2 15%	1 14%	10 11%	- -%	- -%	- -%	4 6%	- -%	- -%
NET ---																		
Less than £20k		33 33%	1 50%	5 38%	1 20%	3 100%	1 13%	- -%	10 27%	8 62%	2 29%	31 33%	1 20%	1 50%	- -%	17 27%	2 22%	1 33%
£20k to £250k		38 38%	- -%	2 15%	3 60%	- -%	5 63%	4 80%	13 35%	3 23%	3 43%	33 35%	4 80%	1 50%	- -%	25 40%	7 78%	2 67%
More than £250k		19 19%	- -%	4 31%	1 20%	- -%	- -%	1 20%	12 32%	- -%	1 14%	19 20%	- -%	- -%	- -%	17 27%	- -%	- -%
Mean score		605036	7000.0	878272	188400	4166.3	89457.8	167000	1179621	19681.5	89791.2	651039	46999.5	90999.8	-	886978	53749.5	24582.8

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

PERSONAL PROFILE																
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
Under £1,000	(500.0)	1 1%	- -	1 1%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -
£1,000 to £2,499	(1749.5)	6 6%	- -	6 6%	- -	6 8%	- -	- -	- -	- -	- -	- -	- -	- -	6 7%	- -
£2,500 to £4,999	(3749.5)	7 7%	2 11%	7 7%	- -	4 5%	2 11%	- -	- -	1 8%	1 8%	1 13%	- -	1 8%	2 17%	5 6%
£5,000 to £9,999	(7000.0)	8 8%	1 5%	8 8%	- -	6 8%	1 5%	- -	- -	1 8%	1 8%	1 13%	- -	1 8%	1 8%	7 8%
£10,000 to £19,999	(14999.5)	11 11%	3 16%	11 11%	- -	6 8%	3 16%	- -	2 50%	4 33%	4 33%	2 25%	2 50%	4 33%	3 25%	8 9%
£20,000 to £49,999	(34999.5)	12 12%	- -	12 12%	- -	12 16%	- -	- -	- -	- -	- -	- -	- -	- -	12 14%	- -
£50,000 to £99,999	(74999.5)	14 14%	4 21%	14 14%	- -	8 11%	4 21%	- -	1 25%	3 25%	3 25%	2 25%	1 25%	3 25%	2 17%	12 14%
£100,000 to £249,999	(174999.5)	12 12%	3 16%	12 12%	- -	9 12%	3 16%	- -	- -	- -	- -	- -	- -	- -	3 25%	9 10%
£250,000 to £499,999	(374999.5)	5 5%	3 16%	5 5%	- -	2 3%	3 16%	- -	- -	- -	- -	- -	- -	- -	1 8%	4 5%
£500,000 to £999,999	(749999.5)	7 7%	1 5%	7 7%	- -	5 7%	1 5%	- -	- -	1 8%	1 8%	1 13%	- -	1 8%	- -	7 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
£1,000,000 to £4,999,999 (2999999.5)	2 2%	- -%	2 2%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%
£5,000,000 to £9,999,999 (7499999.5)	5 5%	2 11%	5 5%	- -%	3 4%	2 11%	- -%	1 25%	1 8%	1 8%	- -%	1 25%	1 8%	- -%	5 6%	- -%
£10,000,000 or more (12500000.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	10 10%	- -%	10 10%	- -%	9 12%	- -%	- -%	- -%	1 8%	1 8%	1 13%	- -%	1 8%	- -%	10 11%	- -%
NET ---																
Less than £20k	33 33%	6 32%	33 33%	- -%	23 32%	6 32%	- -%	2 50%	6 50%	6 50%	4 50%	2 50%	6 50%	6 50%	27 31%	- -%
£20k to £250k	38 38%	7 37%	38 38%	- -%	29 40%	7 37%	- -%	1 25%	3 25%	3 25%	2 25%	1 25%	3 25%	5 42%	33 38%	- -%
More than £250k	19 19%	6 32%	19 19%	- -%	12 16%	6 32%	- -%	1 25%	2 17%	2 17%	1 13%	1 25%	2 17%	1 8%	18 20%	- -%
Mean score	605036	934710	605036	-	558640	934710	-	1901250	776886	776886	134392	1901250	776886	92457.9	683894	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

		ISDN LINES															
		ISDN services Used									ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card (g)	pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total		100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
Under £1,000	(500.0)	1 1%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
£1,000 to £2,499	(1749.5)	6 6%	6 7%	1 2%	4 7%	4 8%	4h 10%	2 4%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -
£2,500 to £4,999	(3749.5)	7 7%	7 8%	6 11%	4 7%	3 6%	1 2%	5 11%	4 12%	6e 15%	- -	- -	1 25%	- -	- -	- -	1 33%
£5,000 to £9,999	(7000.0)	8 8%	6 7%	3 5%	5 9%	2 4%	4 10%	3 6%	1 3%	1 3%	- -	1 25%	- -	- -	- -	- -	- -
£10,000 to £19,999	(14999.5)	11 11%	10 12%	6 11%	5 9%	6 12%	3 7%	4 9%	3 9%	1 3%	- -	1 25%	2 50%	- -	- -	- -	- -
£20,000 to £49,999	(34999.5)	12 12%	10 12%	6 11%	4 7%	5 10%	2 5%	2 4%	1 3%	5 13%	- -	- -	- -	- -	- -	- -	- -
£50,000 to £99,999	(74999.5)	14 14%	13 15%	9 16%	9 16%	10 20%	6 15%	5 11%	8 24%	8 21%	- -	1 25%	- -	1 33%	1 33%	- -	- -
£100, 000 to £249,999	(174999.5)	12 12%	10 12%	8 14%	7 13%	6 12%	7 17%	9 19%	4 12%	5 13%	- -	- -	1 25%	1 33%	1 33%	- -	- -
£250, 000 to £499,999	(374999.5)	5 5%	3 4%	3 5%	4 7%	4 8%	1 2%	4 9%	3 9%	2 5%	1 100%	- -	- -	1 33%	1 33%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

		ISDN LINES														
		ISDN services Used									ISDN2/2e Channels					
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 - 28 (e)	30+ (f)
Total		100	84	57	56	51	41	47	34	39	1	4	4	3	3	3
£500,000 to £999,999	(749999.5)	7 7%	4 5%	4 7%	4 7%	4 8%	4 10%	5 11%	3 9%	3 8%	- %	1 25%	- %	- %	- %	- %
£1,000,000 to £4,999,999	(2999999.5)	2 2%	2 2%	2 4%	- %	- %	1 2%	1 2%	1 3%	1 3%	- %	- %	- %	- %	- %	- %
£5,000,000 to £9,999,999	(7499999.5)	5 5%	5 6%	4 7%	3 5%	3 6%	4 10%	3 6%	2 6%	4 10%	- %	- %	- %	- %	- %	2 67%
£10,000,000 or more	(12500000.0)	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know		10 10%	7 8%	5 9%	7 13%	4 8%	4 10%	4 9%	3 9%	3 8%	- %	- %	- %	- %	- %	- %
NET		---														
Less than £20k		33 33%	30 36%	16 28%	18 32%	15 29%	12 29%	14 30%	9 26%	8 21%	- %	2 50%	3 75%	- %	- %	1 33%
£20k to £250k		38 38%	33 39%	23 40%	20 36%	21 41%	15 37%	16 34%	13 38%	18 46%	- %	1 25%	1 25%	2 67%	2 67%	- %
More than £250k		19 19%	14 17%	13 23%	11 20%	11 22%	10 24%	13 28%	9 26%	10 26%	1 100%	1 25%	- %	1 33%	1 33%	2 67%
Mean score		605036	661418	818177	595346	619090	1032533	764494	734798	1047069	375000	211750	52187.0	208333	208333	- 5001250

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

		ISDN LINES																					
		Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
			30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan els(f)	-1470 channe ls(g)	or more chan els(h)	(a)	(b)	(a)	(b)	Service (a)	mentary (b)	ck-up (c)	Service (a)	mentary (b)	ck-up (c)	dalone (a)	-house package (b)	lution (c)
Total		100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8
Under £1,000	(500.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 5%	- %	- %	- %	- %	- %	- %	1 4%	- %	- %	1 3%	- %
£1,000 to £2,499	(1749.5)	6 6%	6 23%	- %	- %	- %	- %	- %	- %	- %	- %	3 14%	- %	- %	- %	- %	- %	5 9%	1 4%	- %	6b 13%	- %	- %
£2,500 to £4,999	(3749.5)	7 7%	2 8%	2 25%	- %	2 11%	1 8%	- %	- %	- %	7 11%	- %	5 10%	1 8%	2 22%	- %	- %	2 3%	4 14%	1 11%	2 4%	5 13%	- %
£5,000 to £9,999	(7000.0)	8 8%	5 19%	1 13%	1 6%	- %	- %	- %	- %	- %	1 2%	6 27%	- %	- %	- %	- %	1 33%	6 10%	2 7%	- %	6 13%	2 5%	- %
£10,000 to £19,999	(14999.5)	11 11%	4 15%	1 13%	3 19%	3 16%	- %	- %	- %	- %	7 11%	2 9%	6 13%	1 8%	1 11%	2 29%	- %	8 14%	1 4%	2 22%	5 11%	6 15%	- %
£20,000 to £49,999	(34999.5)	12 12%	1 4%	1 13%	3 19%	3 16%	2 17%	1 14%	- %	- %	8 13%	1 5%	5 10%	2 17%	- %	- %	- %	7 12%	2 7%	1 11%	4 9%	3 8%	- %
£50,000 to £99,999	(74999.5)	14 14%	1 4%	2 25%	1 6%	3 16%	3 25%	2 29%	- %	- %	8 13%	4 18%	5 10%	3 25%	2 22%	2 29%	- %	6 10%	5 18%	3 33%	5 11%	7 18%	2 25%
£100, 000 to £249,999	(174999.5)	12 12%	1 4%	- %	5 31%	4 21%	2 17%	- %	- %	- %	12 19%	- %	10 21%	2 17%	1 11%	1 14%	1 33%	7 12%	3 11%	2 22%	3 7%	5 13%	4 50%
£250, 000 to £499,999	(374999.5)	5 5%	1 4%	- %	- %	2 11%	1 8%	1 14%	- %	- %	4 6%	1 5%	3 6%	1 8%	2 22%	1 14%	- %	1 2%	4 14%	- %	2 4%	3 8%	- %
£500, 000 to £999,999	(749999.5)	7 7%	- %	- %	2 13%	1 5%	1 8%	1 14%	1 100%	1 33%	5 8%	2 9%	5 10%	- %	- %	- %	1 33%	4 7%	3 11%	- %	3 7%	4 10%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 35 (continuation)
<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?
by
Base: All with ISDN30

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 channels (g)	1500 or more ch nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8	
£1,000,000 to £4,999,999	(2999999.5)	22%	-%	-%	-%	18%	14%	-%	-%	23%	-%	24%	-%	-%	-%	-%	12%	14%	-%	-%	25%	-%	
£5,000,000 to £9,999,999	(7499999.5)	55%	28%	13%	-%	-%	-%	-%	267%	58%	-%	48%	18%	11%	14%	-%	47%	14%	-%	49%	-%	113%	
£10,000,000 or more	(12500000.0)	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Don't know		1010%	312%	-%	16%	15%	18%	-%	-%	58%	29%	36%	18%	-%	-%	-%	712%	-%	-%	511%	13%	113%	
NET																							
Less than £20k		3333%	1765%	450%	425%	526%	18%	-%	-%	1523%	1255%	1123%	217%	333%	229%	133%	2136%	932%	333%	1942%	1436%	-%	
£20k to £250k		3838%	312%	338%	956%	1053%	758%	343%	-%	2844%	523%	2042%	758%	333%	343%	133%	2034%	1036%	667%	1227%	1538%	675%	
More than £250k		1919%	312%	113%	213%	316%	325%	343%	1100%	1625%	314%	1429%	217%	333%	229%	133%	1017%	932%	-%	920%	923%	113%	
Mean score		605036	685782	964312	173800	143472	433977	718333d	5250000	879122	114387	961861	776250	955277	1175714	310666	754377	545223	71527.3	854375	309296	1192857	
									ACDEF														

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	100	20	36	40	38	52	12	40	52	34	7	
Under £1,000	(500.0)	1 1%	- -%	- -%	1 3%	- -%	1 2%	- -%	1 3%	1 2%	- -%	- -%
£1,000 to £2,499	(1749.5)	6 6%	- -%	3 8%	3 8%	- -%	6a 12%	- -%	1 3%	1 2%	4 12%	1 14%
£2,500 to £4,999	(3749.5)	7 7%	1 5%	2 6%	4 10%	1 3%	6 12%	- -%	1 3%	1 2%	4 12%	1 14%
£5,000 to £9,999	(7000.0)	8 8%	1 5%	2 6%	5 13%	2 5%	5 10%	- -%	3 8%	3 6%	3 9%	2 29%
£10,000 to £19,999	(14999.5)	11 11%	4 20%	3 8%	4 10%	4 11%	7 13%	1 8%	3 8%	4 8%	6 18%	1 14%
£20,000 to £49,999	(34999.5)	12 12%	1 5%	2 6%	6 15%	1 3%	8a 15%	1 8%	5 13%	6 12%	3 9%	1 14%
£50,000 to £99,999	(74999.5)	14 14%	3 15%	6 17%	5 13%	7 18%	7 13%	3 25%	5 13%	8 15%	5 15%	- -%
£100,000 to £249,999	(174999.5)	12 12%	2 10%	5 14%	5 13%	7 18%	3 6%	2 17%	7 18%	9 17%	2 6%	1 14%
£250,000 to £499,999	(374999.5)	5 5%	1 5%	3 8%	1 3%	4 11%	1 2%	2 17%	3 8%	5 10%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

ISDN LINES												
Total	Ever Switched				Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)		Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	100	20	36	40	38	52	12	40	52	34	7	
£500,000 to £999,999 (749999.5)	7 7%	3 15%	3 8%	1 3%	6b 16%	1 2%	2 17%	4 10%	6 12%	1 3%	- -%	
£1,000,000 to £4,999,999 (2999999.5)	2 2%	1 5%	1 3%	- -%	2 5%	- -%	- -%	2 5%	2 4%	- -%	- -%	
£5,000,000 to £9,999,999 (7499999.5)	5 5%	3 15%	- -%	2 5%	3 8%	2 4%	1 8%	2 5%	3 6%	2 6%	- -%	
£10,000,000 or more (12500000.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	10 10%	- -%	6 17%	3 8%	1 3%	5 10%	- -%	3 8%	3 6%	4 12%	- -%	
NET ---												
Less than £20k	33 33%	6 30%	10 28%	17 43%	7 18%	25A 48%	1 8%	9 23%	10 19%	17bC 50%	5 71%	
£20k to £250k	38 38%	6 30%	13 36%	16 40%	15 39%	18 35%	6 50%	17 43%	23 44%	10 29%	2 29%	
More than £250k	19 19%	8 40%	7 19%	4 10%	15B 39%	4 8%	5 42%	11d 28%	16d 31%	3 9%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 35 (continuation)
<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?
by
Base: All with ISDN30

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	100	20	36	40	38	52	12	40	52	34	7
Mean score	605036	1440287b	261391	478398	982777	375074	864583	728973	762183	557100	34928.2
95 percent as lower case or *, 99 percent as UPPER CASE or **											

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
Under £1,000	(500.0)	1 1%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
£1,000 to £2,499	(1749.5)	6 6%	2 4%	4 11%	- 6%	- -	- -	- -	- -	2 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
£2,500 to £4,999	(3749.5)	7 7%	3 6%	2 6%	- 18%	2 25%	1 8%	- -	- -	- -	- -	1 14%	- -	1 11%	1 13%	- -	- -	- -	- -	- -	1 25%
£5,000 to £9,999	(7000.0)	8 8%	2 4%	5 14%	- 12%	- -	- -	- -	- -	2 17%	1 17%	- -	- -	1 11%	1 13%	1 14%	- -	- -	1 20%	- -	- -
£10,000 to £19,999	(14999.5)	11 11%	4 9%	2 6%	2 8%	- -	- -	1 13%	1 20%	2 17%	3 50%	2 29%	- -	4 44%	3 38%	2 29%	2 67%	1 25%	1 20%	1 50%	1 25%
£20,000 to £49,999	(34999.5)	12 12%	6 13%	4 11%	2 8%	1 13%	3 23%	1 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
£50,000 to £99,999	(74999.5)	14 14%	4 9%	5 14%	3 13%	1 13%	- -	1 13%	- -	2 17%	1 17%	3 43%	1 100%	1 11%	1 13%	2 29%	- -	1 25%	1 20%	- -	- -
£100,000 to £249,999	(174999.5)	12 12%	9 19%	3 9%	6 25%	2 25%	3 23%	2 25%	1 20%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
£250,000 to £499,999	(374999.5)	5 5%	3 6%	2 6%	3 13%	- -	1 13%	1 8%	1 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total		100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
£500,000 to £999,999	(749999.5)	7 7%	4 9%	2 6%	3 13%	1 6%	- %	1 8%	1 13%	1 20%	1 8%	1 17%	- %	- %	1 11%	1 13%	1 14%	1 33%	1 25%	1 20%	1 50%	1 25%
£1,000,000 to £4,999,999	(2999999.5)	2 2%	2 4%	- %	2 8%	- %	- %	1 8%	1 13%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
£5,000,000 to £9,999,999	(7499999.5)	5 5%	4 9%	- %	2 8%	2 12%	1 13%	2 15%	- %	1 20%	- %	- %	1 14%	- %	1 11%	1 13%	1 14%	- %	1 25%	1 20%	- %	1 25%
£10,000,000 or more	(12500000.0)	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know		10 10%	4 9%	5 14%	1 4%	2 12%	- %	1 8%	- %	1 20%	2 17%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
NET																						

Less than £20k		33 33%	11 23%	14 40%	2 8%	8 47%	2 25%	1 8%	1 13%	1 20%	6 50%	4 67%	3 43%	- %	6 67%	5 63%	3 43%	2 67%	1 25%	2 40%	1 50%	2 50%
£20k to £250k		38 38%	19 40%	12 34%	11 46%	4 24%	4 50%	6 46%	4 50%	1 20%	3 25%	1 17%	3 43%	1 100%	1 11%	1 13%	2 29%	- %	1 25%	1 20%	- %	- %
More than £250k		19 19%	13 28%	4 11%	10 42%	3 18%	2 25%	5 38%	3 38%	2 40%	1 8%	1 17%	1 14%	- %	2 22%	2 25%	2 29%	1 33%	2 50%	2 40%	1 50%	2 50%
Mean score		605036	983691b	112333	1119565	1075133	1042812	1646562	575000	2110000	112250	146166	1108392	74999.5	932861	1047593	1205285	260000	2085000	1669400	382500	2067187

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total		100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-
Under £1,000	(500.0)	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
£1,000 to £2,499	(1749.5)	6 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
£2,500 to £4,999	(3749.5)	7 7%	1 14%	- -	- -	1 33%	- -	- -	1 33%	1 20%	- -	- -	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	
£5,000 to £9,999	(7000.0)	8 8%	- -	1 33%	- -	1 33%	- -	1 17%	- -	- -	1 25%	- -	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	
£10,000 to £19,999	(14999.5)	11 11%	1 14%	1 33%	2 33%	1 33%	1 50%	1 17%	1 33%	2 40%	1 25%	- -	1 50%	1 50%	2 40%	- -	- -	- -	- -	- -	- -	
£20,000 to £49,999	(34999.5)	12 12%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
£50,000 to £99,999	(74999.5)	14 14%	3 43%	- -	2 33%	- -	1 50%	2 33%	1 33%	1 20%	2 50%	- -	1 50%	1 50%	1 20%	- -	- -	- -	- -	- -	- -	
£100,000 to £249,999	(174999.5)	12 12%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
£250,000 to £499,999	(374999.5)	5 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total		100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-
£500,000 to £999,999	(7499999.5)	7 7%	- -%	1 33%	1 17%	- -%	- -%	1 17%	- -%	1 20%	- -%	- -%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	
£1,000,000 to £4,999,999	(29999999.5)	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
£5,000,000 to £9,999,999	(74999999.5)	5 5%	1 14%	- -%	1 17%	- -%	- -%	1 17%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	
£10,000,000 or more	(12500000.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know		10 10%	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET																						

Less than £20k		33 33%	2 29%	2 67%	2 33%	3 100%	1 50%	2 33%	2 67%	3 60%	2 50%	- -%	1 50%	1 50%	3 60%	1 50%	- -%	- -%	- -%	- -%	- -%	
£20k to £250k		38 38%	3 43%	- -%	2 33%	- -%	1 50%	2 33%	1 33%	1 20%	2 50%	- -%	1 50%	1 50%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	
More than £250k		19 19%	1 14%	1 33%	2 33%	- -%	- -%	2 33%	- -%	1 20%	- -%	1 100%	- -%	- -%	1 20%	1 50%	- -%	- -%	- -%	- -%	- -%	
Mean score		605036	1290625	257333	1405000	8583.0	44999.5	1403666	31249.5	171750	42999.6	7500000	44999.5	44999.5	171750	3753500	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

		IP Based Services						
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
Total		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
-----		-----	-----	-----	-----	-----	-----	
Total		100	43	52	12	7	54	40
Under £1,000	(500.0)	1 1%	1 2%	- -%	- -%	- -%	- -%	1 3%
£1,000 to £2,499	(1749.5)	6 6%	6B 14%	- -%	- -%	2 4%	4 10%	
£2,500 to £4,999	(3749.5)	7 7%	6b 14%	1 2%	1 8%	4 7%	3 8%	
£5,000 to £9,999	(7000.0)	8 8%	6b 14%	1 2%	1 8%	- -%	3 6%	5 13%
£10,000 to £19,999	(14999.5)	11 11%	6 14%	4 8%	1 8%	2 29%	6 11%	3 8%
£20,000 to £49,999	(34999.5)	12 12%	8 19%	4 8%	- -%	- -%	7 13%	4 10%
£50,000 to £99,999	(74999.5)	14 14%	2 5%	12a 23%	2 17%	2 29%	9 17%	5 13%
£100, 000 to £249,999	(174999.5)	12 12%	2 5%	10a 19%	2 17%	1 14%	8 15%	4 10%
£250, 000 to £499,999	(374999.5)	5 5%	- -%	5a 10%	3 25%	- -%	2 4%	3 8%
£500, 000 to £999,999	(749999.5)	7 7%	1 2%	6 12%	1 8%	- -%	5 9%	2 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 35 (continuation)

<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services?

by

Base: All with ISDN30

		IP Based Services						
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
Total		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
-----		-----	-----	-----	-----	-----	-----	
Total		100	43	52	12	7	54	40
£1,000,000 to £4,999,999	(29999999.5)	2 2%	- -%	2 4%	- -%	- -%	1 2%	1 3%
£5,000,000 to £9,999,999	(74999999.5)	5 5%	- -%	5a 10%	1 8%	1 14%	3 6%	2 5%
£10,000,000 or more	(12500000.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know		10 10%	5 12%	2 4%	- -%	- -%	4 7%	3 8%
NET								
Less than £20k		33 33%	25B 58%	6 12%	3 25%	3 43%	15 28%	16 40%
£20k to £250k		38 38%	12 28%	26a 50%	4 33%	3 43%	24 44%	13 33%
More than £250k		19 19%	1 2%	18A 35%	5 42%	1 14%	11 20%	8 20%
Mean score		605036	44618.0	1054715A	825062	1122678	648990	592939
95 percent as lower case or *, 99 percent as UPPER CASE or **								

Table 36

<All> Approximately how long have you been using your main {MAIN SERVICE} services?

by

Base: All with ISDN

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	181	-	6	11	17	41	62	61	126	14	14	18	20	87	43	29
Less than six months	8 4%	- -%	- -%	- -%	- -%	5f 12%	1 2%	2 3%	6 5%	- -%	1 7%	1 6%	- -%	3 3%	2 5%	3 10%
Six month to twelve months	10 6%	- -%	- -%	1 9%	1 6%	- -%	6e 10%	3 5%	8 6%	1 7%	- -%	1 6%	2 10%	6 7%	1 2%	1 3%
Twelve months to eighteen months	30 17%	- -%	1 17%	2 18%	3 18%	5 12%	11 18%	11 18%	16 13%	3 21%	4 29%	5 28%	3 15%	15 17%	7 16%	5 17%
Eighteen months to Twenty-Four months	40 22%	- -%	2 33%	1 9%	3 18%	6 15%	18 29%	13 21%	32 25%	1 7%	3 21%	3 17%	4 20%	19 22%	13 30%	4 14%
Two to Five years	48 27%	- -%	2 33%	2 18%	4 24%	10 24%	16 26%	18 30%	31 25%	6 43%	3 21%	6 33%	4 20%	21 24%	15 35%	8 28%
Six to Ten years	25 14%	- -%	- -%	4 36%	4 24%	9f 22%	5 8%	7 11%	18 14%	1 7%	2 14%	2 11%	4 20%	14 16%	3 7%	3 10%
Ten to Fifteen years	4 2%	- -%	- -%	1 9%	1 6%	1 2%	1 2%	1 2%	3 2%	- -%	- -%	- -%	1 5%	1 1%	- -%	2 7%
Sixteen to Twenty Years	7 4%	- -%	- -%	- -%	- -%	3 7%	1 2%	3 5%	5 4%	1 7%	1 7%	- -%	1 5%	3 3%	1 2%	2 7%
Over Twenty Years	2 1%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	2 2%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%
Don't know	7 4%	- -%	1 17%	- -%	1 6%	2 5%	1 2%	3 5%	5 4%	1 7%	- -%	- -%	1 5%	3 3%	1 2%	1 3%
NET	---															
Under 2 years	88 49%	- -%	3 50%	4 36%	7 41%	16 39%	36 58%	29 48%	62 49%	5 36%	8 57%	10 56%	9 45%	43 49%	23 53%	13 45%
2 to 10 years	73 40%	- -%	2 33%	6 55%	8 47%	19 46%	21 34%	25 41%	49 39%	7 50%	5 36%	8 44%	8 40%	35 40%	18 42%	11 38%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)
<All> Approximately how long have you been using your main {MAIN SERVICE} services?
by
Base: All with ISDN

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	million	- £100	(d)	
					(e)	(f)				(c)		(a)	to £20 million	million	(c)	
													(b)			
Total	181	-	6	11	17	41	62	61	126	14	14	18	20	87	43	29
10+ years	13 7%	- %	- %	1 9%	1 6%	4 10%	4 6%	4 7%	10 8%	1 7%	1 7%	- %	2 10%	6 7%	1 2%	4 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)

<All> Approximately how long have you been using your main {MAIN SERVICE} services?

by

Base: All with ISDN

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	181	7	37	11	21	14	25	30	18	18	3	16	36	54	72
Less than six months	8 4%	1 14%	3 8%	- -	1 5%	- -	- -	2 7%	1 6%	- -	1 33%	- -	- -	4 7%	3 4%
Six month to twelve months	10 6%	1 14%	1 3%	- -	2 10%	1 7%	2 8%	1 3%	- -	2 11%	1 33%	1 6%	4 11%	2 4%	2 3%
Twelve months to eighteen months	30 17%	2 29%	4 11%	2 18%	3 14%	2 14%	6 24%	7 23%	1 6%	3 17%	- -	8 50%	9e 25%	7 13%	6 8%
Eighteen months to Twenty-Four months	40 22%	- -	12 32%	4 36%	4 19%	4 29%	7 28%	4 13%	3 17%	2 11%	- -	3 19%	8 22%	14 26%	15 21%
Two to Five years	48 27%	2 29%	10 27%	3 27%	4 19%	4 29%	6 24%	4 13%	9 50%	6 33%	- -	3 19%	9 25%	12 22%	24 33%
Six to Ten years	25 14%	1 14%	3 8%	- -	5 24%	2 14%	1 4%	8b 27%	2 11%	3 17%	- -	- -	6 17%	8 15%	11 15%
Ten to Fifteen years	4 2%	- -	1 3%	- -	1 5%	1 7%	1 4%	- -	- -	- -	- -	1 6%	- -	2 4%	1 1%
Sixteen to Twenty Years	7 4%	- -	2 5%	1 9%	- -	- -	- -	2 7%	2 11%	- -	- -	- -	- -	2 4%	5 7%
Over Twenty Years	2 1%	- -	- -	- -	1 5%	- -	1 4%	- -	- -	- -	- -	- -	- -	- -	2 3%
Don't know	7 4%	- -	1 3%	1 9%	- -	- -	1 4%	2 7%	- -	2 11%	1 33%	- -	- -	3 6%	3 4%
NET															

Under 2 years	88 49%	4 57%	20 54%	6 55%	10 48%	7 50%	15 60%	14 47%	5 28%	7 39%	2 67%	12 75%	21e 58%	27 50%	26 36%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)

<All> Approximately how long have you been using your main {MAIN SERVICE} services?

by

Base: All with ISDN

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public se admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	181	7	37	11	21	14	25	30	18	18	3	16	36	54	72
2 to 10 years	73 40%	3 43%	13 35%	3 27%	9 43%	6 43%	7 28%	12 40%	11 61%	9 50%	– %	3 19%	15 42%	20 37%	35 49%
10+ years	13 7%	– %	3 8%	1 9%	2 10%	1 7%	2 8%	2 7%	2 11%	– %	– %	1 6%	– %	4 7%	8c 11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)

<All> Approximately how long have you been using your main {MAIN SERVICE} services?

by

Base: All with ISDN

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)
Total	181	6	20	11	6	13	10	56	33	12	167	6	7	1	106	12	7
Less than six months	8 4%	1 17%	- -	1 9%	- -	- -	1 10%	4 7%	- -	- -	7 4%	- -	1 14%	- -	6 6%	- -	- -
Six month to twelve months	10 6%	- -	2 10%	- -	- -	1 8%	- -	4 7%	2 6%	- -	9 5%	1 17%	- -	- -	6 6%	1 8%	- -
Twelve months to eighteen months	30 17%	- -	2 10%	1 9%	2 33%	3 23%	3 30%	12h 21%	1 3%	3 25%	27h 16%	- -	3 43%	- -	20 19%	3 25%	- -
Eighteen months to Twenty-Four months	40 22%	3 50%	3 15%	6 55%	1 17%	1 8%	2 20%	12 21%	6 18%	3 25%	37 22%	2 33%	1 14%	- -	26 25%	3 25%	2 29%
Two to Five years	48 27%	2 33%	11 55%	1 9%	2 33%	7 54%	3 30%	7 13%	10g 30%	3 25%	46g 28%	1 17%	- -	1 100%	27 25%	4 33%	4 57%
Six to Ten years	25 14%	- -	2 10%	- -	- -	1 8%	- -	11 20%	7 21%	3 25%	24 14%	1 17%	- -	- -	13 12%	- -	- -
Ten to Fifteen years	4 2%	- -	- -	- -	1 17%	- -	- -	2 4%	- -	- -	3 2%	- -	1 14%	- -	2 2%	- -	- -
Sixteen to Twenty Years	7 4%	- -	- -	1 9%	- -	- -	1 10%	2 4%	3 9%	- -	7 4%	- -	- -	- -	4 4%	- -	- -
Over Twenty Years	2 1%	- -	- -	- -	- -	- -	- -	1 2%	1 3%	- -	2 1%	- -	- -	- -	2 2%	- -	- -
Don't know	7 4%	- -	- -	1 9%	- -	- -	- -	1 2%	3 9%	- -	5 3%	1 17%	1 14%	- -	- -	1 8%	1 14%
NET ---																	
Under 2 years	88 49%	4 67%	7 35%	8 73%	3 50%	5 38%	6 60%	32H 57%	9 27%	6 50%	80h 48%	3 50%	5 71%	- -	58 55%	7 58%	2 29%
2 to 10 years	73 40%	2 33%	13 65%	1 9%	2 33%	8 62%	3 30%	18 32%	17 52%	6 50%	70 42%	2 33%	- -	1 100%	40 38%	4 33%	4 57%

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 36 (continuation)
<All> Approximately how long have you been using your main {MAIN SERVICE} services?
by
Base: All with ISDN

PERSONAL PROFILE																	
Total	Location														Involvement		
	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Sco tland (l)	No rthern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	181	6	20	11	6	13	10	56	33	12	167	6	7	1	106	12	7
10+ years	13 7%	- %	- %	1 9%	1 17%	- %	1 10%	5 9%	4 12%	- %	12 7%	- %	1 14%	- %	8 8%	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)

<All> Approximately how long have you been using your main {MAIN SERVICE} services?

by

Base: All with ISDN

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)				
Total															ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	181	100	100	63	73	19	–	22	12	30	22	8	30		93	88	–
Less than six months	8 4%	6 6%	5 5%	3 5%	2 3%	3 16%	– –%	1 5%	1 8%	1 3%	– –%	1 13%	1 3%		4 4%	4 5%	– –%
Six month to twelve months	10 6%	4 4%	6 6%	3 5%	5 7%	– –%	– –%	1 5%	1 8%	2 7%	1 5%	1 13%	2 7%		4 4%	6 7%	– –%
Twelve months to eighteen months	30 17%	18 18%	18 18%	7 11%	10 14%	6 32%	– –%	6 27%	3 25%	8 27%	5 23%	3 38%	8 27%		16 17%	14 16%	– –%
Eighteen months to Twenty-Four months	40 22%	22 22%	22 22%	11 17%	18 25%	4 21%	– –%	8 36%	1 8%	8 27%	7 32%	1 13%	8 27%		21 23%	19 22%	– –%
Two to Five years	48 27%	24 24%	26 26%	19 30%	20 27%	2 11%	– –%	4 18%	5 42%	8 27%	7 32%	1 13%	8 27%		23 25%	25 28%	– –%
Six to Ten years	25 14%	14 14%	11 11%	13 21%	10 14%	– –%	– –%	1 5%	1 8%	2 7%	2 9%	– –%	2 7%		14 15%	11 13%	– –%
Ten to Fifteen years	4 2%	2 2%	3 3%	1 2%	2 3%	1 5%	– –%	– –%	– –%	– –%	– –%	– –%	– –%		2 2%	2 2%	– –%
Sixteen to Twenty Years	7 4%	5 5%	4 4%	2 3%	2 3%	2 11%	– –%	1 5%	– –%	1 3%	– –%	1 13%	1 3%		4 4%	3 3%	– –%
Over Twenty Years	2 1%	1 1%	2 2%	– –%	1 1%	1 5%	– –%	– –%	– –%	– –%	– –%	– –%	– –%		1 1%	1 1%	– –%
Don't know	7 4%	4 4%	3 3%	4 6%	3 4%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%		4 4%	3 3%	– –%
NET ---																	
Under 2 years	88 49%	50 50%	51 51%	24 38%	35 48%	13 68%	– –%	16 73%	6 50%	19c 63%	13 59%	6 75%	19c 63%		45 48%	43 49%	– –%
2 to 10 years	73 40%	38 38%	37 37%	32 51%	30 41%	2 11%	– –%	5 23%	6 50%	10 33%	9 41%	1 13%	10 33%		37 40%	36 41%	– –%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)
<All> Approximately how long have you been using your main {MAIN SERVICE} services?
by
Base: All with ISDN

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	181	100	100	63	73	19	-	22	12	30	22	8	30	93	88	-
10+ years	13 7%	8 8%	9 9%	3 5%	5 7%	4 21%	- -	1 5%	- -	1 3%	- -	1 13%	1 3%	7 8%	6 7%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)

<All> Approximately how long have you been using your main {MAIN SERVICE} services?

by

Base: All with ISDN

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	181	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
Less than six months	8 4%	7 5%	4 4%	3 3%	3 4%	3 4%	4 5%	2 4%	3 5%	1 11%	1 4%	1 4%	1 6%	1 9%	- %	1 20%
Six month to twelve months	10 6%	8 5%	5 5%	8 8%	5 6%	6 9%	7 9%	3 5%	3 5%	1 11%	1 4%	1 4%	1 6%	- %	- %	- %
Twelve months to eighteen months	30 17%	28 19%	17 18%	19 19%	14 18%	10 15%	14 18%	12 21%	10 18%	2 22%	5 20%	4 17%	4 25%	3 27%	- %	- %
Eighteen months to Twenty-Four months	40 22%	33 22%	27 29%	24 24%	20 25%	18 27%	19 24%	16 29%	15 27%	1 11%	5 20%	6 26%	5 31%	1 9%	1 50%	1 20%
Two to Five years	48 27%	36 24%	25 27%	31 31%	25 32%	21 31%	25 31%	12 21%	16 29%	2 22%	6 24%	8 35%	2 13%	1 9%	- %	3 60%
Six to Ten years	25 14%	21 14%	8 9%	8 8%	7 9%	5 7%	6 8%	7 13%	4 7%	- %	4 16%	1 4%	3 19%	3 27%	1 50%	- %
Ten to Fifteen years	4 2%	3 2%	3 3%	3 3%	2 3%	2 3%	3 4%	2 4%	2 4%	- %	2 8%	- %	- %	- %	- %	- %
Sixteen to Twenty Years	7 4%	7 5%	2 2%	2 2%	2 3%	2 3%	1 1%	2 4%	1 2%	1 11%	1 4%	2 9%	- %	1 9%	- %	- %
Over Twenty Years	2 1%	2 1%	1 1%	- %	- %	- %	1 1%	- %	- %	- %	- %	- %	- %	1 9%	- %	- %
Don't know	7 4%	3 2%	2 2%	2 2%	1 1%	- %	- %	- %	1 2%	1 11%	- %	- %	- %	- %	- %	- %
NET ---																
Under 2 years	88 49%	76 51%	53 56%	54 54%	42 53%	37 55%	44 55%	33 59%	31 56%	5 56%	12 48%	12 52%	11 69%	5 45%	1 50%	2 40%
2 to 10 years	73 40%	57 39%	33 35%	39 39%	32 41%	26 39%	31 39%	19 34%	20 36%	2 22%	10 40%	9 39%	5 31%	4 36%	1 50%	3 60%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 36 (continuation)
<All> Approximately how long have you been using your main {MAIN SERVICE} services?
by
Base: All with ISDN

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total	181	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
10+ years	13 7%	12 8%	6 6%	5 5%	4 5%	4 6%	5 6%	4 7%	3 5%	1 11%	3 12%	2 9%	- -%	2 18%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)

<All> Approximately how long have you been using your main {MAIN SERVICE} services?

by

Base: All with ISDN

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 channe ls(g)	1500 or more ch nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In lution (c)	Hosted so lution (c)
Total	181	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
Less than six months	8 4%	3 12%	- -	- -	1 5%	- -	- -	- -	1 33%	5 5%	2 5%	4 5%	1 6%	5 9%	1 3%	- -	4 7%	1 4%	- -	5 6%	2 3%	1 8%	
Six month to twelve months	10 6%	5 19%	- -	- -	- -	1 8%	- -	- -	- -	4 4%	4 10%	4 5%	- -	4 7%	- -	- -	4 7%	2 7%	- -	5 6%	5 6%	- -	
Twelve months to eighteen months	30 17%	5 19%	1 13%	3 19%	4 21%	3 25%	1 14%	- -	- -	22 20%	6 15%	18 22%	2 12%	7 12%	11a 34%	- -	7 12%	8 29%	3 33%	11 14%	14 18%	4 31%	
Eighteen months to Twenty-Four months	40 22%	3 12%	4 50%	2 13%	6 32%	2 17%	4 57%	- -	- -	23 21%	13 32%	20 25%	3 18%	9 16%	10 31%	3 50%	12 21%	7 25%	3 33%	16 21%	23 30%	1 8%	
Two to Five years	48 27%	3 12%	1 13%	8 50%	4 21%	3 25%	2 29%	- -	2 67%	31 28%	10 24%	21 26%	5 29%	14 25%	9 28%	1 17%	15 26%	6 21%	3 33%	19 25%	19 25%	6 46%	
Six to Ten years	25 14%	4 15%	1 13%	1 6%	3 16%	2 17%	- -	- -	- -	14 13%	4 10%	9 11%	3 18%	11b 19%	1 3%	1 17%	8 14%	3 11%	- -	12 16%	10 13%	1 8%	
Ten to Fifteen years	4 2%	2 8%	- -	- -	1 5%	- -	- -	- -	- -	2 2%	1 2%	1 1%	- -	1 2%	- -	1 17%	3 5%	- -	- -	1 1%	2 3%	- -	
Sixteen to Twenty Years	7 4%	1 4%	1 13%	- -	- -	1 8%	- -	1 100%	- -	6 6%	- -	4 5%	2 12%	4 7%	- -	- -	3 5%	1 4%	- -	5 6%	2 3%	- -	
Over Twenty Years	2 1%	- -	- -	1 6%	- -	- -	- -	- -	- -	1 1%	- -	- -	1 6%	1 2%	- -	- -	2 3%	- -	- -	1 1%	- -	- -	
Don't know	7 4%	- -	- -	1 6%	- -	- -	- -	- -	- -	1 1%	1 2%	- -	- -	1 2%	- -	- -	- -	- -	- -	2 3%	- -	- -	
NET																							

Under 2 years	88 49%	16 62%	5 63%	5 31%	11 58%	6 50%	5 71%	- -	1 33%	54 50%	25 61%	46 57%	6 35%	25 44%	22a 69%	3 50%	27 47%	18 64%	6 67%	37 48%	44 57%	6 46%	
2 to 10 years	73 40%	7 27%	2 25%	9 56%	7 37%	5 42%	2 29%	- -	2 67%	45 41%	14 34%	30 37%	8 47%	25 44%	10 31%	2 33%	23 40%	9 32%	3 33%	31 40%	29 38%	7 54%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)
<All> Approximately how long have you been using your main {MAIN SERVICE} services?
by
Base: All with ISDN

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	181	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13
10+ years	13 7%	3 12%	1 13%	1 6%	1 5%	1 8%	- -%	1 100%	- -%	9 8%	1 2%	5 6%	3 18%	6 11%	- -%	1 17%	8 14%	1 4%	- -%	7 9%	4 5%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)

<All> Approximately how long have you been using your main {MAIN SERVICE} services?

by

Base: All with ISDN

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	181	37	66	71	68	92	27	64	91	60	18
Less than six months	8 4%	6BC 16%	1 2%	1 1%	6 9%	2 2%	2 7%	3 5%	5 5%	2 3%	1 6%
Six month to twelve months	10 6%	3 8%	3 5%	4 6%	4 6%	4 4%	2 7%	4 6%	6 7%	1 2%	2 11%
Twelve months to eighteen months	30 17%	9 24%	8 12%	12 17%	14 21%	13 14%	8 30%	8 13%	16 18%	10 17%	2 11%
Eighteen months to Twenty-Four months	40 22%	6 16%	21 32%	13 18%	20 29%	17 18%	7 26%	17 27%	24 26%	13 22%	2 11%
Two to Five years	48 27%	7 19%	18 27%	22 31%	14 21%	28 30%	3 11%	22 34%	25 27%	16 27%	4 22%
Six to Ten years	25 14%	3 8%	11 17%	10 14%	6 9%	14 15%	3 11%	7 11%	10 11%	14c 23%	1 6%
Ten to Fifteen years	4 2%	1 3%	2 3%	- -%	3 4%	1 1%	1 4%	2 3%	3 3%	1 2%	- -%
Sixteen to Twenty Years	7 4%	1 3%	2 3%	4 6%	1 1%	6 7%	1 4%	- -%	1 1%	3 5%	3 17%
Over Twenty Years	2 1%	- -%	- -%	2 3%	- -%	2 2%	- -%	- -%	- -%	- -%	2 11%
Don't know	7 4%	1 3%	- -%	3 4%	- -%	5 5%	- -%	1 2%	1 1%	- -%	1 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)
<All> Approximately how long have you been using your main {MAIN SERVICE} services?
by
Base: All with ISDN

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	181	37	66	71	68	92	27	64	91	60	18
NET											

Under 2 years	88 49%	24c 65%	33 50%	30 42%	44B 65%	36 39%	19 70%	32 50%	51 56%	26 43%	7 39%
2 to 10 years	73 40%	10 27%	29 44%	32 45%	20 29%	42a 46%	6 22%	29 45%	35 38%	30 50%	5 28%
10+ years	13 7%	2 5%	4 6%	6 8%	4 6%	9 10%	2 7%	2 3%	4 4%	4 7%	5 28%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)

<All> Approximately how long have you been using your main {MAIN SERVICE} services?

by

Base: All with ISDN

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa yments (f) (g)	Video confe rencing (h)	
Total	181	80	54	41	28	11	24	16	6	22	13	19	5	17	18	16	10	8	10	6	6
Less than six months	8 4%	5 6%	1 2%	3 7%	1 4%	1 9%	2 8%	1 6%	- -%	1 5%	- -%	1 5%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%
Six month to twelve months	10 6%	3 4%	4 7%	3 7%	- -%	- -%	1 4%	2 13%	- -%	- -%	2 15%	1 5%	- -%	2 12%	1 6%	2 13%	- -%	- -%	1 10%	- -%	- -%
Twelve months to eighteen months	30 17%	12 15%	9 17%	8 20%	3 11%	- -%	7 29%	1 6%	2 33%	2 9%	5 38%	4 21%	1 20%	5 29%	5 28%	2 13%	2 20%	2 25%	- -%	2 33%	1 17%
Eighteen months to Twenty-Four months	40 22%	17 21%	11 20%	8 20%	7 25%	6 55%	2 8%	5 31%	1 17%	3 14%	1 8%	7 37%	2 40%	4 24%	5 28%	3 19%	5 50%	3 38%	3 30%	1 17%	2 33%
Two to Five years	48 27%	22 28%	17 31%	12 29%	5 18%	2 18%	8 33%	4 25%	1 17%	6 27%	3 23%	6 32%	2 40%	4 24%	5 28%	6 38%	1 10%	3 38%	5 50%	2 33%	2 33%
Six to Ten years	25 14%	16b 20%	4 7%	6 15%	8 29%	1 9%	3 13%	3 19%	2 33%	7 32%	2 15%	- -%	- -%	2 12%	1 6%	1 6%	2 20%	- -%	1 10%	1 17%	1 17%
Ten to Fifteen years	4 2%	1 1%	2 4%	- -%	1 4%	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Sixteen to Twenty Years	7 4%	4 5%	1 2%	1 2%	3 11%	- -%	1 4%	- -%	- -%	3 14%	- -%	- -%	- -%	- -%	1 6%	1 6%	- -%	- -%	- -%	- -%	- -%
Over Twenty Years	2 1%	- -%	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	7 4%	- -%	3a 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---																					
Under 2 years	88 49%	37 46%	25 46%	22 54%	11 39%	7 64%	12 50%	9 56%	3 50%	6 27%	8 62%	13 68%	3 60%	11 65%	11 61%	8 50%	7 70%	5 63%	4 40%	3 50%	3 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)
<All> Approximately how long have you been using your main {MAIN SERVICE} services?
by
Base: All with ISDN

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr iaied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	181	80	54	41	28	11	24	16	6	22	13	19	5	17	18	16	10	8	10	6	6
2 to 10 years	73	38	21	18	13	3	11	7	3	13	5	6	2	6	6	7	3	3	6	3	3
	40%	48%	39%	44%	46%	27%	46%	44%	50%	59%	38%	32%	40%	35%	33%	44%	30%	38%	60%	50%	50%
10+ years	13	5	5	1	4	1	1	-	-	3	-	-	-	-	1	1	-	-	-	-	-
	7%	6%	9%	2%	14%	9%	4%	-%	-%	14%	-%	-%	-%	-%	6%	6%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)

<All> Approximately how long have you been using your main {MAIN SERVICE} services?

by

Base: All with ISDN

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	181	21	7	16	8	5	17	10	15	7	4	4	4	18	2	-	-	-	-	-	-	
Less than six months	8 4%	1 5%	- -	1 6%	- -	- -	1 6%	- -	1 7%	- -	- -	1 25%	- -	- -	- -	- -	- -	- -	- -	- -		
Six month to twelve months	10 6%	1 5%	1 14%	1 6%	1 13%	- -	2 12%	- -	- -	2 29%	- -	1 25%	- -	- -	1 50%	- -	- -	- -	- -	- -		
Twelve months to eighteen months	30 17%	7 33%	1 14%	5 31%	3 38%	- -	5 29%	3 30%	6 40%	1 14%	- -	1 25%	2 50%	5 28%	- -	- -	- -	- -	- -	- -		
Eighteen months to Twenty-Four months	40 22%	4 19%	3 43%	3 19%	1 13%	4 80%	3 18%	4 40%	3 20%	1 14%	3 75%	1 25%	1 25%	5 28%	- -	- -	- -	- -	- -	- -		
Two to Five years	48 27%	6 29%	2 29%	4 25%	2 25%	1 20%	5 29%	2 20%	3 20%	3 43%	1 25%	- -	1 25%	5 28%	1 50%	- -	- -	- -	- -	- -		
Six to Ten years	25 14%	1 5%	- -	1 6%	1 13%	- -	1 6%	- -	1 7%	- -	- -	- -	- -	2 11%	- -	- -	- -	- -	- -	- -		
Ten to Fifteen years	4 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Sixteen to Twenty Years	7 4%	1 5%	- -	1 6%	- -	- -	- -	1 10%	1 7%	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -		
Over Twenty Years	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Don't know	7 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
NET ---																						
Under 2 years	88 49%	13 62%	5 71%	10 63%	5 63%	4 80%	11 65%	7 70%	10 67%	4 57%	3 75%	4 100%	3 75%	10 56%	1 50%	- -	- -	- -	- -	- -		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)

<All> Approximately how long have you been using your main {MAIN SERVICE} services?

by

Base: All with ISDN

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary Service	Supple mentary (a) service (b)	A ba ck-up (c)	Yes	No	Yes	No	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
			(a)	(b)				(a)	(b)	(a)	(b)											
Total		181	21	7	16	8	5	17	10	15	7	4	4	4	18	2	-	-	-	-	-	-
2 to 10 years		73 40%	7 33%	2 29%	5 31%	3 38%	1 20%	6 35%	2 20%	4 27%	3 43%	1 25%	- %	1 25%	7 39%	1 50%	- %	- %	- %	- %	- %	- %
10+ years		13 7%	1 5%	- %	1 6%	- %	- %	- %	1 10%	1 7%	- %	- %	- %	- %	1 6%	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)

<All> Approximately how long have you been using your main {MAIN SERVICE} services?

by

Base: All with ISDN

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	181	91	82	57	30	54	40
Less than six months	8 4%	1 1%	6a 7%	4 7%	1 3%	5b 9%	- -
Six month to twelve months	10 6%	5 5%	5 6%	4 7%	- -	4 7%	2 5%
Twelve months to eighteen months	30 17%	19 21%	10 12%	13 23%	4 13%	13 24%	4 10%
Eighteen months to Twenty-Four months	40 22%	17 19%	22 27%	18B 32%	2 7%	12 22%	9 23%
Two to Five years	48 27%	24 26%	24 29%	9 16%	11a 37%	13 24%	12 30%
Six to Ten years	25 14%	16 18%	8 10%	7 12%	6 20%	3 6%	7 18%
Ten to Fifteen years	4 2%	1 1%	2 2%	2 4%	- -	2 4%	1 3%
Sixteen to Twenty Years	7 4%	4 4%	3 4%	- -	4A 13%	1 2%	3 8%
Over Twenty Years	2 1%	1 1%	1 1%	- -	1 3%	- -	2 5%
Don't know	7 4%	3 3%	1 1%	- -	1 3%	1 2%	- -
NET	---						
Under 2 years	88 49%	42 46%	43 52%	39B 68%	7 23%	34b 63%	15 38%
2 to 10 years	73 40%	40 44%	32 39%	16 28%	17A 57%	16 30%	19 48%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 36 (continuation)
<All> Approximately how long have you been using your main {MAIN SERVICE} services?
by
Base: All with ISDN

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	181	91	82	57	30	54	40
10+ years	13	6	6	2	5a	3	6
	7%	7%	7%	4%	17%	6%	15%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 37

<A12a> Do you consider ISDN 2/2e to be?

by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE															
		Company Size								No.Sites				Turnover			
Total		1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11	
A primary service	57	-	4	6	10	16	22	9	50	2	-	4	11	33	6	7	
	57%	-%	80%	60%	67%	59%	67%	36%	64%	25%	-%	57%	79%	63%	27%	64%	
A supplementary service used in addition to your main one	32	-	1	2	3	9	7	13	20	5	3	2	2	14	13	3	
	32%	-%	20%	20%	20%	33%	21%	52%	26%	63%	75%	29%	14%	27%	59%	27%	
A back-up system in case your main system fails	6	-	-	1	1	-	3	2	4	-	1	1	1	2	3	-	
	6%	-%	-%	10%	7%	-%	9%	8%	5%	-%	25%	14%	7%	4%	14%	-%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	5	-	-	1	1	2	1	1	4	1	-	-	-	3	-	1	
	5%	-%	-%	10%	7%	7%	3%	4%	5%	13%	-%	-%	-%	6%	-%	9%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 37 (continuation)
 <A12a> Do you consider ISDN 2/2e to be?
 by
 Base: All with ISDN2/ISDN2e

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing (b)	ruction (c)	lesale/ Tra nsport/ Communi cations (d)	(e)	ncial Ser vices (f)	se rvices (g)	admin and se rvices (h)	(i)					
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
A primary service	57 57%	2 67%	10 53%	2 25%	7 50%	5 71%	10 71%	10 59%	6 75%	5 50%	1 50%	2 25%	6 33%	23 62%	25 71%
A supplementary service used in addition to your main one	32 32%	1 33%	9 47%	5 63%	5 36%	1 14%	3 21%	3 18%	1 13%	4 40%	– –%	5 63%	12 67%	8 22%	7 20%
A back-up system in case your main system fails	6 6%	– –%	– –%	– –%	1 7%	1 14%	1 7%	2 12%	1 13%	– –%	– –%	1 13%	– –%	3 8%	2 6%
Other	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%
Don't know	5 5%	– –%	– –%	1 13%	1 7%	– –%	– –%	2 12%	– –%	1 10%	1 50%	– –%	– –%	3 8%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 37 (continuation)
 <A12a> Do you consider ISDN 2/2e to be?
 by
 Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West of England (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - England (k)	Wales (l)	Scotland (m)	No Irish (n)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
A primary service	57	3	7	2	1	2	2	17	16	4	54	1	2	-	30	1	4
	57%	75%	78%	33%	33%	40%	40%	57%	70%	57%	59%	100%	33%	-%	52%	33%	100%
A supplementary service used in addition to your main one	32	1	2	3	2	3	2	9	4	3	29	-	2	1	24	1	-
	32%	25%	22%	50%	67%	60%	40%	30%	17%	43%	32%	-%	33%	100%	41%	33%	-%
A back-up system in case your main system fails	6	-	-	-	-	-	1	3	1	-	5	-	1	-	4	-	-
	6%	-%	-%	-%	-%	-%	20%	10%	4%	-%	5%	-%	17%	-%	7%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	5	-	-	1	-	-	-	1	2	-	4	-	1	-	-	1	-
	5%	-%	-%	17%	-%	-%	-%	3%	9%	-%	4%	-%	17%	-%	-%	33%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 37 (continuation)
 <A12a> Do you consider ISDN 2/2e to be?
 by
 Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
A primary service	57	57	9	40	-	9	-	9	1	9	4	5	9	53	4	-
	57%	57%	47%	63%	-%	47%	-%	41%	25%	41%	29%	63%	41%	57%	57%	-%
A supplementary service used in addition to your main one	32	32	7	16	-	7	-	12	3	12	9	3	12	30	2	-
	32%	32%	37%	25%	-%	37%	-%	55%	75%	55%	64%	38%	55%	32%	29%	-%
A back-up system in case your main system fails	6	6	3	2	-	3	-	1	-	1	1	-	1	5	1	-
	6%	6%	16%	3%	-%	16%	-%	5%	-%	5%	7%	-%	5%	5%	14%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	5	5	-	5	-	-	-	-	-	-	-	-	-	5	-	-
	5%	5%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 37 (continuation)
 <A12a> Do you consider ISDN 2/2e to be?
 by
 Base: All with ISDN2/ISDN2e

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
A primary service	57 57%	51 62%	28 56%	33 57%	18 46%	18 50%	25 53%	18 56%	15 58%	6 67%	17 68%	11 48%	8 50%	8 73%	1 50%	3 60%
A supplementary service used in addition to your main one	32 32%	24 29%	19 38%	19 33%	16 41%	14 39%	18 38%	11 34%	8 31%	3 33%	6 24%	9 39%	8 50%	3 27%	- -%	2 40%
A back-up system in case your main system fails	6 6%	4 5%	2 4%	4 7%	3 8%	4 11%	4 9%	2 6%	3 12%	- -%	2 8%	2 9%	- -%	- -%	1 50%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	5 5%	3 4%	1 2%	2 3%	2 5%	- -%	- -%	1 3%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 37 (continuation)
 <A12a> Do you consider ISDN 2/2e to be?
 by
 Base: All with ISDN2/ISDN2e

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)	
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7	
A primary service	57	4	1	1	2	1	-	-	-	37	9	23	6	57B	-	-	6	2	1	30b	20	4	
	57%	67%	100%	50%	67%	33%	-%	-%	-%	62%	43%	51%	86%	100%	-%	-%	75%	29%	25%	71%	44%	57%	
A supplementary service used in addition to your main one	32	1	-	1	1	1	1	-	1	19	8	18	1	-	32A	-	1	3	3	10	21a	1	
	32%	17%	-%	50%	33%	33%	50%	-%	100%	32%	38%	40%	14%	-%	100%	-%	13%	43%	75%	24%	47%	14%	
A back-up system in case your main system fails	6	1	-	-	-	1	1	-	-	4	2	4	-	-	-	6	1	2	-	1	3	2	
	6%	17%	-%	-%	-%	33%	50%	-%	-%	7%	10%	9%	-%	-%	-%	100%	13%	29%	-%	2%	7%	29%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	5	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	1	1	-	
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	2%	2%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 37 (continuation)
 <A12a> Do you consider ISDN 2/2e to be?
 by
 Base: All with ISDN2/ISDN2e

ISDN LINES											

	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Total	100	22	37	38	41	48	19	31	50	31	14
A primary service	57	11	17	28b	17	33A	11	13	24	21b	10
	57%	50%	46%	74%	41%	69%	58%	42%	48%	68%	71%
A supplementary service used in addition to your main one	32	10	15c	7	20B	9	7	13	20	9	2
	32%	45%	41%	18%	49%	19%	37%	42%	40%	29%	14%
A back-up system in case your main system fails	6	1	5c	-	4	2	-	5	5	1	-
	6%	5%	14%	-%	10%	4%	-%	16%	10%	3%	-%
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	5	-	-	3	-	4	1	-	1	-	2
	5%	-%	-%	8%	-%	8%	5%	-%	2%	-%	14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 37 (continuation)
 <A12a> Do you consider ISDN 2/2e to be?
 by
 Base: All with ISDN2/ISDN2e

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
A primary service	57	25	17	12	10	3	6	4	1	11	3	5	1	4	4	6	2	2	3	3	1
	57%	63%	68%	55%	77%	60%	43%	44%	100%	100%	38%	31%	25%	36%	33%	46%	25%	33%	43%	75%	25%
A supplementary service used in addition to your main one	32	14	5	9	3	2	7	5	-	-	5	10	3	7	8	7	6	4	3	1	3
	32%	35%	20%	41%	23%	40%	50%	56%	-%	-%	63%	63%	75%	64%	67%	54%	75%	67%	43%	25%	75%
A back-up system in case your main system fails	6	1	2	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	1	-	-
	6%	3%	8%	5%	-%	-%	7%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	14%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	5	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 37 (continuation)
 <A12a> Do you consider ISDN 2/2e to be?
 by
 Base: All with ISDN2/ISDN2e

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had and	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept some	removed	all	mentary	ck-up	at all	mentary	ck-up
					(a)	service (b)	(c)									(a)	(b)	(c)	(a)	(b)	(c)	
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-	
A primary service	57	9	-	6	3	-	5	4	6	2	-	2	1	6	-	-	-	-	-	-	-	
	57%	53%	-%	50%	50%	-%	38%	50%	50%	50%	-%	50%	33%	46%	-%	-%	-%	-%	-%	-%	-%	
A supplementary service used in addition to your main one	32	7	4	6	3	3	7	4	6	2	3	2	2	6	1	-	-	-	-	-	-	
	32%	41%	100%	50%	50%	75%	54%	50%	50%	50%	75%	50%	67%	46%	100%	-%	-%	-%	-%	-%	-%	
A back-up system in case your main system fails	6	1	-	-	-	1	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	
	6%	6%	-%	-%	-%	25%	8%	-%	-%	-%	25%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 37 (continuation)
 <A12a> Do you consider ISDN 2/2e to be?
 by
 Base: All with ISDN2/ISDN2e

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	52	44	57	30	11	8
A primary service	57 57%	34 65%	22 50%	29 51%	21 70%	4 36%	5 63%
A supplementary service used in addition to your main one	32 32%	14 27%	17 39%	22 39%	7 23%	5 45%	2 25%
A back-up system in case your main system fails	6 6%	1 2%	5 11%	6 11%	- -	2 18%	1 13%
Other	- -	- -	- -	- -	- -	- -	- -
Don't know	5 5%	3 6%	- -	- -	2a 7%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 38
 <A12b> Do you consider ISDN30 to be?
 by
 Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
A primary service	58	-	-	-	-	12	19	27	36	4	5	11	2	24	14	17
	58%	-%	-%	-%	-%	63%	54%	61%	58%	57%	42%	85%	33%	56%	54%	71%
A supplementary service used in addition to your main one	28	-	1	1	2	3	13	10	15	2	6	2	3	13	8	4
	28%	-%	100%	100%	100%	16%	37%	23%	24%	29%	50%	15%	50%	30%	31%	17%
A back-up system in case your main system fails	9	-	-	-	-	2	3	4	7	1	1	-	-	4	2	3
	9%	-%	-%	-%	-%	11%	9%	9%	11%	14%	8%	-%	-%	9%	8%	13%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	5	-	-	-	-	2	-	3	4	-	-	-	1	2	2	-
	5%	-%	-%	-%	-%	11%	-%	7%	6%	-%	-%	-%	17%	5%	8%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 38 (continuation)
 <A12b> Do you consider ISDN30 to be?
 by
 Base: All with ISDN30

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
A primary service	58 58%	4 80%	15 71%	1 33%	4 33%	6 67%	7 58%	13 87%	4 33%	4 36%	- -%	5 45%	5 24%	16 76%	32 70%
A supplementary service used in addition to your main one	28 28%	1 20%	3 14%	1 33%	8 67%	2 22%	2 17%	2 13%	7 58%	2 18%	1 100%	3 27%	15 71%	4 19%	5 11%
A back-up system in case your main system fails	9 9%	- -%	2 10%	- -%	- -%	1 11%	3 25%	- -%	- -%	3 27%	- -%	3 27%	1 5%	1 5%	4 9%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	5 5%	- -%	1 5%	1 33%	- -%	- -%	- -%	- -%	1 8%	2 18%	- -%	- -%	- -%	- -%	5 11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 38 (continuation)
 <A12b> Do you consider ISDN30 to be?
 by
 Base: All with ISDN30

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West of England (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - England (k)	Wales (l)	Scotland (m)	No Irish (n)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3
A primary service	58	1	9	1	2	5	2	26	6	3	55	1	2	-	36	7	1
	58%	50%	69%	20%	67%	63%	40%	70%	46%	43%	59%	20%	100%	-%	57%	78%	33%
A supplementary service used in addition to your main one	28	-	4	4	1	1	2	9	4	1	26	2	-	-	18	2	-
	28%	-%	31%	80%	33%	13%	40%	24%	31%	14%	28%	40%	-%	-%	29%	22%	-%
A back-up system in case your main system fails	9	-	-	-	-	2	1	2	1	2	8	1	-	-	9	-	-
	9%	-%	-%	-%	-%	25%	20%	5%	8%	29%	9%	20%	-%	-%	14%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	5	1	-	-	-	-	-	-	2	1	4	1	-	-	-	-	2
	5%	50%	-%	-%	-%	-%	-%	-%	15%	14%	4%	20%	-%	-%	-%	-%	67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 38 (continuation)
 <A12b> Do you consider ISDN30 to be?
 by
 Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
A primary service	58 58%	8 42%	58 58%	- -%	46 63%	8 42%	- -%	2 50%	6 50%	6 50%	4 50%	2 50%	6 50%	4 33%	54 61%	- -%
A supplementary service used in addition to your main one	28 28%	7 37%	28 28%	- -%	18 25%	7 37%	- -%	- -%	3 25%	3 25%	3 38%	- -%	3 25%	4 33%	24 27%	- -%
A back-up system in case your main system fails	9 9%	4 21%	9 9%	- -%	4 5%	4 21%	- -%	2 50%	3 25%	3 25%	1 13%	2 50%	3 25%	4 33%	5 6%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	5 5%	- -%	5 5%	- -%	5 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 6%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 38 (continuation)
 <A12b> Do you consider ISDN30 to be?
 by
 Base: All with ISDN30

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
A primary service	58 58%	51 61%	32 56%	35 63%	29 57%	25 61%	28 60%	17 50%	24 62%	1 100%	1 25%	1 25%	1 33%	2 67%	-	2 67%
A supplementary service used in addition to your main one	28 28%	24 29%	17 30%	13 23%	15 29%	11 27%	13 28%	11 32%	8 21%	-	2 50%	1 25%	1 33%	1 33%	-	1 33%
A back-up system in case your main system fails	9 9%	6 7%	5 9%	6 11%	5 10%	4 10%	5 11%	5 15%	4 10%	-	1 25%	2 50%	1 33%	-	-	-
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	5 5%	3 4%	3 5%	2 4%	2 4%	1 2%	1 2%	1 3%	3 8%	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 38 (continuation)
 <A12b> Do you consider ISDN30 to be?
 by
 Base: All with ISDN30

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary (a)	A ba ck-up (c)	Primary Service	Supple mentary (a)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	or -1470 channe ls(g)	more chan nels(h)													
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8	
A primary service	58	20	6	11	10	4	2	-	2	38	12	30	5	6	1	1	58	-	-	32b	18	4	
	58%	77%	75%	69%	53%	33%	29%	-%	67%	59%	55%	63%	42%	67%	14%	33%	100%	-%	-%	71%	46%	50%	
A supplementary service used in addition to your main one	28	5	2	1	6	7	3	1	1	19	8	15	4	2	3	2	-	28	-	10	17a	1	
	28%	19%	25%	6%	32%	58%	43%	100%	33%	30%	36%	31%	33%	22%	43%	67%	-%	100%	-%	22%	44%	13%	
A back-up system in case your main system fails	9	1	-	2	3	1	2	-	-	6	2	2	3	1	3	-	-	-	9	3	4	2	
	9%	4%	-%	13%	16%	8%	29%	-%	-%	9%	9%	4%	25%	11%	43%	-%	-%	-%	100%	7%	10%	25%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	5	-	-	2	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1	
	5%	-%	-%	13%	-%	-%	-%	-%	-%	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 38 (continuation)
 <A12b> Do you consider ISDN30 to be?
 by
 Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	20	36	40	38	52	12	40	52	34	7
A primary service	58	11	20	25	21	30	7	21	28	24	5
	58%	55%	56%	63%	55%	58%	58%	53%	54%	71%	71%
A supplementary service used in addition to your main one	28	7	11	10	14	14	5	14	19	6	2
	28%	35%	31%	25%	37%	27%	42%	35%	37%	18%	29%
A back-up system in case your main system fails	9	2	4	3	3	6	-	4	4	4	-
	9%	10%	11%	8%	8%	12%	-%	10%	8%	12%	-%
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	5	-	1	2	-	2	-	1	1	-	-
	5%	-%	3%	5%	-%	4%	-%	3%	2%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 38 (continuation)
 <A12b> Do you consider ISDN30 to be?
 by
 Base: All with ISDN30

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale d (c)	plan to im plemen t (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
A primary service	58	30	19	11	14	6	7	1	4	12	3	2	-	4	4	3	2	2	2	2	2
	58%	64%	54%	46%	82%	75%	54%	13%	80%	100%	50%	29%	-%	44%	50%	43%	67%	50%	40%	100%	50%
A supplementary service used in addition to your main one	28	14	10	11	3	2	5	6	1	-	2	2	-	2	2	2	-	-	2	-	1
	28%	30%	29%	46%	18%	25%	38%	75%	20%	-%	33%	29%	-%	22%	25%	29%	-%	-%	40%	-%	25%
A back-up system in case your main system fails	9	2	3	2	-	-	1	1	-	-	1	3	1	3	2	2	1	2	1	-	1
	9%	4%	9%	8%	-%	-%	8%	13%	-%	-%	17%	43%	100%	33%	25%	29%	33%	50%	20%	-%	25%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	5	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	2%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 38 (continuation)
 <A12b> Do you consider ISDN30 to be?
 by
 Base: All with ISDN30

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-	
A primary service	58	3	2	5	-	-	4	-	3	-	1	1	-	3	1	-	-	-	-	-	-	
	58%	43%	67%	83%	-%	-%	67%	-%	60%	-%	100%	50%	-%	60%	50%	-%	-%	-%	-%	-%	-%	
A supplementary service used in addition to your main one	28	2	1	-	2	1	2	1	1	2	-	-	1	1	1	-	-	-	-	-	-	
	28%	29%	33%	-%	67%	50%	33%	33%	20%	50%	-%	-%	50%	20%	50%	-%	-%	-%	-%	-%	-%	
A back-up system in case your main system fails	9	2	-	1	1	1	-	2	1	2	-	1	1	1	-	-	-	-	-	-	-	
	9%	29%	-%	17%	33%	50%	-%	67%	20%	50%	-%	50%	50%	20%	-%	-%	-%	-%	-%	-%	-%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 38 (continuation)
 <A12b> Do you consider ISDN30 to be?
 by
 Base: All with ISDN30

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	43	52	12	7	54	40
A primary service	58 58%	26 60%	29 56%	4 33%	4 57%	29 54%	25 63%
A supplementary service used in addition to your main one	28 28%	10 23%	18 35%	5 42%	2 29%	16 30%	12 30%
A back-up system in case your main system fails	9 9%	4 9%	4 8%	3 25%	1 14%	7 13%	2 5%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	5 5%	3 7%	1 2%	- -%	- -%	2 4%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 39

<B1> Do you purchase {MAIN SERVICE} as

by

Base: All with ISDN

		PERSONAL PROFILE															
		Company Size								No.Sites				Turnover			
		Total	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
			(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)				
Total	181	-	6	11	17	41	62	61	126	14	14	18	20	87	43	29	
A standalone service	77 43%	- -%	3 50%	4 36%	7 41%	22 54%	27 44%	21 34%	57 45%	8 57%	4 29%	5 28%	9 45%	43 49%	15 35%	10 34%	
Part of a package of in-house services	77 43%	- -%	3 50%	5 45%	8 47%	13 32%	31 50%	25 41%	53 42%	4 29%	8 57%	8 44%	9 45%	35 40%	21 49%	11 38%	
Part of a managed or hosted solution	13 7%	- -%	- -%	1 9%	1 6%	3 7%	1 2%	8f 13%	7 6%	1 7%	1 7%	4 22%	2 10%	3 3%	2 5%	6 21%	
Don't know	14 8%	- -%	- -%	1 9%	1 6%	3 7%	3 5%	7 11%	9 7%	1 7%	1 7%	1 6%	- -%	6 7%	5 12%	2 7%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 39 (continuation)

<B1> Do you purchase {MAIN SERVICE} as

by

Base: All with ISDN

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	181	7	37	11	21	14	25	30	18	18	3	16	36	54	72
A standalone service	77 43%	5 71%	16 43%	7 64%	5 24%	5 36%	9 36%	13 43%	7 39%	10 56%	1 33%	3 19%	14 39%	25 46%	34 47%
Part of a package of in-house services	77 43%	2 29%	18 49%	3 27%	15 71%	6 43%	12 48%	10 33%	6 33%	5 28%	1 33%	13 81%	22E 61%	24e 44%	17 24%
Part of a managed or hosted solution	13 7%	- -%	2 5%	- -%	- -%	2 14%	2 8%	5 17%	2 11%	- -%	- -%	- -%	- -%	4 7%	9c 13%
Don't know	14 8%	- -%	1 3%	1 9%	1 5%	1 7%	2 8%	2 7%	3 17%	3 17%	1 33%	- -%	- -%	1 2%	12CD 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 39 (continuation)
<B1> Do you purchase {MAIN SERVICE} as
by
Base: All with ISDN

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net – England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	181	6	20	11	6	13	10	56	33	12	167	6	7	1	106	12	7
A standalone service	77 43%	3 50%	7 35%	3 27%	4 67%	10 77%	4 40%	29 52%	12 36%	4 33%	76 46%	– %	1 14%	– %	45 42%	4 33%	2 29%
Part of a package of in-house services	77 43%	2 33%	11 55%	6 55%	2 33%	– %	5 50%	22 39%	14 42%	7 58%	69 41%	4 67%	3 43%	1 100%	50 47%	5 42%	1 14%
Part of a managed or hosted solution	13 7%	1 17%	2 10%	1 9%	– %	3 23%	– %	1 2%	1 3%	– %	9 5%	1 17%	3 43%	– %	9 8%	– %	1 14%
Don't know	14 8%	– %	– %	1 9%	– %	– %	1 10%	4 7%	6 18%	1 8%	13 8%	1 17%	– %	– %	2 2%	3 25%	3 43%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 39 (continuation)
 <B1> Do you purchase {MAIN SERVICE} as
 by
 Base: All with ISDN

		PERSONAL PROFILE														
		Fixed line services													Mostly used fixed line	
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP (f)	Only (f)	ISDN 2/ & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)
Total																
Total	181	100	100	63	73	19	–	22	12	30	22	8	30	93	88	–
A standalone service	77 43%	42 42%	45 45%	27 43%	33 45%	10 53%	– –%	7 32%	4 33%	9 30%	5 23%	4 50%	9 30%	37 40%	40 45%	– –%
Part of a package of in-house services	77 43%	45 45%	39 39%	26 41%	27 37%	7 37%	– –%	13 59%	6 50%	18bd 60%	16 73%	2 25%	18bd 60%	44 47%	33 38%	– –%
Part of a managed or hosted solution	13 7%	7 7%	8 8%	4 6%	5 7%	2 11%	– –%	2 9%	2 17%	3 10%	1 5%	2 25%	3 10%	6 6%	7 8%	– –%
Don't know	14 8%	6 6%	8 8%	6 10%	8 11%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	6 6%	8 9%	– –

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 39 (continuation)
 <B1> Do you purchase {MAIN SERVICE} as
 by
 Base: All with ISDN

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data Card pa (f) yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	181	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
A standalone service	77 43%	63 43%	37 39%	38 38%	29 37%	30 45%	32 40%	21 38%	20 36%	4 44%	11 44%	9 39%	7 44%	6 55%	- -%	2 40%
Part of a package of in-house services	77 43%	63 43%	41 44%	45 45%	36 46%	29 43%	39 49%	30 54%	23 42%	5 56%	13 52%	11 48%	7 44%	5 45%	2 100%	1 20%
Part of a managed or hosted solution	13 7%	12 8%	9 10%	9 9%	9 11%	8 12%	8 10%	4 7%	7 13%	- -%	1 4%	3 13%	- -%	- -%	- -%	2 40%
Don't know	14 8%	10e 7%	7e 7%	8ef 8%	5e 6%	- -%	1 1%	1 2%	5ef 9%	- -%	- -%	- -%	2 13%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 39 (continuation)
 <B1> Do you purchase {MAIN SERVICE} as
 by
 Base: All with ISDN

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	181	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
A standalone service	77 43%	19 73%	7 88%	6 38%	6 32%	1 8%	3 43%	1 100%	1 33%	48 44%	19 46%	35 43%	8 47%	30 53%	10 31%	1 17%	32 55%	10 36%	3 33%	77B 100%	- -%	- -%	
Part of a package of in-house services	77 43%	6 23%	1 13%	6 38%	10 53%	9 75%	3 43%	- -%	1 33%	47 43%	17 41%	36 44%	8 47%	20 35%	21A 66%	3 50%	18 31%	17 61%	4 44%	- -%	77A 100%	- -%	
Part of a managed or hosted solution	13 7%	1 4%	- -%	2 13%	1 5%	1 8%	1 14%	- -%	1 33%	9 8%	3 7%	8 10%	1 6%	4 7%	1 3%	2 33%	4 7%	1 4%	2 22%	- -%	- -%	13 100%	
Don't know	14 8%	- -%	- -%	2 13%	2 11%	1 8%	- -%	- -%	- -%	5 5%	2 5%	2 2%	- -%	3 5%	- -%	- -%	4 7%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 39 (continuation)

<B1> Do you purchase {MAIN SERVICE} as

by

Base: All with ISDN

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
Total	181	37	66	71	68	92	27	64	91	60	18
A standalone service	77	19	23	35	32	41	14	24	38	24	13
	43%	51%	35%	49%	47%	45%	52%	38%	42%	40%	72%
Part of a package of in-house services	77	17	37C	22	34	35	11	34	45	26	2
	43%	46%	56%	31%	50%	38%	41%	53%	49%	43%	11%
Part of a managed or hosted solution	13	1	6	6	2	7	1	5	6	5	1
	7%	3%	9%	8%	3%	8%	4%	8%	7%	8%	6%
Don't know	14	-	-	8aB	-	9A	1	1	2	5	2
	8%	-%	-%	11%	-%	10%	4%	2%	2%	8%	11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 39 (continuation)
 <B1> Do you purchase {MAIN SERVICE} as
 by
 Base: All with ISDN

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	181	80	54	41	28	11	24	16	6	22	13	19	5	17	18	16	10	8	10	6	6
A standalone service	77 43%	39 49%	24 44%	17 41%	18 64%	7 64%	13 54%	3 19%	2 33%	14 64%	3 23%	5 26%	- -%	4 24%	4 22%	5 31%	1 10%	2 25%	3 30%	2 33%	1 17%
Part of a package of in-house services	77 43%	34 43%	20 37%	23 56%	7 25%	4 36%	8 33%	13 81%	3 50%	6 27%	9 69%	11 58%	4 80%	10 59%	11 61%	10 63%	9 90%	4 50%	6 60%	4 67%	4 67%
Part of a managed or hosted solution	13 7%	5 6%	3 6%	1 2%	2 7%	- -%	2 8%	- -%	1 17%	2 9%	1 8%	3 16%	1 20%	3 18%	3 17%	1 6%	- -%	2 25%	1 10%	- -%	1 17%
Don't know	14 8%	2 3%	7a 13%	- -%	1 4%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 39 (continuation)
 <B1> Do you purchase {MAIN SERVICE} as
 by
 Base: All with ISDN

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	removed	all						

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 39 (continuation)
<B1> Do you purchase {MAIN SERVICE} as
by
Base: All with ISDN

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	181	91	82	57	30	54	40
A standalone service	77 43%	44 48%	31 38%	20 35%	17 57%	24 44%	20 50%
Part of a package of in-house services	77 43%	35 38%	40 49%	33B 58%	7 23%	26b 48%	11 28%
Part of a managed or hosted solution	13 7%	4 4%	9 11%	2 4%	3 10%	2 4%	6 15%
Don't know	14 8%	8 9%	2 2%	2 4%	3 10%	2 4%	3 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 40

<B2>What other services are provided as well as {MAIN SERVICE}?

by

Base: All not purchasing as a standalone service

		PERSONAL PROFILE														
		Company Size							No.Sites				Turnover			
Total		1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 19 (d)	20 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 million to £100 million (c)	£101m+ (d)
Total	104	-	3	7	10	19	35	40	69	6	10	13	11	44	28	19
ADSL/Fibre broadband	48 46%	- -%	- -%	3 43%	3 30%	8 42%	17 49%	20 50%	29 42%	4 67%	5 50%	10 77%	6 55%	19 43%	13 46%	10 53%
Call management/routing	48 46%	- -%	- -%	1 14%	1 10%	6 32%	14 40%	27f 68%	27 39%	2 33%	8 80%	8 62%	2 18%	16 36%	16 57%	13 68%
Leased lines/VPNs	38 37%	- -%	- -%	- -%	- -%	4 21%	14 40%	20 50%	20 29%	3 50%	5 50%	6 46%	2 18%	12 27%	12 43%	11 58%
PSTN	16 15%	- -%	1 33%	- -%	1 10%	2 11%	5 14%	8 20%	10 14%	1 17%	2 20%	3 23%	1 9%	4 9%	6 21%	5 26%
PBX or Centrex service	15 14%	- -%	- -%	- -%	- -%	2 11%	4 11%	9 23%	8 12%	1 17%	1 10%	5 38%	- -%	6 14%	5 18%	4 21%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	16 15%	- -%	2 67%	3 43%	5 50%	4 21%	3 9%	4 10%	14 20%	1 17%	- -%	- -%	2 18%	9 20%	3 11%	1 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 40 (continuation)

<B2>What other services are provided as well as {MAIN SERVICE}?

by

Base: All not purchasing as a standalone service

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	104	2	21	4	16	9	16	17	11	8	2	13	22	29	38
ADSL/Fibre broadband	48 46%	2 100%	9 43%	1 25%	10 63%	5 56%	6 38%	8 47%	5 45%	2 25%	1 50%	6 46%	8 36%	12 41%	21 55%
Call management/routing	48 46%	1 50%	10 48%	2 50%	7 44%	6 67%	8 50%	8 47%	3 27%	3 38%	- -%	7 54%	10 45%	15 52%	16 42%
Leased lines/VPNs	38 37%	1 50%	9 43%	- -%	6 38%	6 67%	4 25%	7 41%	5 45%	- -%	- -%	6 46%	10 45%	8 28%	14 37%
PSTN	16 15%	- -%	4 19%	- -%	2 13%	2 22%	5 31%	1 6%	1 9%	1 13%	- -%	1 8%	5 23%	6 21%	4 11%
PBX or Centrex service	15 14%	- -%	3 14%	- -%	1 6%	3 33%	3 19%	3 18%	1 9%	1 13%	- -%	1 8%	2 9%	4 14%	8 21%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	16 15%	- -%	2 10%	2 50%	1 6%	- -%	1 6%	3 18%	3 27%	4 50%	1 50%	- -%	1 5%	4 14%	10 26%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 40 (continuation)

<B2>What other services are provided as well as {MAIN SERVICE}?

by

Base: All not purchasing as a standalone service

		PERSONAL PROFILE																	
		Location													Involvement				
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	104	3	13	8	2	3	6	27	21	8	91	6	6	1	61	8	5		
ADSL/Fibre broadband	48 46%	2 67%	6 46%	2 25%	2 100%	1 33%	3 50%	13 48%	10 48%	4 50%	43 47%	3 50%	2 33%	- %	33 54%	4 50%	2 40%		
Call management/routing	48 46%	- %	7 54%	6 75%	1 50%	3 100%	2 33%	16 59%	5 24%	4 50%	44 48%	- %	4 67%	- %	35 57%	4 50%	2 40%		
Leased lines/VPNs	38 37%	- %	8 62%	1 13%	- %	2 67%	1 17%	15 56%	4 19%	3 38%	34 37%	2 33%	1 17%	1 100%	25 41%	5 63%	2 40%		
PSTN	16 15%	1 33%	1 8%	- %	- %	1 33%	1 17%	7 26%	3 14%	- %	14 15%	1 17%	1 17%	- %	13 21%	1 13%	- %		
PBX or Centrex service	15 14%	1 33%	3 23%	- %	- %	- %	- %	5 19%	3 14%	1 13%	13 14%	- %	2 33%	- %	12 20%	2 25%	1 20%		
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Don't know	16 15%	1 33%	2 15%	1 13%	- %	- %	- %	3 11%	7 33%	1 13%	15 16%	1 17%	- %	- %	2 3%	1 13%	2 40%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 40 (continuation)

<B2>What other services are provided as well as {MAIN SERVICE}?

by

Base: All not purchasing as a standalone service

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
Total		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & (g)	ISDN 30 & (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	104	58	55	36	40	9	–	15	8	21	17	4	21	56	48	–
ADSL/Fibre broadband	48 46%	32d 55%	23 42%	17 47%	14 35%	7 78%	– %	10 67%	4 50%	12 57%	9 53%	3 75%	12 57%	30 54%	18 38%	– %
Call management/routing	48 46%	26 45%	29 53%	12 33%	18 45%	7 78%	– %	8 53%	5 63%	12 57%	11 65%	1 25%	12 57%	24 43%	24 50%	– %
Leased lines/VPNs	38 37%	16 28%	25ac 45%	7 19%	18c 45%	3 33%	– %	7 47%	5 63%	11 52%	10 59%	1 25%	11 52%	15 27%	23a 48%	– %
PSTN	16 15%	10 17%	9 16%	3 8%	3 8%	3 33%	– %	4 27%	3 38%	7 33%	7 41%	– %	7 33%	10 18%	6 13%	– %
PBX or Centrex service	15 14%	10 17%	8 15%	4 11%	5 13%	3 33%	– %	4 27%	1 13%	4 19%	2 12%	2 50%	4 19%	9 16%	6 13%	– %
Other	– %	– %	– %	– %	– %	– %	– %	– %	– %	– %	– %	– %	– %	– %	– %	– %
Don't know	16 15%	9 16%	7 13%	9 25%	7 18%	– %	– %	– %	– %	– %	– %	– %	– %	9 16%	7 15%	–

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 40 (continuation)

<B2>What other services are provided as well as {MAIN SERVICE}?

by

Base: All not purchasing as a standalone service

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	104	85	57	62	50	37	48	35	35	5	14	14	9	5	2	3
ADSL/Fibre broadband	48 46%	43 51%	31 54%	30 48%	32 64%	25 68%	28 58%	24 69%	22 63%	2 40%	9 64%	9 64%	4 44%	3 60%	- -	3 100%
Call management/routing	48 46%	40 47%	33 58%	33 53%	24 48%	21 57%	28 58%	18 51%	20 57%	- -	4 29%	7 50%	6 67%	3 60%	2 100%	3 100%
Leased lines/VPNs	38 37%	32 38%	25 44%	26 42%	20 40%	18 49%	25 52%	14 40%	20 57%	- -	2 14%	5 36%	2 22%	2 40%	1 50%	3 100%
PSTN	16 15%	16 19%	9 16%	10 16%	9 18%	11 30%	12 25%	10 29%	8 23%	1 20%	2 14%	2 14%	2 22%	2 40%	- -	- -
PBX or Centrex service	15 14%	15 18%	11 19%	11 18%	8 16%	10 27%	10 21%	8 23%	11 31%	- -	1 7%	3 21%	1 11%	3 60%	- -	2 67%
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	16 15%	12 14%	5 9%	6 10%	6 12%	1 3%	1 2%	2 6%	3 9%	2 40%	1 7%	1 7%	1 11%	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 40 (continuation)

<B2>What other services are provided as well as {MAIN SERVICE}?

by

Base: All not purchasing as a standalone service

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 or more channe ls(g)	1500 nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	104	7	1	10	13	11	4	-	2	61	22	46	9	27	22	5	26	18	6	-	77	13	
ADSL/Fibre broadband	48 46%	2 29%	- -%	5 50%	6 46%	6 55%	1 25%	- -%	2 100%	35 57%	7 32%	27 59%	3 33%	17 63%	12 55%	3 60%	12 46%	7 39%	4 67%	- -%	36 47%	8 62%	
Call management/routing	48 46%	6 86%	- -%	5 50%	8 62%	5 45%	2 50%	- -%	1 50%	33 54%	10 45%	24 52%	6 67%	9 33%	14 64%	3 60%	17 65%	10 56%	2 33%	- -%	37 48%	8 62%	
Leased lines/VPNs	38 37%	3 43%	1 100%	3 30%	9 69%	5 45%	2 50%	- -%	1 50%	28 46%	7 32%	22 48%	4 44%	6 22%	9 41%	1 20%	13 50%	10 56%	2 33%	- -%	31 40%	5 38%	
PSTN	16 15%	- -%	- -%	1 10%	2 15%	5 45%	- -%	- -%	- -%	11 18%	4 18%	10 22%	1 11%	4 15%	5 23%	1 20%	3 12%	4 22%	2 33%	- -%	14 18%	2 15%	
PBX or Centrex service	15 14%	- -%	1 100%	- -%	1 8%	4 36%	- -%	- -%	1 50%	13 21%	2 9%	12 26%	1 11%	6 22%	3 14%	1 20%	5 19%	2 11%	1 17%	- -%	10 13%	4 31%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	16 15%	- -%	- -%	2 20%	- -%	- -%	- -%	- -%	- -%	1 2%	3 14%	1 2%	- -%	5 19%	- -%	- -%	1 4%	1 6%	- -%	- -%	6 8%	1 8%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 40 (continuation)

<B2>What other services are provided as well as {MAIN SERVICE}?

by

Base: All not purchasing as a standalone service

ISDN LINES											

	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Total	104	18	43	36	36	51	13	40	53	36	5
ADSL/Fibre broadband	48 46%	10 56%	19 44%	18 50%	16 44%	25 49%	8 62%	19 48%	27 51%	20 56%	1 20%
Call management/routing	48 46%	9 50%	24 56%	13 36%	24B 67%	19 37%	5 38%	21 53%	26 49%	18 50%	2 40%
Leased lines/VPNs	38 37%	10 56%	18 42%	8 22%	16 44%	18 35%	6 46%	18 45%	24 45%	13 36%	1 20%
PSTN	16 15%	6 33%	8 19%	2 6%	12B 33%	3 6%	3 23%	7 18%	10 19%	4 11%	- -%
PBX or Centrex service	15 14%	3 17%	6 14%	6 17%	7 19%	8 16%	1 8%	4 10%	5 9%	7 19%	1 20%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	16 15%	- -%	4 9%	8 22%	- -%	10A 20%	2 15%	2 5%	4 8%	3 8%	2 40%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 40 (continuation)

<B2>What other services are provided as well as {MAIN SERVICE}?

by

Base: All not purchasing as a standalone service

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	104	41	30	24	10	4	11	13	4	8	10	14	5	13	14	11	9	6	7	4	5
ADSL/Fibre broadband	48 46%	19 46%	11 37%	11 46%	6 60%	1 25%	6 55%	4 31%	3 75%	5 63%	6 60%	7 50%	3 60%	8 62%	7 50%	8 73%	5 56%	5 83%	4 57%	4 100%	5 100%
Call management/routing	48 46%	22 54%	11 37%	14 58%	4 40%	1 25%	8 73%	9 69%	1 25%	3 38%	5 50%	9 64%	2 40%	8 62%	8 57%	5 45%	7 78%	4 67%	5 71%	2 50%	4 80%
Leased lines/VPNs	38 37%	17 41%	9 30%	13 54%	2 20%	2 50%	8 73%	5 38%	2 50%	- -%	7 70%	7 50%	3 60%	9 69%	7 50%	7 64%	4 44%	4 67%	5 71%	2 50%	3 60%
PSTN	16 15%	4 10%	4 13%	4 17%	- -%	- -%	3 27%	1 8%	- -%	- -%	5 50%	4 29%	3 60%	5 38%	3 21%	5 45%	4 44%	4 67%	3 43%	2 50%	3 60%
PBX or Centrex service	15 14%	7 17%	3 10%	5 21%	2 20%	1 25%	4 36%	1 8%	- -%	1 13%	3 30%	3 21%	1 20%	3 23%	3 21%	3 27%	1 11%	1 17%	3 43%	1 25%	2 40%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	16 15%	3 7%	8a 27%	- -%	1 10%	- -%	- -%	- -%	- -%	2 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 40 (continuation)

<B2>What other services are provided as well as {MAIN SERVICE}?

by

Base: All not purchasing as a standalone service

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	104	14	6	11	6	4	12	8	10	5	4	-	4	14	2	-	-	-	-	-
ADSL/Fibre broadband	48	10	2	6	5	1	7	5	8	2	2	-	3	8	1	-	-	-	-	-
	46%	71%	33%	55%	83%	25%	58%	63%	80%	40%	50%	-%	75%	57%	50%	-%	-%	-%	-%	-%
Call management/routing	48	8	3	6	3	3	8	3	6	2	3	-	-	11	1	-	-	-	-	-
	46%	57%	50%	55%	50%	75%	67%	38%	60%	40%	75%	-%	-%	79%	50%	-%	-%	-%	-%	-%
Leased lines/VPNs	38	7	3	6	4	1	8	2	5	3	2	-	2	7	2	-	-	-	-	-
	37%	50%	50%	55%	67%	25%	67%	25%	50%	60%	50%	-%	50%	50%	100%	-%	-%	-%	-%	-%
PSTN	16	5	2	4	2	1	4	3	3	2	1	-	2	4	-	-	-	-	-	-
	15%	36%	33%	36%	33%	25%	33%	38%	30%	40%	25%	-%	50%	29%	-%	-%	-%	-%	-%	-%
PBX or Centrex service	15	4	-	2	2	-	4	-	3	-	1	-	-	3	1	-	-	-	-	-
	14%	29%	-%	18%	33%	-%	33%	-%	30%	-%	25%	-%	-%	21%	50%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 40 (continuation)

<B2>What other services are provided as well as {MAIN SERVICE}?

by

Base: All not purchasing as a standalone service

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	104	47	51	37	13	30	20
ADSL/Fibre broadband	48 46%	25 53%	21 41%	20 54%	8 62%	13 43%	8 40%
Call management/routing	48 46%	12 26%	35A 69%	16 43%	6 46%	19 63%	9 45%
Leased lines/VPNs	38 37%	11 23%	26A 51%	9 24%	4 31%	13 43%	11 55%
PSTN	16 15%	3 6%	13a 25%	10 27%	- -%	6 20%	3 15%
PBX or Centrex service	15 14%	5 11%	10 20%	6 16%	3 23%	3 10%	5 25%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	16 15%	12B 26%	1 2%	4 11%	3 23%	2 7%	3 15%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41

<B3a> Overall, what do you regard as the main functional value(s) of ISDN 2/2e for your organisation?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
Reliable	51 51%	- -%	2 40%	4 40%	6 40%	16 59%	17 52%	12 48%	41 53%	2 25%	2 50%	5 71%	6 43%	27 52%	14 64%	4 36%
Easy to use	42 42%	- -%	2 40%	3 30%	5 33%	13 48%	14 42%	10 40%	32 41%	3 38%	1 25%	5 71%	5 36%	26 50%	6 27%	5 45%
Call management functionality	37 37%	- -%	2 40%	3 30%	5 33%	11 41%	12 36%	9 36%	28 36%	1 13%	3 75%	5 71%	5 36%	18 35%	10 45%	4 36%
Flexible line capacity	35 35%	- -%	3 60%	3 30%	6 40%	12 44%	10 30%	7 28%	28 36%	1 13%	2 50%	3 43%	4 29%	19 37%	8 36%	4 36%
Voice connectivity	30 30%	- -%	- -%	2 20%	2 13%	10 37%	11 33%	7 28%	23 29%	- -%	1 25%	4 57%	3 21%	15 29%	9 41%	3 27%
Requires little post purchase support	29 29%	- -%	- -%	2 20%	2 13%	4 15%	12 36%	11 44%	19 24%	4 50%	2 50%	4 57%	4 29%	14 27%	7 32%	4 36%
Data connectivity	27 27%	- -%	1 20%	- -%	1 7%	8 30%	10 30%	8 32%	18 23%	2 25%	1 25%	4 57%	2 14%	15 29%	5 23%	5 45%
LAN connectivity	22 22%	- -%	1 20%	1 10%	2 13%	5 19%	10 30%	5 20%	16 21%	- -%	- -%	4 57%	2 14%	13 25%	5 23%	2 18%
Provides voice & data communications via the same service	18 18%	- -%	- -%	- -%	- -%	2 7%	10 30%	6 24%	10 13%	1 13%	1 25%	4 57%	1 7%	9 17%	5 23%	3 27%
CTI capability	7 7%	- -%	- -%	- -%	- -%	1 4%	4 12%	2 8%	5 6%	- -%	1 25%	1 14%	- -%	6 12%	- -%	1 9%
Other	2 2%	- -%	- -%	- -%	- -%	- -%	1 3%	1 4%	1 1%	1 13%	- -%	- -%	- -%	1 2%	- -%	1 9%
Don't know	7 7%	- -%	1 20%	2 20%	3 20%	2 7%	1 3%	1 4%	6 8%	1 13%	- -%	- -%	2 14%	3 6%	- -%	1 9%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<B3a> Overall, what do you regard as the main functional value(s) of ISDN 2/2e for your organisation?

by

Base: All with ISDN2/ISDN2e

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufaturing (b)	Const ruction (c)	Who lesale/ Transport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
Reliable	51 51%	1 33%	7 37%	6 75%	8 57%	3 43%	5 36%	9 53%	6 75%	6 60%	1 50%	3 38%	11 61%	17 46%	19 54%
Easy to use	42 42%	1 33%	10 53%	3 38%	8 57%	1 14%	4 29%	5 29%	5 63%	5 50%	1 50%	5 63%	6 33%	11 30%	19d 54%
Call management functionality	37 37%	2 67%	8 42%	1 13%	4 29%	5 71%	4 29%	4 24%	4 50%	5 50%	- -%	2 25%	7 39%	12 32%	16 46%
Flexible line capacity	35 35%	- -%	6 32%	3 38%	4 29%	4 57%	4 29%	6 35%	4 50%	4 40%	- -%	3 38%	5 28%	13 35%	14 40%
Voice connectivity	30 30%	- -%	6 32%	2 25%	1 7%	5 71%	4 29%	7 41%	3 38%	2 20%	- -%	2 25%	7 39%	14 38%	7 20%
Requires little post purchase support	29 29%	2 67%	7 37%	1 13%	3 21%	- -%	7 50%	5 29%	2 25%	2 20%	- -%	3 38%	4 22%	11 30%	11 31%
Data connectivity	27 27%	- -%	5 26%	5 63%	3 21%	2 29%	3 21%	3 18%	3 38%	3 30%	- -%	2 25%	4 22%	9 24%	12 34%
LAN connectivity	22 22%	- -%	1 5%	4 50%	2 14%	3 43%	6 43%	1 6%	2 25%	3 30%	- -%	2 25%	4 22%	11 30%	5 14%
Provides voice & data communications via the same service	18 18%	1 33%	3 16%	2 25%	1 7%	2 29%	5 36%	1 6%	2 25%	1 10%	- -%	2 25%	6 33%	5 14%	5 14%
CTI capability	7 7%	- -%	- -%	- -%	1 7%	1 14%	2 14%	2 12%	1 13%	- -%	- -%	1 13%	2 11%	2 5%	2 6%
Other	2 2%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	2 6%
Don't know	7 7%	- -%	- -%	1 13%	2 14%	- -%	1 7%	3 18%	- -%	- -%	1 50%	- -%	- -%	4 11%	2 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<B3a> Overall, what do you regard as the main functional value(s) of ISDN 2/2e for your organisation?

by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
Reliable	51 51%	2 50%	4 44%	3 50%	2 67%	4 80%	5 100%	12 40%	10 43%	5 71%	47 51%	1 100%	3 50%	- %	30 52%	1 33%	3 75%
Easy to use	42 42%	3 75%	5 56%	1 17%	1 33%	1 20%	4 80%	10 33%	10 43%	4 57%	39 42%	1 100%	1 17%	1 100%	22 38%	2 67%	2 50%
Call management functionality	37 37%	- %	7 78%	2 33%	1 33%	1 20%	1 20%	12 40%	8 35%	2 29%	34 37%	- %	3 50%	- %	23 40%	2 67%	2 50%
Flexible line capacity	35 35%	2 50%	3 33%	- %	- %	2 40%	2 40%	13 43%	8 35%	3 43%	33 36%	- %	2 33%	- %	20 34%	1 33%	1 25%
Voice connectivity	30 30%	- %	5 56%	2 33%	- %	1 20%	2 40%	7 23%	6 26%	3 43%	26 28%	- %	4 67%	- %	19 33%	1 33%	3 75%
Requires little post purchase support	29 29%	3 75%	4 44%	- %	- %	- %	2 40%	10 33%	3 13%	3 43%	25 27%	- %	3 50%	1 100%	23 40%	2 67%	1 25%
Data connectivity	27 27%	- %	3 33%	- %	1 33%	2 40%	- %	9 30%	8 35%	3 43%	26 28%	- %	1 17%	- %	15 26%	2 67%	3 75%
LAN connectivity	22 22%	1 25%	1 11%	- %	- %	2 40%	1 20%	8 27%	5 22%	3 43%	21 23%	- %	1 17%	- %	14 24%	- %	3 75%
Provides voice & data communications via the same service	18 18%	1 25%	4 44%	- %	- %	2 40%	- %	5 17%	3 13%	1 14%	16 17%	- %	2 33%	- %	14 24%	1 33%	1 25%
CTI capability	7 7%	- %	1 11%	- %	- %	- %	1 20%	1 3%	3 13%	- %	6 7%	- %	1 17%	- %	6 10%	1 33%	- %
Other	2 2%	- %	- %	- %	- %	- %	- %	2 7%	- %	- %	2 2%	- %	- %	- %	2 3%	- %	- %
Don't know	7 7%	- %	- %	1 17%	- %	1 20%	- %	1 3%	4 17%	- %	7 8%	- %	- %	- %	- %	1 33%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<B3a> Overall, what do you regard as the main functional value(s) of ISDN 2/2e for your organisation?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
Reliable	51	51	8	33	-	8	-	11	1	11	7	4	11	48	3	-
	51%	51%	42%	52%	-%	42%	-%	50%	25%	50%	50%	50%	50%	52%	43%	-%
Easy to use	42	42	7	28	-	7	-	9	2	9	4	5	9	39	3	-
	42%	42%	37%	44%	-%	37%	-%	41%	50%	41%	29%	63%	41%	42%	43%	-%
Call management functionality	37	37	7	21	-	7	-	10	1	10	7	3	10	36	1	-
	37%	37%	37%	33%	-%	37%	-%	45%	25%	45%	50%	38%	45%	39%	14%	-%
Flexible line capacity	35	35	8	20	-	8	-	8	1	8	4	4	8	33	2	-
	35%	35%	42%	32%	-%	42%	-%	36%	25%	36%	29%	50%	36%	35%	29%	-%
Voice connectivity	30	30	4	14	-	4	-	12	-	12	10	2	12	29	1	-
	30%	30%	21%	22%	-%	21%	-%	55%	-%	55%	71%	25%	55%	31%	14%	-%
Requires little post purchase support	29	29	4	12	-	4	-	15	2	15	9	6	15	29	-	-
	29%	29%	21%	19%	-%	21%	-%	68%	50%	68%	64%	75%	68%	31%	-%	-%
Data connectivity	27	27	5	16	-	5	-	6	-	6	6	-	6	26	1	-
	27%	27%	26%	25%	-%	26%	-%	27%	-%	27%	43%	-%	27%	28%	14%	-%
LAN connectivity	22	22	2	15	-	2	-	5	-	5	5	-	5	22	-	-
	22%	22%	11%	24%	-%	11%	-%	23%	-%	23%	36%	-%	23%	24%	-%	-%
Provides voice & data communications via the same service	18	18	4	7	-	4	-	8	1	8	7	1	8	16	2	-
	18%	18%	21%	11%	-%	21%	-%	36%	25%	36%	50%	13%	36%	17%	29%	-%
CTI capability	7	7	-	3	-	-	-	4	-	4	3	1	4	7	-	-
	7%	7%	-%	5%	-%	-%	-%	18%	-%	18%	21%	13%	18%	8%	-%	-%
Other	2	2	2	-	-	2	-	-	-	-	-	-	-	1	1	-
	2%	2%	11%	-%	-%	11%	-%	-%	-%	-%	-%	-%	-%	1%	14%	-%
Don't know	7	7	-	7	-	-	-	-	-	-	-	-	-	7	-	-
	7%	7%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<B3a> Overall, what do you regard as the main functional value(s) of ISDN 2/2e for your organisation?

by

Base: All with ISDN2/ISDN2e

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
Reliable	51 51%	42 51%	27 54%	34 59%	22 56%	21 58%	29 62%	16 50%	17 65%	4 44%	13 52%	13 57%	11 69%	5 45%	- -%	3 60%
Easy to use	42 42%	37 45%	21 42%	28 48%	15 38%	17 47%	19 40%	11 34%	11 42%	5 56%	14 56%	6 26%	6 38%	6 55%	- -%	4 80%
Call management functionality	37 37%	33 40%	24 48%	24 41%	17 44%	15 42%	23 49%	17 53%	12 46%	3 33%	8 32%	7 30%	9 56%	4 36%	- -%	3 60%
Flexible line capacity	35 35%	32 39%	18 36%	21 36%	11 28%	17 47%	14 30%	12 38%	11 42%	4 44%	8 32%	8 35%	7 44%	2 18%	- -%	4 80%
Voice connectivity	30 30%	25 30%	18 36%	19 33%	14 36%	13 36%	21 45%	12 38%	10 38%	- -%	7 28%	8 35%	7 44%	4 36%	1 50%	2 40%
Requires little post purchase support	29 29%	26 32%	19 38%	18 31%	14 36%	21ACf 58%	17 36%	17ac 53%	10 38%	2 22%	5 20%	11 48%	5 31%	3 27%	1 50%	2 40%
Data connectivity	27 27%	21 26%	13 26%	21 36%	13 33%	15 42%	20a 43%	10 31%	12 46%	2 22%	3 12%	8 35%	4 25%	5 45%	1 50%	2 40%
LAN connectivity	22 22%	15 18%	11 22%	15 26%	10 26%	12 33%	14 30%	9 28%	10 38%	2 22%	2 8%	8 35%	5 31%	2 18%	- -%	1 20%
Provides voice & data communications via the same service	18 18%	15 18%	13 26%	13 22%	10 26%	14a 39%	16a 34%	12a 38%	10 38%	- -%	1 4%	4 17%	6 38%	4 36%	- -%	3 60%
CTI capability	7 7%	6 7%	5 10%	5 9%	3 8%	6 17%	6 13%	3 9%	4 15%	- -%	- -%	3 13%	1 6%	2 18%	- -%	1 20%
Other	2 2%	2 2%	2 4%	1 2%	- -%	- -%	1 2%	- -%	1 4%	- -%	- -%	- -%	- -%	2 18%	- -%	- -%
Don't know	7 7%	5 6%	1 2%	2 3%	2 5%	- -%	- -%	2 6%	- -%	1 11%	- -%	2 9%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<B3a> Overall, what do you regard as the main functional value(s) of ISDN 2/2e for your organisation?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 nels(f)	600 -1470 or more channels (g)	1500 nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7	
Reliable	51	2	-	1	-	2	1	-	1	30	13	22	3	27	21	3	2	4	2	21	22	6	
	51%	33%	-%	50%	-%	67%	50%	-%	100%	50%	62%	49%	43%	47%	66%	50%	25%	57%	50%	50%	49%	86%	
Easy to use	42	2	1	2	-	-	1	-	1	26	10	18	2	25	15	1	2	3	2	19	20	2	
	42%	33%	100%	100%	-%	-%	50%	-%	100%	43%	48%	40%	29%	44%	47%	17%	25%	43%	50%	45%	44%	29%	
Call management functionality	37	1	1	-	2	1	1	-	-	24	3	18	2	26	9	1	1	5	1	12	21	3	
	37%	17%	100%	-%	67%	33%	50%	-%	-%	40%	14%	40%	29%	46%	28%	17%	13%	71%	25%	29%	47%	43%	
Flexible line capacity	35	2	1	1	-	2	1	-	-	23	5	17	2	25	8	2	1	4	3	16	13	4	
	35%	33%	100%	50%	-%	67%	50%	-%	-%	38%	24%	38%	29%	44%	25%	33%	13%	57%	75%	38%	29%	57%	
Voice connectivity	30	1	-	-	1	2	-	-	-	23	4	18	2	18	10	2	-	2	2	9	16	4	
	30%	17%	-%	-%	33%	67%	-%	-%	-%	38%	19%	40%	29%	32%	31%	33%	-%	29%	50%	21%	36%	57%	
Requires little post purchase support	29	2	-	-	2	-	-	-	-	25	3	18	3	18	9	2	2	-	2	11	16	2	
	29%	33%	-%	-%	67%	-%	-%	-%	-%	42%	14%	40%	43%	32%	28%	33%	25%	-%	50%	26%	36%	29%	
Data connectivity	27	3	-	1	-	1	-	-	-	21	3	15	2	20	6	1	3	1	1	14	9	3	
	27%	50%	-%	50%	-%	33%	-%	-%	-%	35%	14%	33%	29%	35%	19%	17%	38%	14%	25%	33%	20%	43%	
LAN connectivity	22	1	-	-	-	1	-	-	-	15	3	10	1	16	4	2	-	1	1	12	8	2	
	22%	17%	-%	-%	-%	33%	-%	-%	-%	25%	14%	22%	14%	28%	13%	33%	-%	14%	25%	29%	18%	29%	
Provides voice & data communications via the same service	18	1	-	-	1	1	-	-	1	14	3	12	1	9	9	-	1	1	2	6	10	2	
	18%	17%	-%	-%	33%	33%	-%	-%	100%	23%	14%	27%	14%	16%	28%	-%	13%	14%	50%	14%	22%	29%	
CTI capability	7	-	-	-	-	-	-	-	-	7	-	6	1	5	1	1	-	-	-	2	4	1	
	7%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	13%	14%	9%	3%	17%	-%	-%	-%	5%	9%	14%	
Other	2	-	-	1	-	1	-	-	-	2	-	1	1	2	-	-	2	-	-	2	-	-	
	2%	-%	-%	50%	-%	33%	-%	-%	-%	3%	-%	2%	14%	4%	-%	-%	25%	-%	-%	5%	-%	-%	
Don't know	7	-	-	-	-	-	-	-	-	3	2	1	1	2	-	1	-	-	-	2	1	1	
	7%	-%	-%	-%	-%	-%	-%	-%	-%	5%	10%	2%	14%	4%	-%	17%	-%	-%	-%	5%	2%	14%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<B3a> Overall, what do you regard as the main functional value(s) of ISDN 2/2e for your organisation?

by

Base: All with ISDN2/ISDN2e

	ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	100	22	37	38	41	48	19	31	50	31	14	
Reliable	51 51%	10 45%	16 43%	25b 66%	16 39%	28 58%	5 26%	16 52%	21 42%	19 61%	10 71%	
Easy to use	42 42%	7 32%	15 41%	20 53%	13 32%	23 48%	5 26%	15 48%	20 40%	12 39%	8 57%	
Call management functionality	37 37%	8 36%	15 41%	14 37%	15 37%	17 35%	9 47%	9 29%	18 36%	12 39%	5 36%	
Flexible line capacity	35 35%	7 32%	11 30%	17 45%	11 27%	22 46%	6 32%	9 29%	15 30%	14 45%	6 43%	
Voice connectivity	30 30%	7 32%	12 32%	10 26%	14 34%	12 25%	7 37%	7 23%	14 28%	12 39%	3 21%	
Requires little post purchase support	29 29%	7 32%	13 35%	9 24%	16 39%	12 25%	8 42%	9 29%	17 34%	10 32%	2 14%	
Data connectivity	27 27%	4 18%	8 22%	14 37%	9 22%	15 31%	5 26%	7 23%	12 24%	9 29%	6 43%	
LAN connectivity	22 22%	4 18%	7 19%	11 29%	8 20%	12 25%	4 21%	9 29%	13 26%	5 16%	3 21%	
Provides voice & data communications via the same service	18 18%	4 18%	7 19%	7 18%	10 24%	8 17%	5 26%	5 16%	10 20%	7 23%	1 7%	
CTI capability	7 7%	3 14%	3 8%	1 3%	3 7%	4 8%	1 5%	3 10%	4 8%	3 10%	- -%	
Other	2 2%	- -%	1 3%	1 3%	- -%	2 4%	- -%	- -%	- -%	1 3%	1 7%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 41 (continuation)
<B3a> Overall, what do you regard as the main functional value(s) of ISDN 2/2e for your organisation?
by
Base: All with ISDN2/ISDN2e

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	100	22	37	38	41	48	19	31	50	31	14
Don't know	7	1	2	2	—	6a	1	1	2	1	1
	7%	5%	5%	5%	—%	13%	5%	3%	4%	3%	7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<B3a> Overall, what do you regard as the main functional value(s) of ISDN 2/2e for your organisation?

by

Base: All with ISDN2/ISDN2e

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have to (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
Reliable	51 51%	20 50%	14 56%	10 45%	6 46%	1 20%	7 50%	6 67%	1 100%	5 45%	4 50%	8 50%	2 50%	7 64%	8 67%	8 62%	4 50%	3 50%	4 57%	3 75%	2 50%
Easy to use	42 42%	16 40%	13 52%	8 36%	4 31%	2 40%	7 50%	3 33%	1 100%	3 27%	4 50%	6 38%	2 50%	5 45%	5 42%	8 62%	2 25%	1 17%	3 43%	2 50%	2 50%
Call management functionality	37 37%	14 35%	6 24%	8 36%	4 31%	1 20%	5 36%	4 44%	1 100%	3 27%	5 63%	6 38%	4 100%	5 45%	5 42%	8 62%	4 50%	4 67%	3 43%	3 75%	2 50%
Flexible line capacity	35 35%	13 33%	8 32%	6 27%	5 38%	1 20%	4 29%	3 33%	- 0%	5 45%	5 63%	4 25%	1 25%	4 36%	5 42%	5 38%	1 13%	1 17%	3 43%	2 50%	1 25%
Voice connectivity	30 30%	10 25%	4 16%	7 32%	2 15%	- 0%	3 21%	3 33%	1 100%	3 27%	5 63%	8 50%	4 100%	5 45%	6 50%	6 46%	6 75%	4 67%	4 57%	3 75%	2 50%
Requires little post purchase support	29 29%	8 20%	4 16%	5 23%	2 15%	1 20%	3 21%	1 11%	- 0%	3 27%	7 88%	9 56%	3 75%	7 64%	7 58%	8 62%	5 63%	4 67%	4 57%	3 75%	3 75%
Data connectivity	27 27%	10 25%	8 32%	6 27%	1 8%	1 20%	3 21%	3 33%	1 100%	2 18%	2 25%	4 25%	2 50%	2 18%	3 25%	4 31%	3 38%	2 33%	4 57%	3 75%	1 25%
LAN connectivity	22 22%	8 20%	6 24%	4 18%	1 8%	- 0%	3 21%	3 33%	1 100%	1 9%	1 13%	3 19%	1 25%	2 18%	3 25%	3 23%	3 38%	2 33%	3 43%	3 75%	1 25%
Provides voice & data communications via the same service	18 18%	4 10%	5 20%	3 14%	1 8%	- 0%	3 21%	1 11%	- 0%	- 0%	4 50%	5 31%	3 75%	5 45%	5 42%	5 38%	4 50%	5 83%	4 57%	3 75%	3 75%
CTI capability	7 7%	2 5%	- 0%	2 9%	- 0%	- 0%	2 14%	- 0%	- 0%	- 0%	3 38%	3 19%	1 25%	3 27%	3 25%	3 23%	1 13%	1 17%	3 43%	2 50%	1 25%
Other	2 2%	1 3%	1 4%	- 0%	1 8%	- 0%	- 0%	- 0%	- 0%	1 9%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%
Don't know	7 7%	1 3%	2 8%	- 0%	1 8%	- 0%	- 0%	- 0%	- 0%	1 9%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<B3a> Overall, what do you regard as the main functional value(s) of ISDN 2/2e for your organisation?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage				
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had and	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed						
				(a) service (b) (c)								(b) (c) (d)											
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-		
Reliable	51	8	3	8	3	-	8	3	8	-	1	-	-	9	1	-	-	-	-	-	-		
	51%	47%	75%	67%	50%	-%	62%	38%	67%	-%	25%	-%	-%	69%	100%	-%	-%	-%	-%	-%	-%		
Easy to use	42	7	2	5	4	-	6	3	4	2	1	1	1	5	1	-	-	-	-	-			
	42%	41%	50%	42%	67%	-%	46%	38%	33%	50%	25%	25%	33%	38%	100%	-%	-%	-%	-%	-%			
Call management functionality	37	9	1	7	3	-	5	5	7	1	1	2	2	5	-	-	-	-	-	-			
	37%	53%	25%	58%	50%	-%	38%	63%	58%	25%	25%	50%	67%	38%	-%	-%	-%	-%	-%	-%			
Flexible line capacity	35	8	-	4	4	-	5	3	6	1	-	1	1	6	-	-	-	-	-	-			
	35%	47%	-%	33%	67%	-%	38%	38%	50%	25%	-%	25%	33%	46%	-%	-%	-%	-%	-%	-%			
Voice connectivity	30	10	2	5	5	2	6	6	6	2	2	-	2	9	-	-	-	-	-	-			
	30%	59%	50%	42%	83%	50%	46%	75%	50%	50%	50%	-%	67%	69%	-%	-%	-%	-%	-%	-%			
Requires little post purchase support	29	13	1	8	4	3	11	3	10	2	2	4	2	9	-	-	-	-	-	-			
	29%	76%	25%	67%	67%	75%	85%	38%	83%	50%	50%	100%	67%	69%	-%	-%	-%	-%	-%	-%			
Data connectivity	27	6	-	2	3	1	3	3	4	2	-	-	1	5	-	-	-	-	-	-			
	27%	35%	-%	17%	50%	25%	23%	38%	33%	50%	-%	-%	33%	38%	-%	-%	-%	-%	-%	-%			
LAN connectivity	22	4	1	2	2	1	1	4	3	1	1	-	1	4	-	-	-	-	-	-			
	22%	24%	25%	17%	33%	25%	8%	50%	25%	25%	25%	-%	33%	31%	-%	-%	-%	-%	-%	-%			
Provides voice & data communications via the same service	18	7	1	4	3	1	4	4	5	-	3	-	2	5	1	-	-	-	-	-			
	18%	41%	25%	33%	50%	25%	31%	50%	42%	-%	75%	-%	67%	38%	100%	-%	-%	-%	-%	-%			
CTI capability	7	4	-	2	2	-	3	1	4	-	-	-	-	4	-	-	-	-	-	-			
	7%	24%	-%	17%	33%	-%	23%	13%	33%	-%	-%	-%	-%	31%	-%	-%	-%	-%	-%	-%			
Other	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
Don't know	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 41 (continuation)

<B3a> Overall, what do you regard as the main functional value(s) of ISDN 2/2e for your organisation?

by

Base: All with ISDN2/ISDN2e

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	52	44	57	30	11	8
Reliable	51 51%	28 54%	23 52%	27 47%	16 53%	4 36%	4 50%
Easy to use	42 42%	26 50%	16 36%	24 42%	14 47%	3 27%	4 50%
Call management functionality	37 37%	19 37%	17 39%	24 42%	9 30%	4 36%	3 38%
Flexible line capacity	35 35%	21 40%	14 32%	22 39%	12 40%	6 55%	2 25%
Voice connectivity	30 30%	10 19%	19a 43%	18 32%	10 33%	2 18%	2 25%
Requires little post purchase support	29 29%	14 27%	14 32%	18 32%	9 30%	4 36%	- -%
Data connectivity	27 27%	11 21%	16 36%	14 25%	11 37%	2 18%	3 38%
LAN connectivity	22 22%	10 19%	12 27%	15 26%	6 20%	1 9%	1 13%
Provides voice & data communications via the same service	18 18%	5 10%	13a 30%	14 25%	4 13%	2 18%	2 25%
CTI capability	7 7%	1 2%	6a 14%	5 9%	2 7%	- -%	- -%
Other	2 2%	- -%	2 5%	- -%	2a 7%	- -%	2 25%
Don't know	7 7%	5b 10%	- -%	1 2%	2 7%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 42

<B3b> What is the most important functional value of ISDN 2/2e?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1m to £20m	£21m to £100m	£101m+	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(a)	(b)	(c)		(a)	(b)	(c)	(d)	
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
Reliable	24	-	1	4	5	7	6	6	21	1	-	2	3	11	9	1
	24%	-%	20%	40%	33%	26%	18%	24%	27%	13%	-%	29%	21%	21%	41%	9%
Call management functionality	18	-	-	2	2	5	4	7	12	1	3	2	3	8	5	2
	18%	-%	-%	20%	13%	19%	12%	28%	15%	13%	75%	29%	21%	15%	23%	18%
Easy to use	15	-	1	1	2	4	6	3	13	2	-	-	3	9	1	2
	15%	-%	20%	10%	13%	15%	18%	12%	17%	25%	-%	-%	21%	17%	5%	18%
Flexible line capacity	10	-	2	-	2	3	5	-	9	1	-	-	1	6	2	1
	10%	-%	40%	-%	13%	11%	15%	-%	12%	13%	-%	-%	7%	12%	9%	9%
Voice connectivity	9	-	-	1	1	3	3	2	8	-	-	1	1	6	2	-
	9%	-%	-%	10%	7%	11%	9%	8%	10%	-%	-%	14%	7%	12%	9%	-%
Data connectivity	8	-	-	-	-	3	3	2	5	-	-	1	-	4	1	3
	8%	-%	-%	-%	-%	11%	9%	8%	6%	-%	-%	14%	-%	8%	5%	27%
Requires little post purchase support	5	-	-	-	-	-	3	2	3	1	1	-	-	4	1	-
	5%	-%	-%	-%	-%	-%	9%	8%	4%	13%	25%	-%	-%	8%	5%	-%
Provides voice & data communications via the same service	3	-	-	-	-	-	2	1	1	-	-	1	1	1	1	-
	3%	-%	-%	-%	-%	-%	6%	4%	1%	-%	-%	14%	7%	2%	5%	-%
LAN connectivity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
CTI capability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	1
	1%	-%	-%	-%	-%	-%	-%	4%	-%	13%	-%	-%	-%	-%	-%	9%
Don't know	7	-	1	2	3	2	1	1	6	1	-	-	2	3	-	1
	7%	-%	20%	20%	20%	7%	3%	4%	8%	13%	-%	-%	14%	6%	-%	9%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 42 (continuation)

<B3b> What is the most important functional value of ISDN 2/2e?

by

Base: All with ISDN2/ISDN2e

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
Reliable	24 24%	1 33%	3 16%	2 25%	3 21%	1 14%	3 21%	5 29%	2 25%	4 40%	- -%	1 13%	8 44%	8 22%	7 20%
Call management functionality	18 18%	2 67%	4 21%	- -%	2 14%	3 43%	- -%	4 24%	2 25%	1 10%	- -%	- -%	2 11%	5 14%	11 31%
Easy to use	15 15%	- -%	4 21%	1 13%	2 14%	1 14%	1 7%	- -%	2 25%	4 40%	1 50%	2 25%	3 17%	4 11%	5 14%
Flexible line capacity	10 10%	- -%	4 21%	1 13%	2 14%	- -%	2 14%	- -%	1 13%	- -%	- -%	3 38%	- -%	5 14%	2 6%
Voice connectivity	9 9%	- -%	3 16%	1 13%	- -%	1 14%	1 7%	3 18%	- -%	- -%	- -%	- -%	1 6%	7e 19%	1 3%
Data connectivity	8 8%	- -%	1 5%	2 25%	2 14%	- -%	1 7%	2 12%	- -%	- -%	- -%	- -%	1 6%	2 5%	5 14%
Requires little post purchase support	5 5%	- -%	- -%	- -%	1 7%	- -%	3 21%	- -%	- -%	1 10%	- -%	1 13%	2 11%	1 3%	1 3%
Provides voice & data communications via the same service	3 3%	- -%	- -%	- -%	- -%	1 14%	2 14%	- -%	- -%	- -%	- -%	1 13%	1 6%	1 3%	- -%
LAN connectivity	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
CTI capability	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	1 3%
Don't know	7 7%	- -%	- -%	1 13%	2 14%	- -%	1 7%	3 18%	- -%	- -%	1 50%	- -%	- -%	4 11%	2 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 42 (continuation)

<B3b> What is the most important functional value of ISDN 2/2e?

by

Base: All with ISDN2/ISDN2e

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
Reliable	24 24%	1 25%	1 11%	2 33%	1 33%	2 40%	3 60%	4 13%	4 17%	4 57%	22 24%	- %	2 33%	- %	14 24%	- %	2 50%
Call management functionality	18 18%	- %	6 67%	1 17%	1 33%	- %	1 20%	5 17%	3 13%	- %	17 18%	- %	1 17%	- %	12 21%	2 67%	1 25%
Easy to use	15 15%	- %	- %	1 17%	1 33%	- %	- %	5 17%	4 17%	1 14%	12 13%	1 100%	1 17%	1 100%	7 12%	- %	- %
Flexible line capacity	10 10%	2 50%	- %	- %	- %	- %	- %	5 17%	2 9%	1 14%	10 11%	- %	- %	- %	7 12%	- %	- %
Voice connectivity	9 9%	- %	2 22%	1 17%	- %	- %	1 20%	3 10%	1 4%	1 14%	9 10%	- %	- %	- %	6 10%	- %	1 25%
Data connectivity	8 8%	- %	- %	- %	- %	2 40%	- %	4 13%	2 9%	- %	8 9%	- %	- %	- %	4 7%	- %	- %
Requires little post purchase support	5 5%	1 25%	- %	- %	- %	- %	- %	1 3%	2 9%	- %	4 4%	- %	1 17%	- %	5 9%	- %	- %
Provides voice & data communications via the same service	3 3%	- %	- %	- %	- %	- %	- %	1 3%	1 4%	- %	2 2%	- %	1 17%	- %	2 3%	- %	- %
LAN connectivity	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
CTI capability	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other	1 1%	- %	- %	- %	- %	- %	- %	1 3%	- %	- %	1 1%	- %	- %	- %	1 2%	- %	- %
Don't know	7 7%	- %	- %	1 17%	- %	1 20%	- %	1 3%	4 17%	- %	7 8%	- %	- %	- %	- %	1 33%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 42 (continuation)

<B3b> What is the most important functional value of ISDN 2/2e?

by

Base: All with ISDN2/ISDN2e

	PERSONAL PROFILE															
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
Reliable	24 24%	24 24%	2 11%	16 25%	- -%	2 11%	- -%	7 32%	1 25%	7 32%	4 29%	3 38%	7 32%	23 25%	1 14%	- -%
Call management functionality	18 18%	18 18%	3 16%	12 19%	- -%	3 16%	- -%	4 18%	1 25%	4 18%	1 7%	3 38%	4 18%	18 19%	- -%	- -%
Easy to use	15 15%	15 15%	3 16%	12 19%	- -%	3 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	13 14%	2 29%	- -%
Flexible line capacity	10 10%	10 10%	3 16%	6 10%	- -%	3 16%	- -%	2 9%	1 25%	2 9%	1 7%	1 13%	2 9%	9 10%	1 14%	- -%
Voice connectivity	9 9%	9 9%	2 11%	4 6%	- -%	2 11%	- -%	3 14%	- -%	3 14%	3 21%	- -%	3 14%	8 9%	1 14%	- -%
Data connectivity	8 8%	8 8%	3 16%	4 6%	- -%	3 16%	- -%	1 5%	- -%	1 5%	1 7%	- -%	1 5%	7 8%	1 14%	- -%
Requires little post purchase support	5 5%	5 5%	2 11%	2 3%	- -%	2 11%	- -%	2 9%	1 25%	2 9%	1 7%	1 13%	2 9%	5 5%	- -%	- -%
Provides voice & data communications via the same service	3 3%	3 3%	- -%	- -%	- -%	- -%	- -%	3 14%	- -%	3 14%	3 21%	- -%	3 14%	3 3%	- -%	- -%
LAN connectivity	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
CTI capability	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	1 1%	1 1%	1 5%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%
Don't know	7 7%	7 7%	- -%	7 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 8%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 42 (continuation)

<B3b> What is the most important functional value of ISDN 2/2e?

by

Base: All with ISDN2/ISDN2e

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
Reliable	24 24%	17 21%	10 20%	13 22%	9 23%	7 19%	12 26%	6 19%	5 19%	2 22%	7 28%	6 26%	5 31%	2 18%	-	1 20%
Call management functionality	18 18%	18 22%	13 26%	13 22%	8 21%	8 22%	12 26%	7 22%	6 23%	1 11%	5 20%	2 9%	5 31%	2 18%	-	2 40%
Easy to use	15 15%	13 16%	8 16%	9 16%	7 18%	4 11%	5 11%	3 9%	3 12%	2 22%	8 32%	1 4%	2 13%	1 9%	-	-
Flexible line capacity	10 10%	9 11%	4 8%	5 9%	1 3%	2 6%	1 2%	1 3%	1 4%	2 22%	2 8%	2 9%	-	1 9%	-	2 40%
Voice connectivity	9 9%	9 11%	4 8%	5 9%	6 15%	3 8%	5 11%	3 9%	5 19%	-	2 8%	4 17%	-	2 18%	-	-
Data connectivity	8 8%	6 7%	4 8%	6 10%	3 8%	5 14%	7 15%	4 13%	4 15%	1 11%	-	2 9%	2 13%	2 18%	1 50%	-
Requires little post purchase support	5 5%	2 2%	3 6%	3 5%	2 5%	5a 14%	3 6%	4a 13%	1 4%	-	1 4%	3 13%	-	-	1 50%	-
Provides voice & data communications via the same service	3 3%	2 2%	2 4%	1 2%	1 3%	2 6%	2 4%	2 6%	-	-	-	1 4%	2 13%	-	-	-
LAN connectivity	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	-	-	-	-	-	-	-	-
CTI capability	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	-	-	-	-	-	-	-	-
Other	1 1%	1 1%	1 2%	1 2%	- -%	- -%	- -%	- -%	1 4%	-	-	-	-	1 9%	-	-
Don't know	7 7%	5 6%	1 2%	2 3%	2 5%	-	-	2 6%	-	1 11%	-	2 9%	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 42 (continuation)

<B3b> What is the most important functional value of ISDN 2/2e?

by

Base: All with ISDN2/ISDN2e

ISDN LINES																						
	Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 channels (g)	1500 or more channels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7
Reliable	24	-	-	-	-	1	-	-	1	14	7	13	-	11	13a	-	1	-	1	10	9	3
	24%	-%	-%	-%	-%	33%	-%	-%	100%	23%	33%	29%	-%	19%	41%	-%	13%	-%	25%	24%	20%	43%
Call management functionality	18	-	-	-	1	-	1	-	-	11	2	7	2	14	4	-	1	2	-	4	12a	2
	18%	-%	-%	-%	33%	-%	50%	-%	-%	18%	10%	16%	29%	25%	13%	-%	13%	29%	-%	10%	27%	29%
Easy to use	15	2	-	-	-	-	1	-	-	6	5	4	-	8	5	1	-	2	1	7	8	-
	15%	33%	-%	-%	-%	-%	50%	-%	-%	10%	24%	9%	-%	14%	16%	17%	-%	29%	25%	17%	18%	-%
Flexible line capacity	10	1	1	1	-	-	-	-	-	6	3	6	-	7	3	-	1	1	1	5	4	-
	10%	17%	100%	50%	-%	-%	-%	-%	-%	10%	14%	13%	-%	12%	9%	-%	13%	14%	25%	12%	9%	-%
Voice connectivity	9	-	-	-	1	1	-	-	-	8	-	6	1	5	2	2	-	2	-	4	4	1
	9%	-%	-%	-%	33%	33%	-%	-%	-%	13%	-%	13%	14%	9%	6%	33%	-%	29%	-%	10%	9%	14%
Data connectivity	8	2	-	1	-	-	-	-	-	6	-	3	2	6	2	-	3	-	-	6	2	-
	8%	33%	-%	50%	-%	-%	-%	-%	-%	10%	-%	7%	29%	11%	6%	-%	38%	-%	-%	14%	4%	-%
Requires little post purchase support	5	1	-	-	1	-	-	-	-	3	1	2	1	1	2	2	1	-	1	2	3	-
	5%	17%	-%	-%	33%	-%	-%	-%	-%	5%	5%	4%	14%	2%	6%	33%	13%	-%	25%	5%	7%	-%
Provides voice & data communications via the same service	3	-	-	-	-	-	-	-	-	2	1	2	-	2	1	-	-	-	-	1	2	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	3%	5%	4%	-%	4%	3%	-%	-%	-%	-%	2%	4%	-%
LAN connectivity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
CTI capability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	1	-	-	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-	1	-	-
	1%	-%	-%	-%	-%	33%	-%	-%	-%	2%	-%	2%	-%	2%	-%	-%	13%	-%	-%	2%	-%	-%
Don't know	7	-	-	-	-	-	-	-	-	3	2	1	1	2	-	1	-	-	-	2	1	1
	7%	-%	-%	-%	-%	-%	-%	-%	-%	5%	10%	2%	14%	4%	-%	17%	-%	-%	-%	5%	2%	14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 42 (continuation)

<B3b> What is the most important functional value of ISDN 2/2e?

by

Base: All with ISDN2/ISDN2e

ISDN LINES												

	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
Total	100	22	37	38	41	48	19	31	50	31	14	
Reliable	24	5	7	12	8	10	3	6	9	10	4	
	24%	23%	19%	32%	20%	21%	16%	19%	18%	32%	29%	
Call management functionality	18	5	8	5	8	8	4	7	11	6	1	
	18%	23%	22%	13%	20%	17%	21%	23%	22%	19%	7%	
Easy to use	15	3	6	6	6	8	2	6	8	2	4	
	15%	14%	16%	16%	15%	17%	11%	19%	16%	6%	29%	
Flexible line capacity	10	4	2	4	5	5	3	4	7	2	1	
	10%	18%	5%	11%	12%	10%	16%	13%	14%	6%	7%	
Voice connectivity	9	2	4	3	5	4	2	3	5	4	-	
	9%	9%	11%	8%	12%	8%	11%	10%	10%	13%	-%	
Data connectivity	8	1	1	5	2	5	1	1	2	3	3	
	8%	5%	3%	13%	5%	10%	5%	3%	4%	10%	21%	
Requires little post purchase support	5	1	4c	-	5b	-	1	3	4	1	-	
	5%	5%	11%	-%	12%	-%	5%	10%	8%	3%	-%	
Provides voice & data communications via the same service	3	-	2	1	2	1	2	-	2	1	-	
	3%	-%	5%	3%	5%	2%	11%	-%	4%	3%	-%	
LAN connectivity	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
CTI capability	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	1	-	1	-	-	1	-	-	-	1	-	
	1%	-%	3%	-%	-%	2%	-%	-%	-%	3%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 42 (continuation)
<B3b> What is the most important functional value of ISDN 2/2e?
by
Base: All with ISDN2/ISDN2e

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	100	22	37	38	41	48	19	31	50	31	14
Don't know	7	1	2	2	—	6a	1	1	2	1	1
	7%	5%	5%	5%	—%	13%	5%	3%	4%	3%	7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 42 (continuation)

<B3b> What is the most important functional value of ISDN 2/2e?

by

Base: All with ISDN2/ISDN2e

	Total	IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have to (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
Reliable	24 24%	12 30%	4 16%	5 23%	4 31%	1 20%	3 21%	5 56%	1 100%	2 18%	2 25%	6 38%	1 25%	5 45%	5 42%	4 31%	3 38%	2 33%	1 14%	1 25%	1 25%
Call management functionality	18 18%	9 23%	2 8%	6 27%	2 15%	- %	3 21%	4 44%	- %	2 18%	2 25%	3 19%	1 25%	1 9%	2 17%	4 31%	- %	- %	1 14%	- %	- %
Easy to use	15 15%	5 13%	7 28%	3 14%	2 15%	1 20%	3 21%	- %	- %	1 9%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Flexible line capacity	10 10%	4 10%	3 12%	3 14%	1 8%	1 20%	3 21%	- %	- %	- %	2 25%	1 6%	- %	1 9%	1 8%	1 8%	- %	- %	- %	- %	- %
Voice connectivity	9 9%	4 10%	1 4%	2 9%	2 15%	- %	1 7%	- %	- %	3 27%	1 13%	2 13%	1 25%	1 9%	- %	1 8%	1 13%	1 17%	1 14%	- %	1 25%
Data connectivity	8 8%	2 5%	5 20%	1 5%	- %	1 20%	- %	- %	- %	1 9%	1 13%	- %	- %	1 9%	- %	1 8%	1 13%	- %	1 14%	1 25%	1 25%
Requires little post purchase support	5 5%	2 5%	1 4%	2 9%	- %	1 20%	1 7%	- %	- %	- %	- %	2 13%	- %	1 9%	1 8%	1 8%	1 13%	1 17%	2 29%	- %	1 25%
Provides voice & data communications via the same service	3 3%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	2 13%	1 25%	1 9%	3 25%	1 8%	2 25%	2 33%	1 14%	2 50%	- %
LAN connectivity	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
CTI capability	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other	1 1%	1 3%	- %	- %	1 8%	- %	- %	- %	- %	1 9%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know	7 7%	1 3%	2 8%	- %	1 8%	- %	- %	- %	- %	1 9%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 42 (continuation)

<B3b> What is the most important functional value of ISDN 2/2e?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	and	kept	removed						
				(a)	(b)	(c)																	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 42 (continuation)

<B3b> What is the most important functional value of ISDN 2/2e?

by

Base: All with ISDN2/ISDN2e

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	52	44	57	30	11	8
Reliable	24 24%	14 27%	10 23%	11 19%	7 23%	1 9%	1 13%
Call management functionality	18 18%	8 15%	10 23%	10 18%	6 20%	3 27%	- -%
Easy to use	15 15%	11 21%	4 9%	11 19%	3 10%	2 18%	1 13%
Flexible line capacity	10 10%	7 13%	3 7%	9 16%	1 3%	2 18%	1 13%
Voice connectivity	9 9%	3 6%	5 11%	5 9%	4 13%	- -%	2 25%
Data connectivity	8 8%	2 4%	6 14%	3 5%	5 17%	1 9%	2 25%
Requires little post purchase support	5 5%	1 2%	3 7%	4 7%	1 3%	2 18%	- -%
Provides voice & data communications via the same service	3 3%	1 2%	2 5%	3 5%	- -%	- -%	- -%
LAN connectivity	- -%	- -%	- -%	- -%	- -%	- -%	- -%
CTI capability	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	1 1%	- -%	1 2%	- -%	1 3%	- -%	1 13%
Don't know	7 7%	5b 10%	- -%	1 2%	2 7%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43

<B3c> Overall, what do you regard as the main functional value(s) of ISDN 30 for your organisation?

by

Base: All with ISDN30

		PERSONAL PROFILE															
		Company Size							No.Sites				Turnover				
		Total	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
			(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	(c)				
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24	
Easy to use	57 57%	- -%	1 100%	1 100%	2 100%	11 58%	16 46%	28 64%	35 56%	5 71%	9 75%	6 46%	2 33%	24 56%	15 58%	15 63%	
Reliable	53 53%	- -%	- -%	- -%	- -%	11 58%	18 51%	24 55%	35 56%	5 71%	3 25%	7 54%	2 33%	22 51%	16 62%	12 50%	
Data connectivity	35 35%	- -%	- -%	- -%	- -%	5 26%	12 34%	18 41%	20 32%	2 29%	2 17%	8 62%	1 17%	13 30%	10 38%	11 46%	
Flexible line capacity	33 33%	- -%	- -%	- -%	- -%	2 11%	11 31%	20 45%	20 32%	3 43%	3 25%	5 38%	- -%	12 28%	9 35%	12 50%	
Call management functionality	31 31%	- -%	- -%	- -%	- -%	2 11%	10 29%	19 43%	17 27%	3 43%	3 25%	5 38%	1 17%	11 26%	9 35%	10 42%	
Voice connectivity	30 30%	- -%	- -%	1 100%	1 50%	4 21%	10 29%	15 34%	20 32%	3 43%	2 17%	3 23%	4 67%	12 28%	9 35%	4 17%	
Requires little post purchase support	24 24%	- -%	1 100%	- -%	1 50%	6 32%	7 20%	10 23%	16 26%	4 57%	2 17%	1 8%	1 17%	9 21%	6 23%	7 29%	
Provides voice & data communications via the same service	20 20%	- -%	- -%	- -%	- -%	2 11%	8 23%	10 23%	10 16%	3 43%	1 8%	4 31%	1 17%	6 14%	4 15%	9 38%	
LAN connectivity	18 18%	- -%	- -%	- -%	- -%	3 16%	3 9%	12f 27%	10 16%	1 14%	3 25%	3 23%	- -%	6 14%	4 15%	8 33%	
CTI capability	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	3 7%	1 2%	- -%	- -%	1 8%	- -%	- -%	2 8%	1 4%	
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	
Don't know	5 5%	- -%	- -%	- -%	- -%	2 11%	1 3%	2 5%	4 6%	- -%	- -%	- -%	1 17%	3 7%	1 4%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)

<B3c> Overall, what do you regard as the main functional value(s) of ISDN 30 for your organisation?

by

Base: All with ISDN30

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
Easy to use	57 57%	5 100%	13 62%	2 67%	7 58%	4 44%	5 42%	7 47%	7 58%	7 64%	1 100%	6 55%	13 62%	15 71%	22 48%
Reliable	53 53%	3 60%	10 48%	1 33%	6 50%	5 56%	8 67%	10 67%	4 33%	6 55%	- -%	7 64%	8 38%	13 62%	25 54%
Data connectivity	35 35%	2 40%	7 33%	1 33%	4 33%	5 56%	5 42%	4 27%	3 25%	4 36%	- -%	1 9%	10 48%	9 43%	15 33%
Flexible line capacity	33 33%	2 40%	5 24%	1 33%	3 25%	5 56%	3 25%	8 53%	4 33%	2 18%	- -%	1 9%	6 29%	8 38%	18 39%
Call management functionality	31 31%	3 60%	4 19%	1 33%	5 42%	5 56%	1 8%	4 27%	6 50%	2 18%	1 100%	2 18%	5 24%	7 33%	16 35%
Voice connectivity	30 30%	2 40%	5 24%	1 33%	4 33%	3 33%	1 8%	7 47%	5 42%	2 18%	- -%	4 36%	4 19%	5 24%	17 37%
Requires little post purchase support	24 24%	3 60%	5 24%	- -%	3 25%	2 22%	1 8%	3 20%	5 42%	2 18%	- -%	4 36%	4 19%	6 29%	10 22%
Provides voice & data communications via the same service	20 20%	2 40%	2 10%	1 33%	2 17%	2 22%	3 25%	3 20%	3 25%	2 18%	- -%	2 18%	4 19%	7 33%	7 15%
LAN connectivity	18 18%	2 40%	2 10%	- -%	2 17%	1 11%	3 25%	3 20%	1 8%	4 36%	- -%	2 18%	2 10%	5 24%	9 20%
CTI capability	3 3%	1 20%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 9%	- -%	- -%	1 5%	- -%	2 4%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%
Don't know	5 5%	- -%	1 5%	1 33%	- -%	- -%	1 8%	- -%	1 8%	1 9%	- -%	- -%	- -%	- -%	5 11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)

<B3c> Overall, what do you regard as the main functional value(s) of ISDN 30 for your organisation?

by

Base: All with ISDN30

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3
Easy to use	57 57%	- -%	6 46%	3 60%	1 33%	5 63%	3 60%	25 68%	7 54%	5 71%	55 59%	2 40%	- -%	- -%	42 67%	4 44%	- -%
Reliable	53 53%	1 50%	7 54%	1 20%	2 67%	7 88%	3 60%	21 57%	6 46%	3 43%	51 55%	2 40%	- -%	- -%	34 54%	6 67%	- -%
Data connectivity	35 35%	- -%	8 62%	2 40%	2 67%	3 38%	3 60%	12 32%	3 23%	1 14%	34 37%	- -%	1 50%	- -%	24 38%	3 33%	- -%
Flexible line capacity	33 33%	- -%	7 54%	2 40%	2 67%	4 50%	- -%	13 35%	1 8%	1 14%	30 32%	3 60%	- -%	- -%	21 33%	5 56%	1 33%
Call management functionality	31 31%	- -%	4 31%	1 20%	1 33%	2 25%	2 40%	12 32%	5 38%	2 29%	29 31%	2 40%	- -%	- -%	17 27%	5 56%	1 33%
Voice connectivity	30 30%	- -%	8 62%	1 20%	2 67%	1 13%	1 20%	12 32%	2 15%	2 29%	29 31%	1 20%	- -%	- -%	16 25%	4 44%	1 33%
Requires little post purchase support	24 24%	- -%	6 46%	- -%	1 33%	1 13%	1 20%	10 27%	1 8%	1 14%	21 23%	2 40%	1 50%	- -%	15 24%	3 33%	- -%
Provides voice & data communications via the same service	20 20%	- -%	4 31%	1 20%	2 67%	2 25%	2 40%	6 16%	- -%	1 14%	18 19%	2 40%	- -%	- -%	16 25%	1 11%	- -%
LAN connectivity	18 18%	- -%	7 54%	- -%	1 33%	1 13%	2 40%	4 11%	- -%	2 29%	17 18%	1 20%	- -%	- -%	14 22%	1 11%	1 33%
CTI capability	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	3 8%	- -%	- -%	3 3%	- -%	- -%	- -%	2 3%	- -%	- -%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	1 1%	- -%	- -%	- -%	1 2%	- -%	- -%
Don't know	5 5%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	3 23%	1 14%	5 5%	- -%	- -%	- -%	1 2%	- -%	1 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)

<B3c> Overall, what do you regard as the main functional value(s) of ISDN 30 for your organisation?

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
Easy to use	57 57%	12 63%	57 57%	- -%	37 51%	12 63%	- -%	3 75%	11 92%	11 92%	8 100%	3 75%	11 92%	9 75%	48 55%	- -%
Reliable	53 53%	10 53%	53 53%	- -%	37 51%	10 53%	- -%	2 50%	8 67%	8 67%	6 75%	2 50%	8 67%	7 58%	46 52%	- -%
Data connectivity	35 35%	8 42%	35 35%	- -%	23 32%	8 42%	- -%	2 50%	6 50%	6 50%	4 50%	2 50%	6 50%	4 33%	31 35%	- -%
Flexible line capacity	33 33%	8 42%	33 33%	- -%	21 29%	8 42%	- -%	2 50%	6 50%	6 50%	4 50%	2 50%	6 50%	4 33%	29 33%	- -%
Call management functionality	31 31%	8 42%	31 31%	- -%	18 25%	8 42%	- -%	2 50%	7 58%	7 58%	5 63%	2 50%	7 58%	5 42%	26 30%	- -%
Voice connectivity	30 30%	7 37%	30 30%	- -%	19 26%	7 37%	- -%	2 50%	6 50%	6 50%	4 50%	2 50%	6 50%	4 33%	26 30%	- -%
Requires little post purchase support	24 24%	5 26%	24 24%	- -%	14 19%	5 26%	- -%	2 50%	7 58%	7 58%	5 63%	2 50%	7 58%	4 33%	20 23%	- -%
Provides voice & data communications via the same service	20 20%	4 21%	20 20%	- -%	12 16%	4 21%	- -%	2 50%	6 50%	6 50%	4 50%	2 50%	6 50%	3 25%	17 19%	- -%
LAN connectivity	18 18%	5 26%	18 18%	- -%	10 14%	5 26%	- -%	2 50%	5 42%	5 42%	3 38%	2 50%	5 42%	4 33%	14 16%	- -%
CTI capability	3 3%	1 5%	3 3%	- -%	2 3%	1 5%	- -%	1 25%	1 8%	1 8%	- -%	1 25%	1 8%	1 8%	2 2%	- -%
Other	1 1%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%
Don't know	5 5%	- -%	5 5%	- -%	5 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 6%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)

<B3c> Overall, what do you regard as the main functional value(s) of ISDN 30 for your organisation?

by

Base: All with ISDN30

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 - (e)	20 -28 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
Easy to use	57 57%	52 62%	36 63%	31 55%	28 55%	28 68%	28 60%	19 56%	24 62%	- %	2 50%	3 75%	2 67%	2 67%	- %	2 67%
Reliable	53 53%	45 54%	32 56%	30 54%	30 59%	23 56%	25 53%	16 47%	20 51%	- %	2 50%	3 75%	2 67%	2 67%	- %	1 33%
Data connectivity	35 35%	33 39%	23 40%	27 48%	22 43%	19 46%	25 53%	18 53%	16 41%	1 100%	- %	2 50%	2 67%	2 67%	- %	1 33%
Flexible line capacity	33 33%	31 37%	23 40%	19 34%	24 47%	16 39%	19 40%	14 41%	15 38%	- %	1 25%	- %	2 67%	3 100%	- %	1 33%
Call management functionality	31 31%	30 36%	21 37%	18 32%	21 41%	15 37%	20 43%	14 41%	18 46%	- %	1 25%	2 50%	1 33%	2 67%	- %	2 67%
Voice connectivity	30 30%	28 33%	19 33%	17 30%	19 37%	14 34%	16 34%	11 32%	11 28%	- %	1 25%	2 50%	1 33%	2 67%	- %	1 33%
Requires little post purchase support	24 24%	23 27%	17 30%	11 20%	12 24%	13 32%	11 23%	9 26%	7 18%	- %	2 50%	- %	1 33%	1 33%	- %	- %
Provides voice & data communications via the same service	20 20%	18 21%	15 26%	9 16%	14 27%	10 24%	13 28%	14aC 41%	9 23%	- %	- %	2 50%	1 33%	- %	- %	1 33%
LAN connectivity	18 18%	16 19%	12 21%	10 18%	12 24%	9 22%	11 23%	12 35%	10 26%	- %	- %	2 50%	1 33%	- %	- %	1 33%
CTI capability	3 3%	3 4%	2 4%	3 5%	2 4%	1 2%	2 4%	2 6%	3 8%	- %	- %	- %	1 33%	- %	- %	- %
Other	1 1%	1 1%	- %	1 2%	- %	- %	- %	- %	1 3%	- %	- %	- %	- %	- %	- %	- %
Don't know	5 5%	3 4%	2 4%	1 2%	1 2%	1 2%	1 2%	1 3%	2 5%	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)

<B3c> Overall, what do you regard as the main functional value(s) of ISDN 30 for your organisation?

by

Base: All with ISDN30

ISDN LINES																						
	Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 channels (g)	1500 or more channels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8
Easy to use	57 57%	15 58%	4 50%	9 56%	13 68%	8 67%	3 43%	- -	2 67%	40 63%	11 50%	28 58%	9 75%	6 67%	5 71%	1 33%	34 59%	18 64%	5 56%	26 58%	26 67%	3 38%
Reliable	53 53%	15 58%	4 50%	11 69%	11 58%	5 42%	5 71%	- -	1 33%	32 50%	14 64%	23 48%	6 50%	5 56%	3 43%	2 67%	33 57%	12 43%	8 89%	28 62%	19 49%	4 50%
Data connectivity	35 35%	10 38%	1 13%	4 25%	6 32%	10 83%	1 14%	- -	2 67%	24 38%	8 36%	17 35%	3 25%	5 56%	2 29%	1 33%	23 40%	9 32%	3 33%	15 33%	14 36%	4 50%
Flexible line capacity	33 33%	7 27%	2 25%	6 38%	8 42%	2 17%	3 43%	1 100%	2 67%	21 33%	7 32%	17 35%	2 17%	4 44%	3 43%	1 33%	22 38%	8 29%	2 22%	17 38%	10 26%	4 50%
Call management functionality	31 31%	4 15%	2 25%	5 31%	10 53%	4 33%	3 43%	- -	2 67%	25 39%	4 18%	16 33%	6 50%	5 56%	1 14%	2 67%	17 29%	10 36%	2 22%	12 27%	10 26%	4 50%
Voice connectivity	30 30%	11 42%	3 38%	3 19%	7 37%	3 25%	2 29%	- -	1 33%	21 33%	6 27%	16 33%	4 33%	4 44%	1 14%	2 67%	22 38%	8 29%	- -	16 36%	11 28%	2 25%
Requires little post purchase support	24 24%	6 23%	- -	4 25%	5 26%	3 25%	3 43%	- -	- -	15 23%	6 27%	12 25%	2 17%	2 22%	2 29%	1 33%	16 28%	7 25%	1 11%	9 20%	15 38%	- -
Provides voice & data communications via the same service	20 20%	1 4%	2 25%	4 25%	4 21%	3 25%	4 57%	- -	1 33%	15 23%	4 18%	12 25%	1 8%	2 22%	1 14%	1 33%	11 19%	6 21%	3 33%	9 20%	7 18%	4 50%
LAN connectivity	18 18%	3 12%	1 13%	3 19%	5 26%	1 8%	2 29%	- -	2 67%	12 19%	4 18%	9 19%	2 17%	2 22%	2 29%	1 33%	11 19%	3 11%	4 44%	5 11%	9 23%	4 50%
CTI capability	3 3%	- -	- -	- -	2 11%	1 8%	- -	- -	- -	3 5%	- -	2 4%	- -	1 11%	- -	- -	2 3%	1 4%	- -	1 2%	1 3%	- -
Other	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	1 8%	- -	- -	- -	1 2%	- -	- -	- -	1 3%	- -
Don't know	5 5%	- -	- -	1 6%	- -	- -	- -	- -	- -	1 2%	- -	1 2%	- -	- -	- -	- -	1 2%	- -	- -	- -	- -	1 13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)

<B3c> Overall, what do you regard as the main functional value(s) of ISDN 30 for your organisation?

by

Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	20	36	40	38	52	12	40	52	34	7
Easy to use	57 57%	11 55%	18 50%	26 65%	23 61%	30 58%	6 50%	25 63%	31 60%	19 56%	4 57%
Reliable	53 53%	8 40%	22 61%	21 53%	18 47%	29 56%	3 25%	19 48%	22 42%	25bC 74%	4 57%
Data connectivity	35 35%	5 25%	13 36%	15 38%	14 37%	18 35%	5 42%	10 25%	15 29%	16b 47%	3 43%
Flexible line capacity	33 33%	6 30%	12 33%	13 33%	11 29%	18 35%	5 42%	12 30%	17 33%	12 35%	4 57%
Call management functionality	31 31%	6 30%	7 19%	15 38%	9 24%	18 35%	4 33%	13 33%	17 33%	10 29%	3 43%
Voice connectivity	30 30%	6 30%	12 33%	11 28%	8 21%	20 38%	2 17%	10 25%	12 23%	16bc 47%	2 29%
Requires little post purchase support	24 24%	7 35%	12c 33%	5 13%	11 29%	12 23%	4 33%	13 33%	17 33%	5 15%	2 29%
Provides voice & data communications via the same service	20 20%	5 25%	8 22%	7 18%	12b 32%	6 12%	3 25%	9 23%	12 23%	7 21%	1 14%
LAN connectivity	18 18%	4 20%	7 19%	7 18%	6 16%	10 19%	2 17%	8 20%	10 19%	8 24%	- -%
CTI capability	3 3%	1 5%	1 3%	- -%	2 5%	1 2%	1 8%	- -%	1 2%	1 3%	- -%
Other	1 1%	- -%	- -%	1 3%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)
<B3c> Overall, what do you regard as the main functional value(s) of ISDN 30 for your organisation?
by
Base: All with ISDN30

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	100	20	36	40	38	52	12	40	52	34	7
Don't know	5	-	1	3	-	2	-	-	-	-	1
	5%	-%	3%	8%	-%	4%	-%	-%	-%	-%	14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)

<B3c> Overall, what do you regard as the main functional value(s) of ISDN 30 for your organisation?

by

Base: All with ISDN30

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
Easy to use	57	27	15	12	13	5	8	4	1	9	6	6	1	8	7	6	3	3	4	2	3
	57%	57%	43%	50%	76%	63%	62%	50%	20%	75%	100%	86%	100%	89%	88%	86%	100%	75%	80%	100%	75%
Reliable	53	24	17	12	9	3	6	4	2	9	3	4	1	6	6	4	3	3	3	1	3
	53%	51%	49%	50%	53%	38%	46%	50%	40%	75%	50%	57%	100%	67%	75%	57%	100%	75%	60%	50%	75%
Data connectivity	35	15	12	9	5	2	3	4	2	4	2	3	1	4	4	4	1	3	3	1	2
	35%	32%	34%	38%	29%	25%	23%	50%	40%	33%	33%	43%	100%	44%	50%	57%	33%	75%	60%	50%	50%
Flexible line capacity	33	13	10	5	5	1	6	1	1	4	2	3	-	4	4	4	1	2	3	1	3
	33%	28%	29%	21%	29%	13%	46%	13%	20%	33%	33%	43%	-%	44%	50%	57%	33%	50%	60%	50%	75%
Call management functionality	31	14	8	7	5	4	6	1	-	3	2	4	1	5	5	4	1	3	3	1	3
	31%	30%	23%	29%	29%	50%	46%	13%	-%	25%	33%	57%	100%	56%	63%	57%	33%	75%	60%	50%	75%
Voice connectivity	30	14	10	5	6	1	5	1	2	5	2	3	-	4	4	3	2	2	2	1	3
	30%	30%	29%	21%	35%	13%	38%	13%	40%	42%	33%	43%	-%	44%	50%	43%	67%	50%	40%	50%	75%
Requires little post purchase support	24	11	5	6	5	3	2	1	1	4	5	3	-	4	3	5	2	1	3	1	1
	24%	23%	14%	25%	29%	38%	15%	13%	20%	33%	83%	43%	-%	44%	38%	71%	67%	25%	60%	50%	25%
Provides voice & data communications via the same service	20	7	4	6	-	3	2	1	-	1	2	4	-	3	3	4	1	2	3	1	3
	20%	15%	11%	25%	-%	38%	15%	13%	-%	8%	33%	57%	-%	33%	38%	57%	33%	50%	60%	50%	75%
LAN connectivity	18	7	4	2	3	1	3	-	-	3	1	3	-	3	3	3	1	2	2	1	3
	18%	15%	11%	8%	18%	13%	23%	-%	-%	25%	17%	43%	-%	33%	38%	43%	33%	50%	40%	50%	75%
CTI capability	3	-	2	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-
	3%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	-%	-%	14%	-%	-%	-%	-%	-%
Other	1	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	1%	2%	-%	4%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	5	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	2%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)

<B3c> Overall, what do you regard as the main functional value(s) of ISDN 30 for your organisation?

by

Base: All with ISDN30

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	and	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a) service (b) (c)					(c)			(b) (c) (d)					(a)			(a) (b) (c)			
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-		
Easy to use	57	6	3	5	3	2	5	3	5	4	-	2	2	5	1	-	-	-	-	-	-		
	57%	86%	100%	83%	100%	100%	83%	100%	100%	100%	-%	100%	100%	100%	50%	-%	-%	-%	-%	-%	-%		
Reliable	53	4	2	4	2	1	3	2	4	2	-	2	-	4	1	-	-	-	-	-	-		
	53%	57%	67%	67%	67%	50%	50%	67%	80%	50%	-%	100%	-%	80%	50%	-%	-%	-%	-%	-%	-%		
Data connectivity	35	4	2	4	1	-	4	1	2	2	1	1	-	2	2	-	-	-	-	-	-		
	35%	57%	67%	67%	33%	-%	67%	33%	40%	50%	100%	50%	-%	40%	100%	-%	-%	-%	-%	-%	-%		
Flexible line capacity	33	4	2	3	2	-	4	1	3	1	1	1	-	2	2	-	-	-	-	-	-		
	33%	57%	67%	50%	67%	-%	67%	33%	60%	25%	100%	50%	-%	40%	100%	-%	-%	-%	-%	-%	-%		
Call management functionality	31	5	2	4	2	-	4	2	3	2	1	1	-	3	2	-	-	-	-	-	-		
	31%	71%	67%	67%	67%	-%	67%	67%	60%	50%	100%	50%	-%	60%	100%	-%	-%	-%	-%	-%	-%		
Voice connectivity	30	4	1	4	1	-	3	1	3	-	1	1	-	3	1	-	-	-	-	-	-		
	30%	57%	33%	67%	33%	-%	50%	33%	60%	-%	100%	50%	-%	60%	50%	-%	-%	-%	-%	-%	-%		
Requires little post purchase support	24	4	2	3	2	1	4	1	2	3	-	1	2	2	1	-	-	-	-	-	-		
	24%	57%	67%	50%	67%	50%	67%	33%	40%	75%	-%	50%	100%	40%	50%	-%	-%	-%	-%	-%	-%		
Provides voice & data communications via the same service	20	5	1	3	1	1	4	1	3	1	1	1	1	2	1	-	-	-	-	-	-		
	20%	71%	33%	50%	33%	50%	67%	33%	60%	25%	100%	50%	50%	40%	50%	-%	-%	-%	-%	-%	-%		
LAN connectivity	18	4	1	3	1	-	3	1	3	-	1	1	-	2	1	-	-	-	-	-	-		
	18%	57%	33%	50%	33%	-%	50%	33%	60%	-%	100%	50%	-%	40%	50%	-%	-%	-%	-%	-%	-%		
CTI capability	3	1	-	1	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-		
	3%	14%	-%	17%	-%	-%	17%	-%	20%	-%	-%	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Other	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Don't know	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 43 (continuation)

<B3c> Overall, what do you regard as the main functional value(s) of ISDN 30 for your organisation?

by

Base: All with ISDN30

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	43	52	12	7	54	40
Easy to use	57 57%	27 63%	28 54%	7 58%	5 71%	31 57%	22 55%
Reliable	53 53%	25 58%	24 46%	5 42%	5 71%	30 56%	19 48%
Data connectivity	35 35%	12 28%	21 40%	6 50%	2 29%	17 31%	16 40%
Flexible line capacity	33 33%	13 30%	18 35%	5 42%	3 43%	20 37%	12 30%
Call management functionality	31 31%	13 30%	16 31%	4 33%	4 57%	15 28%	13 33%
Voice connectivity	30 30%	17 40%	13 25%	3 25%	4 57%	16 30%	11 28%
Requires little post purchase support	24 24%	11 26%	13 25%	4 33%	1 14%	13 24%	8 20%
Provides voice & data communications via the same service	20 20%	4 9%	16a 31%	3 25%	1 14%	12 22%	8 20%
LAN connectivity	18 18%	7 16%	11 21%	4 33%	1 14%	10 19%	7 18%
CTI capability	3 3%	- -%	2 4%	1 8%	- -%	1 2%	2 5%
Other	1 1%	- -%	1 2%	- -%	- -%	1 2%	- -%
Don't know	5 5%	4b 9%	- -%	- -%	- -%	1 2%	2 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44

<B3d> What is the most important functional value of ISDN 30?

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 million to £100 million	£101m+	(d)
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	(c)		(a)	(b)	(c)	
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
Easy to use	28	-	1	1	2	6	8	12	16	2	7	3	2	12	7	7
	28%	-%	100%	100%	100%	32%	23%	27%	26%	29%	58%	23%	33%	28%	27%	29%
Reliable	21	-	-	-	-	4	7	10	16	1	-	2	2	7	5	6
	21%	-%	-%	-%	-%	21%	20%	23%	26%	14%	-%	15%	33%	16%	19%	25%
Call management functionality	11	-	-	-	-	2	4	5	6	1	1	2	-	6	3	2
	11%	-%	-%	-%	-%	11%	11%	11%	10%	14%	8%	15%	-%	14%	12%	8%
Flexible line capacity	10	-	-	-	-	-	3	7	5	-	2	2	-	2	4	4
	10%	-%	-%	-%	-%	-%	9%	16%	8%	-%	17%	15%	-%	5%	15%	17%
Voice connectivity	8	-	-	-	-	-	4	4	4	2	1	-	1	3	4	-
	8%	-%	-%	-%	-%	-%	11%	9%	6%	29%	8%	-%	17%	7%	15%	-%
Data connectivity	6	-	-	-	-	1	4	1	3	-	-	2	-	3	1	2
	6%	-%	-%	-%	-%	5%	11%	2%	5%	-%	-%	15%	-%	7%	4%	8%
Provides voice & data communications via the same service	6	-	-	-	-	1	2	3	2	1	1	2	-	3	-	3
	6%	-%	-%	-%	-%	5%	6%	7%	3%	14%	8%	15%	-%	7%	-%	13%
Requires little post purchase support	4	-	-	-	-	1	2	1	4	-	-	-	-	3	1	-
	4%	-%	-%	-%	-%	5%	6%	2%	6%	-%	-%	-%	-%	7%	4%	-%
LAN connectivity	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-	-
	2%	-%	-%	-%	-%	11%	-%	-%	3%	-%	-%	-%	-%	5%	-%	-%
CTI capability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	4	-	-	-	-	2	1	1	4	-	-	-	1	2	1	-
	4%	-%	-%	-%	-%	11%	3%	2%	6%	-%	-%	-%	17%	5%	4%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)

<B3d> What is the most important functional value of ISDN 30?

by

Base: All with ISDN30

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
Easy to use	28 28%	2 40%	8 38%	1 33%	3 25%	1 11%	3 25%	2 13%	2 17%	6 55%	- -%	5 45%	6 29%	8 38%	9 20%
Reliable	21 21%	- -%	6 29%	- -%	1 8%	3 33%	6 50%	4 27%	1 8%	- -%	- -%	1 9%	5 24%	5 24%	10 22%
Call management functionality	11 11%	1 20%	1 5%	1 33%	3 25%	1 11%	- -%	1 7%	3 25%	- -%	1 100%	1 9%	3 14%	2 10%	4 9%
Flexible line capacity	10 10%	2 40%	- -%	- -%	1 8%	3 33%	- -%	1 7%	2 17%	1 9%	- -%	- -%	1 5%	2 10%	7 15%
Voice connectivity	8 8%	- -%	2 10%	- -%	- -%	1 11%	- -%	3 20%	2 17%	- -%	- -%	1 9%	2 10%	- -%	5 11%
Data connectivity	6 6%	- -%	1 5%	- -%	3 25%	- -%	1 8%	1 7%	- -%	- -%	- -%	- -%	3 14%	1 5%	2 4%
Provides voice & data communications via the same service	6 6%	- -%	2 10%	1 33%	- -%	- -%	- -%	2 13%	- -%	1 9%	- -%	1 9%	- -%	2 10%	3 7%
Requires little post purchase support	4 4%	- -%	- -%	- -%	1 8%	- -%	- -%	1 7%	1 8%	1 9%	- -%	1 9%	1 5%	1 5%	1 2%
LAN connectivity	2 2%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 9%	- -%	1 9%	- -%	- -%	1 2%
CTI capability	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	4 4%	- -%	1 5%	- -%	- -%	- -%	1 8%	- -%	1 8%	1 9%	- -%	- -%	- -%	- -%	4 9%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)

<B3d> What is the most important functional value of ISDN 30?

by

Base: All with ISDN30

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3
Easy to use	28 28%	- -	2 15%	2 40%	- -	2 25%	1 20%	13 35%	4 31%	3 43%	27 29%	1 20%	- -	- -	22 35%	1 11%	- -
Reliable	21 21%	1 50%	1 8%	- -	1 33%	4 50%	- -	10 27%	2 15%	1 14%	20 22%	1 20%	- -	- -	13 21%	1 11%	- -
Call management functionality	11 11%	- -	1 8%	1 20%	1 33%	- -	1 20%	3 8%	3 23%	1 14%	11 12%	- -	- -	- -	5 8%	2 22%	- -
Flexible line capacity	10 10%	- -	2 15%	1 20%	- -	1 13%	- -	5 14%	- -	- -	9 10%	1 20%	- -	- -	6 10%	2 22%	1 33%
Voice connectivity	8 8%	- -	2 15%	- -	- -	- -	1 20%	2 5%	1 8%	1 14%	7 8%	1 20%	- -	- -	3 5%	2 22%	1 33%
Data connectivity	6 6%	- -	1 8%	- -	- -	- -	1 20%	2 5%	1 8%	- -	5 5%	- -	1 50%	- -	4 6%	- -	- -
Provides voice & data communications via the same service	6 6%	- -	2 15%	1 20%	1 33%	1 13%	1 20%	- -	- -	- -	6 6%	- -	- -	- -	5 8%	- -	- -
Requires little post purchase support	4 4%	- -	1 8%	- -	- -	- -	- -	1 3%	- -	- -	2 2%	1 20%	1 50%	- -	3 5%	1 11%	- -
LAN connectivity	2 2%	- -	1 8%	- -	- -	- -	- -	1 3%	- -	- -	2 2%	- -	- -	- -	1 2%	- -	- -
CTI capability	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	4 4%	1 50%	- -	- -	- -	- -	- -	- -	2 15%	1 14%	4 4%	- -	- -	- -	1 2%	- -	1 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)

<B3d> What is the most important functional value of ISDN 30?

by

Base: All with ISDN30

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
		Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & (g)	ISDN 2/ IP 30 (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	100	19	100	—	73	19	—	4	12	12	8	4	12	12	88	—	
Easy to use	28 28%	8 42%	28 28%	— —%	18 25%	8 42%	— —%	2 50%	4 33%	4 33%	2 25%	2 50%	4 33%	6 50%	22 25%	— —%	
Reliable	21 21%	2 11%	21 21%	— —%	17 23%	2 11%	— —%	— —%	2 17%	2 17%	2 25%	— —%	2 17%	1 8%	20 23%	— —%	
Call management functionality	11 11%	2 11%	11 11%	— —%	8 11%	2 11%	— —%	— —%	1 8%	1 8%	1 13%	— —%	1 8%	1 8%	10 11%	— —%	
Flexible line capacity	10 10%	2 11%	10 10%	— —%	7 10%	2 11%	— —%	1 25%	2 17%	2 17%	1 13%	1 25%	2 17%	2 17%	8 9%	— —%	
Voice connectivity	8 8%	1 5%	8 8%	— —%	7 10%	1 5%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	1 8%	7 8%	— —%	
Data connectivity	6 6%	2 11%	6 6%	— —%	4 5%	2 11%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	6 7%	— —%	
Provides voice & data communications via the same service	6 6%	1 5%	6 6%	— —%	4 5%	1 5%	— —%	1 25%	2 17%	2 17%	1 13%	1 25%	2 17%	— —%	6 7%	— —%	
Requires little post purchase support	4 4%	1 5%	4 4%	— —%	2 3%	1 5%	— —%	— —%	1 8%	1 8%	1 13%	— —%	1 8%	1 8%	3 3%	— —%	
LAN connectivity	2 2%	— —%	2 2%	— —%	2 3%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	2 2%	— —%	
CTI capability	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	
Other	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	
Don't know	4 4%	— —%	4 4%	— —%	4 5%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	4 5%	— —%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)

<B3d> What is the most important functional value of ISDN 30?

by

Base: All with ISDN30

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 -20 (e)	28 -30 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
Easy to use	28 28%	23 27%	14 25%	15 27%	13 25%	14 34%	13 28%	11 32%	11 28%	- %	2 50%	3 75%	1 33%	- %	- %	1 33%
Reliable	21 21%	19 23%	13 23%	13 23%	11 22%	7 17%	7 15%	4 12%	6 15%	- %	- %	- %	1 33%	1 33%	- %	- %
Call management functionality	11 11%	10 12%	7 12%	4 7%	6 12%	4 10%	5 11%	5 15%	6 15%	- %	1 25%	- %	- %	- %	- %	1 33%
Flexible line capacity	10 10%	9 11%	6 11%	5 9%	7 14%	5 12%	7 15%	5 15%	4 10%	- %	- %	- %	1 33%	1 33%	- %	- %
Voice connectivity	8 8%	6 7%	4 7%	4 7%	3 6%	1 2%	2 4%	- %	1 3%	- %	- %	1 25%	- %	- %	- %	- %
Data connectivity	6 6%	5 6%	3 5%	6 11%	4 8%	3 7%	6 13%	4 12%	4 10%	1 100%	- %	- %	- %	1 33%	- %	- %
Provides voice & data communications via the same service	6 6%	5 6%	6 11%	3 5%	5 10%	4 10%	4 9%	4 12%	3 8%	- %	- %	- %	- %	- %	- %	1 33%
Requires little post purchase support	4 4%	3 4%	2 4%	3 5%	- %	2 5%	1 2%	- %	1 3%	- %	1 25%	- %	- %	- %	- %	- %
LAN connectivity	2 2%	1 1%	- %	2 4%	1 2%	- %	1 2%	- %	1 3%	- %	- %	- %	- %	- %	- %	- %
CTI capability	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know	4 4%	3 4%	2 4%	1 2%	1 2%	1 2%	1 2%	1 3%	2 5%	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)

<B3d> What is the most important functional value of ISDN 30?

by

Base: All with ISDN30

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary (a) service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary (b) service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	ch annels (f)	or -1470 chan nels (g)	or more chan nels (h)													
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8	
Easy to use	28 28%	8 31%	2 25%	2 13%	7 37%	5 42%	2 29%	- -%	- -%	20 31%	4 18%	14 29%	5 42%	2 22%	5 71%	1 33%	12 21%	11 39%	5 56%	11 24%	15 38%	2 25%	
Reliable	21 21%	9 35%	1 13%	4 25%	2 11%	2 17%	2 29%	- -%	- -%	10 16%	9 41%	8 17%	1 8%	1 11%	1 14%	- -%	15 26%	4 14%	2 22%	12 27%	7 18%	1 13%	
Call management functionality	11 11%	- -%	1 13%	1 6%	4 21%	1 8%	2 29%	- -%	1 33%	9 14%	1 5%	7 15%	2 17%	1 11%	- -%	1 33%	4 7%	6 21%	- -%	4 9%	5 13%	- -%	
Flexible line capacity	10 10%	2 8%	1 13%	2 13%	2 11%	- -%	1 14%	1 100%	1 33%	8 13%	- -%	6 13%	2 17%	2 22%	- -%	- -%	8 14%	1 4%	- -%	7b 16%	1 3%	1 13%	
Voice connectivity	8 8%	2 8%	2 25%	1 6%	2 11%	1 8%	- -%	- -%	- -%	7 11%	1 5%	5 10%	1 8%	1 11%	- -%	- -%	6 10%	2 7%	- -%	3 7%	4 10%	- -%	
Data connectivity	6 6%	2 8%	- -%	1 6%	1 5%	2 17%	- -%	- -%	- -%	4 6%	2 9%	4 8%	- -%	2 22%	- -%	- -%	3 5%	3 11%	- -%	3 7%	2 5%	1 13%	
Provides voice & data communications via the same service	6 6%	- -%	1 13%	2 13%	1 5%	- -%	- -%	- -%	1 33%	3 5%	2 9%	2 4%	- -%	- -%	1 14%	- -%	5 9%	- -%	1 11%	3 7%	1 3%	2 25%	
Requires little post purchase support	4 4%	2 8%	- -%	1 6%	- -%	1 8%	- -%	- -%	- -%	1 2%	3 14%	1 2%	- -%	- -%	- -%	1 33%	3 5%	1 4%	- -%	1 2%	3 8%	- -%	
LAN connectivity	2 2%	1 4%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 8%	- -%	- -%	- -%	1 2%	- -%	1 11%	1 2%	1 3%	- -%	
CTI capability	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	4 4%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 13%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)

<B3d> What is the most important functional value of ISDN 30?

by

Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	20	36	40	38	52	12	40	52	34	7
Easy to use	28 28%	7 35%	10 28%	11 28%	14 37%	13 25%	4 33%	14 35%	18 35%	8 24%	- -%
Reliable	21 21%	2 10%	10 28%	8 20%	7 18%	14 27%	- -%	6 15%	6 12%	12bC 35%	2 29%
Call management functionality	11 11%	4 20%	2 6%	5 13%	4 11%	6 12%	2 17%	5 13%	7 13%	2 6%	1 14%
Flexible line capacity	10 10%	3 15%	1 3%	5 13%	4 11%	3 6%	3 25%	6d 15%	9d 17%	- -%	1 14%
Voice connectivity	8 8%	2 10%	3 8%	2 5%	1 3%	6 12%	- -%	1 3%	1 2%	6bC 18%	1 14%
Data connectivity	6 6%	1 5%	2 6%	3 8%	3 8%	2 4%	3 25%	2 5%	5 10%	1 3%	- -%
Provides voice & data communications via the same service	6 6%	- -%	3 8%	3 8%	3 8%	2 4%	- -%	2 5%	2 4%	3 9%	1 14%
Requires little post purchase support	4 4%	- -%	4c 11%	- -%	2 5%	2 4%	- -%	3 8%	3 6%	1 3%	- -%
LAN connectivity	2 2%	1 5%	- -%	1 3%	- -%	2 4%	- -%	1 3%	1 2%	1 3%	- -%
CTI capability	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)
<B3d> What is the most important functional value of ISDN 30?
by
Base: All with ISDN30

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	100	20	36	40	38	52	12	40	52	34	7
Don't know	4	—	1	2	—	2	—	—	—	—	1
	4%	—%	3%	5%	—%	4%	—%	—%	—%	—%	14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)

<B3d> What is the most important functional value of ISDN 30?

by

Base: All with ISDN30

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4	
Easy to use	28 28%	14 30%	7 20%	7 29%	7 41%	1 13%	4 31%	4 50%	1 20%	4 33%	2 33%	3 43%	1 100%	4 44%	3 38%	2 29%	1 33%	2 50%	1 20%	1 50%	1 25%	
Reliable	21 21%	9 19%	10 29%	5 21%	3 18%	1 13%	2 15%	3 38%	- -	3 25%	2 33%	- -	- -	2 22%	2 25%	1 14%	1 33%	- -	1 20%	- -	- -	
Call management functionality	11 11%	7 15%	3 9%	4 17%	2 12%	3 38%	3 23%	1 13%	- -	- -	- -	1 14%	- -	1 11%	1 13%	- -	- -	- -	- -	- -	1 25%	
Flexible line capacity	10 10%	5 11%	1 3%	3 13%	1 6%	1 13%	3 23%	- -	- -	1 8%	- -	1 14%	- -	- -	- -	1 14%	- -	- -	- -	- -	- -	
Voice connectivity	8 8%	5 11%	3 9%	2 8%	2 12%	1 13%	- -	- -	2 40%	2 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Data connectivity	6 6%	3 6%	3 9%	2 8%	1 6%	1 13%	- -	- -	2 40%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Provides voice & data communications via the same service	6 6%	1 2%	2 6%	- -	- -	- -	- -	- -	- -	1 8%	1 17%	1 14%	- -	2 22%	2 25%	2 29%	1 33%	2 50%	2 40%	1 50%	2 50%	
Requires little post purchase support	4 4%	1 2%	2 6%	- -	1 6%	- -	- -	- -	- -	1 8%	1 17%	1 14%	- -	- -	- -	1 14%	- -	- -	1 20%	- -	- -	
LAN connectivity	2 2%	1 2%	1 3%	1 4%	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
CTI capability	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Don't know	4 4%	1 2%	3 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)

<B3d> What is the most important functional value of ISDN 30?

by

Base: All with ISDN30

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a) service (b) (c)					(c)			(b) (c) (d)					(a)			(a) (b) (c)			
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-		
Easy to use	28 28%	2 29%	1 33%	2 33%	1 33%	1 50%	1 17%	2 67%	2 40%	2 50%	- -	1 50%	1 50%	2 40%	- -	- -	- -	- -	- -	- -	- -		
Reliable	21 21%	- -	1 33%	1 17%	1 33%	- -	1 17%	- -	- -	1 25%	- -	- -	- -	1 20%	1 50%	- -	- -	- -	- -	- -	- -		
Call management functionality	11 11%	1 14%	- -	- -	1 33%	- -	- -	1 33%	1 20%	- -	- -	- -	- -	1 20%	- -	- -	- -	- -	- -	- -	- -		
Flexible line capacity	10 10%	2 29%	- -	1 17%	- -	- -	1 17%	- -	1 20%	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Voice connectivity	8 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Data connectivity	6 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Provides voice & data communications via the same service	6 6%	1 14%	1 33%	2 33%	- -	- -	2 33%	- -	1 20%	- -	1 100%	- -	- -	1 20%	1 50%	- -	- -	- -	- -	- -	- -		
Requires little post purchase support	4 4%	1 14%	- -	- -	- -	1 50%	1 17%	- -	- -	1 25%	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	- -	- -		
LAN connectivity	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
CTI capability	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Don't know	4 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 44 (continuation)

<B3d> What is the most important functional value of ISDN 30?

by

Base: All with ISDN30

	IP Based Services						
	Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	43	52	12	7	54	40
Easy to use	28 28%	12 28%	15 29%	6 50%	2 29%	15 28%	12 30%
Reliable	21 21%	10 23%	9 17%	1 8%	1 14%	11 20%	9 23%
Call management functionality	11 11%	5 12%	5 10%	1 8%	1 14%	6 11%	4 10%
Flexible line capacity	10 10%	2 5%	8 15%	1 8%	1 14%	7 13%	3 8%
Voice connectivity	8 8%	4 9%	4 8%	- -%	1 14%	4 7%	3 8%
Data connectivity	6 6%	1 2%	4 8%	2 17%	- -%	2 4%	4 10%
Provides voice & data communications via the same service	6 6%	2 5%	4 8%	- -%	1 14%	4 7%	2 5%
Requires little post purchase support	4 4%	1 2%	3 6%	1 8%	- -%	3 6%	- -%
LAN connectivity	2 2%	2 5%	- -%	- -%	- -%	1 2%	1 3%
CTI capability	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	4 4%	4b 9%	- -%	- -%	- -%	1 2%	2 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 45

<B4> Have you ever switched your {MAIN SERVICE} supplier?

by

Base: All with ISDN

		PERSONAL PROFILE														
		Company Size							No.Sites				Turnover			
Total		1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	181	-	6	11	17	41	62	61	126	14	14	18	20	87	43	29
Yes - switched in the last two years	37 20%	- -%	1 17%	1 9%	2 12%	13g 32%	15 24%	7 11%	25 20%	5 36%	3 21%	4 22%	5 25%	15 17%	9 21%	8 28%
Yes - switched longer ago than the last two years	66 36%	- -%	2 33%	5 45%	7 41%	8 20%	20 32%	31Ef 51%	42 33%	6 43%	9 64%	5 28%	10 50%	29 33%	19 44%	8 28%
No - have never switched	71 39%	- -%	3 50%	5 45%	8 47%	20g 49%	26 42%	17 28%	56 44%	2 14%	1 7%	9 50%	5 25%	43c 49%	12 28%	10 34%
Don't know	7 4%	- -%	- -%	- -%	- -%	- -%	1 2%	6ef 10%	3 2%	1 7%	1 7%	- -%	- -%	- -%	3b 7%	3 10%
Net ---																
Yes	103 57%	- -%	3 50%	6 55%	9 53%	21 51%	35 56%	38 62%	67 53%	11 79%	12 86%	9 50%	15 75%	44 51%	28 65%	16 55%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 45 (continuation)

<B4> Have you ever switched your {MAIN SERVICE} supplier?

by

Base: All with ISDN

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	181	7	37	11	21	14	25	30	18	18	3	16	36	54	72
Yes - switched in the last two years	37 20%	4 57%	7 19%	2 18%	4 19%	4 29%	8 32%	4 13%	3 17%	1 6%	1 33%	7 44%	11e 31%	10 19%	8 11%
Yes - switched longer ago than the last two years	66 36%	2 29%	16 43%	1 9%	8 38%	6 43%	8 32%	9 30%	8 44%	8 44%	1 33%	5 31%	15 42%	22 41%	23 32%
No - have never switched	71 39%	1 14%	14 38%	8 73%	9 43%	4 29%	8 32%	14 47%	6 33%	7 39%	- -%	4 25%	10 28%	21 39%	36c 50%
Don't know	7 4%	- -%	- -%	- -%	- -%	- -%	1 4%	3b 10%	1 6%	2 11%	1 33%	- -%	- -%	1 2%	5 7%
Net ---															
Yes	103 57%	6 86%	23 62%	3 27%	12 57%	10 71%	16 64%	13 43%	11 61%	9 50%	2 67%	12 75%	26E 72%	32 59%	31 43%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 45 (continuation)

<B4> Have you ever switched your {MAIN SERVICE} supplier?

by

Base: All with ISDN

	Total	PERSONAL PROFILE															
		Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	181	6	20	11	6	13	10	56	33	12	167	6	7	1	106	12	7
Yes - switched in the last two years	37 20%	1 17%	4 20%	2 18%	3 50%	1 8%	2 20%	18 32%	3 9%	1 8%	35 21%	- -%	2 29%	- -%	30 28%	3 25%	- -%
Yes - switched longer ago than the last two years	66 36%	3 50%	6 30%	3 27%	3 50%	6 46%	4 40%	18 32%	8 24%	7 58%	58 35%	5 83%	2 29%	1 100%	39 37%	4 33%	2 29%
No - have never switched	71 39%	2 33%	10 50%	5 45%	- -%	6 46%	3 30%	18 32%	21 64%	3 25%	68 41%	- -%	3 43%	- -%	37 35%	3 25%	3 43%
Don't know	7 4%	- -%	- -%	1 9%	- -%	- -%	1 10%	2 4%	1 3%	1 8%	6 4%	1 17%	- -%	- -%	- -%	2 17%	2 29%
Net ---																	
Yes	103 57%	4 67%	10 50%	5 45%	6 100%	7 54%	6 60%	36 64%	11 33%	8 67%	93 56%	5 83%	4 57%	1 100%	69 65%	7 58%	2 29%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 45 (continuation)

<B4> Have you ever switched your {MAIN SERVICE} supplier?

by

Base: All with ISDN

		PERSONAL PROFILE														
		Fixed line services													Mostly used fixed line	
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	181	100	100	63	73	19	—	22	12	30	22	8	30	93	88	—
Yes - switched in the last two years	37 20%	22 22%	20 20%	12 19%	13 18%	5 26%	— —%	7 32%	4 33%	9 30%	6 27%	3 38%	9 30%	20 22%	17 19%	— —%
Yes - switched longer ago than the last two years	66 36%	37 37%	36 36%	21 33%	27 37%	7 37%	— —%	10 45%	3 25%	12 40%	11 50%	1 13%	12 40%	35 38%	31 35%	— —%
No - have never switched	71 39%	38 38%	40 40%	27 43%	29 40%	7 37%	— —%	5 23%	5 42%	9 30%	5 23%	4 50%	9 30%	35 38%	36 41%	— —%
Don't know	7 4%	3 3%	4 4%	3 5%	4 5%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	3 3%	4 5%	— —%
Net ---																
Yes	103 57%	59 59%	56 56%	33 52%	40 55%	12 63%	— —%	17 77%	7 58%	21 70%	17 77%	4 50%	21 70%	55 59%	48 55%	— —%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 45 (continuation)
<B4> Have you ever switched your {MAIN SERVICE} supplier?
by
Base: All with ISDN

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 - 28 (e)	30+ (f)	30+ (g)
Total	181	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
Yes - switched in the last two years	37 20%	30 20%	22 23%	17 17%	18 23%	15 22%	20 25%	13 23%	13 24%	3 33%	6 24%	6 26%	3 19%	2 18%	- -%	1 20%
Yes - switched longer ago than the last two years	66 36%	54 36%	36 38%	40 40%	26 33%	23 34%	30 38%	25 45%	16 29%	2 22%	11 44%	9 39%	6 38%	5 45%	1 50%	1 20%
No - have never switched	71 39%	59 40%	31 33%	38 38%	33 42%	29 43%	29 36%	18 32%	23 42%	4 44%	8 32%	8 35%	7 44%	4 36%	- -%	3 60%
Don't know	7 4%	5 3%	5 5%	5 5%	2 3%	- -%	1 1%	- -%	3 5%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%
Net																

Yes	103 57%	84 57%	58 62%	57 57%	44 56%	38 57%	50 63%	38 68%	29 53%	5 56%	17 68%	15 65%	9 56%	7 64%	1 50%	2 40%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 45 (continuation)

<B4> Have you ever switched your {MAIN SERVICE} supplier?

by

Base: All with ISDN

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hoste so lution (c)	
Total	181	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
Yes - switched in the last two years	37 20%	6 23%	1 13%	4 25%	3 16%	2 17%	1 14%	1 100%	1 33%	29 27%	5 12%	25 31%	3 18%	11 19%	10 31%	1 17%	11 19%	7 25%	2 22%	19 25%	17 22%	1 8%	
Yes - switched longer ago than the last two years	66 36%	8 31%	2 25%	3 19%	10 53%	7 58%	4 57%	- -%	- -%	37 34%	21 51%	29 36%	5 29%	17 30%	15 47%	5 83%	20 34%	11 39%	4 44%	23 30%	37a 48%	6 46%	
No - have never switched	71 39%	12 46%	5 63%	7 44%	5 26%	2 17%	2 29%	- -%	2 67%	40 37%	14 34%	26 32%	9 53%	28b 49%	7 22%	- -%	25 43%	10 36%	3 33%	35b 45%	22 29%	6 46%	
Don't know	7 4%	- -%	- -%	2 13%	1 5%	1 8%	- -%	- -%	- -%	3 3%	1 2%	1 1%	- -%	1 2%	- -%	- -%	2 3%	- -%	- -%	- -%	1 1%	- -%	
Net ---																							
Yes	103 57%	14 54%	3 38%	7 44%	13 68%	9 75%	5 71%	1 100%	1 33%	66 61%	26 63%	54 67%	8 47%	28 49%	25A 78%	6 100%	31 53%	18 64%	6 67%	42 55%	54a 70%	7 54%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 45 (continuation)
<B4> Have you ever switched your {MAIN SERVICE} supplier?
by
Base: All with ISDN

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	181	37	66	71	68	92	27	64	91	60	18
Yes - switched in the last two years	37 20%	37BC 100%	- -%	- -%	28B 41%	8 9%	16 59%	12 19%	28D 31%	6 10%	1 6%
Yes - switched longer ago than the last two years	66 36%	- -%	66AC 100%	- -%	30 44%	28 30%	6 22%	36D 56%	42 46%	19 32%	2 11%
No - have never switched	71 39%	- -%	- -%	71AB 100%	10 15%	53A 58%	5 19%	15 23%	20 22%	32BC 53%	15 83%
Don't know	7 4%	- -%	- -%	- -%	- -%	3 3%	- -%	1 2%	1 1%	3 5%	- -%
Net											

Yes	103 57%	37C 100%	66C 100%	- -%	58B 85%	36 39%	22 81%	48D 75%	70D 77%	25 42%	3 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 45 (continuation)

<B4> Have you ever switched your {MAIN SERVICE} supplier?

by

Base: All with ISDN

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	181	80	54	41	28	11	24	16	6	22	13	19	5	17	18	16	10	8	10	6	6
Yes - switched in the last two years	37 20%	23B 29%	2 4%	21 51%	2 7%	5 45%	12 50%	4 25%	2 33%	- %	6 46%	6 32%	2 40%	6 35%	4 22%	5 31%	2 20%	2 25%	- %	1 17%	2 33%
Yes - switched longer ago than the last two years	66 36%	31 39%	21 39%	13 32%	11 39%	2 18%	8 33%	8 50%	2 33%	11 50%	4 31%	10 53%	1 20%	6 35%	7 39%	8 50%	6 60%	3 38%	8 80%	4 67%	3 50%
No - have never switched	71 39%	25 31%	28a 52%	7 17%	15 54%	4 36%	4 17%	4 25%	2 33%	11 50%	3 23%	3 16%	2 40%	5 29%	7 39%	3 19%	2 20%	3 38%	2 20%	1 17%	1 17%
Don't know	7 4%	1 1%	3 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Net ---																					
Yes	103 57%	54B 68%	23 43%	34 83%	13 46%	7 64%	20 83%	12 75%	4 67%	11 50%	10 77%	16 84%	3 60%	12 71%	11 61%	13 81%	8 80%	5 63%	8 80%	5 83%	5 83%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 45 (continuation)

<B4> Have you ever switched your {MAIN SERVICE} supplier?

by

Base: All with ISDN

IP Based Services																						
	Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	181	21	7	16	8	5	17	10	15	7	4	4	4	18	2	-	-	-	-	-	-	
Yes - switched in the last two years	37 20%	7 33%	2 29%	6 38%	3 38%	- %	5 29%	4 40%	5 33%	2 29%	1 25%	3 75%	2 50%	3 17%	- %	- %	- %	- %	- %	- %	- %	
Yes - switched longer ago than the last two years	66 36%	7 33%	4 57%	4 25%	3 38%	5 100%	8 47%	3 30%	7 47%	3 43%	2 50%	1 25%	1 25%	10 56%	- %	- %	- %	- %	- %	- %	- %	
No - have never switched	71 39%	7 33%	1 14%	6 38%	2 25%	- %	4 24%	3 30%	3 20%	2 29%	1 25%	- %	1 25%	5 28%	2 100%	- %	- %	- %	- %	- %	- %	
Don't know	7 4%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Net ---																						
Yes	103 57%	14 67%	6 86%	10 63%	6 75%	5 100%	13 76%	7 70%	12 80%	5 71%	3 75%	4 100%	3 75%	13 72%	- %	- %	- %	- %	- %	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 45 (continuation)
<B4> Have you ever switched your {MAIN SERVICE} supplier?
by
Base: All with ISDN

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
		-----	-----	-----	-----	-----	-----
Total	181	91	82	57	30	54	40
Yes - switched in the last two years	37 20%	17 19%	20 24%	18B 32%	2 7%	19B 35%	1 3%
Yes - switched longer ago than the last two years	66 36%	25 27%	39A 48%	24 42%	7 23%	20 37%	14 35%
No - have never switched	71 39%	47B 52%	21 26%	15 26%	19A 63%	13 24%	24A 60%
Don't know	7 4%	2 2%	2 2%	- -%	2a 7%	2 4%	1 3%
Net ---							
Yes	103 57%	42 46%	59A 72%	42B 74%	9 30%	39B 72%	15 38%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46

<B5> What prompted you to switch or consider switching your {MAIN SERVICE} supplier?

by

Base: All that switched supplier

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+		1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)		£1m (a)	million to £20 million (b)	- £100 million (c)	(d)
Total	103	-	3	6	9	21	35	38	67	11	12	9	15	44	28	16
Was offered a better deal (price)	64 62%	- -%	2 67%	4 67%	6 67%	12 57%	19 54%	27 71%	41 61%	6 55%	9 75%	6 67%	9 60%	28 64%	18 64%	9 56%
Contract came to an end	42 41%	- -%	2 67%	3 50%	5 56%	10 48%	13 37%	14 37%	27 40%	8 73%	3 25%	4 44%	5 33%	17 39%	11 39%	9 56%
Was offered better quality of service	36 35%	- -%	1 33%	1 17%	2 22%	6 29%	15 43%	13 34%	21 31%	1 9%	5 42%	6 67%	7 47%	14 32%	11 39%	4 25%
Was offered a more attractive package/ range of services	18 17%	- -%	- -%	- -%	- -%	3 14%	7 20%	8 21%	12 18%	- -%	3 25%	3 33%	1 7%	9 20%	5 18%	3 19%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---																
offered something better	86 83%	- -%	3 100%	4 67%	7 78%	16 76%	30 86%	33 87%	54 81%	7 64%	12 100%	9 100%	14 93%	37 84%	23 82%	12 75%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46 (continuation)

<B5> What prompted you to switch or consider switching your {MAIN SERVICE} supplier?

by

Base: All that switched supplier

	PERSONAL PROFILE														
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Finan	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Transport/ Communi cations	(e)	cial Ser vices	se rvices	admin and se rvices	(i)					
		(b)	(c)	(d)		(f)	(g)	(h)		(a)	(b)	(c)	(d)	(e)	
Total	103	6	23	3	12	10	16	13	11	9	2	12	26	32	31
Was offered a better deal (price)	64 62%	4 67%	13 57%	2 67%	7 58%	5 50%	12 75%	9 69%	7 64%	5 56%	2 100%	7 58%	16 62%	20 63%	19 61%
Contract came to an end	42 41%	4 67%	14 61%	1 33%	1 8%	5 50%	4 25%	6 46%	5 45%	2 22%	– –%	4 33%	10 38%	12 38%	16 52%
Was offered better quality of service	36 35%	3 50%	5 22%	1 33%	6 50%	6 60%	7 44%	3 23%	3 27%	2 22%	1 50%	5 42%	12 46%	10 31%	8 26%
Was offered a more attractive package/ range of services	18 17%	– –%	4 17%	– –%	3 25%	3 30%	2 13%	2 15%	3 27%	1 11%	– –%	2 17%	1 4%	4 13%	11d 35%
Other	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%
Don't know	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%
NET	---														
offered something better	86 83%	5 83%	16 70%	2 67%	11 92%	8 80%	16 100%	10 77%	10 91%	8 89%	2 100%	11 92%	23 88%	25 78%	25 81%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46 (continuation)

<B5> What prompted you to switch or consider switching your {MAIN SERVICE} supplier?

by

Base: All that switched supplier

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)
Total	103	4	10	5	6	7	6	36	11	8	93	5	4	1	69	7	2
Was offered a better deal (price)	64 62%	3 75%	6 60%	5 100%	3 50%	5 71%	3 50%	20 56%	6 55%	7 88%	58 62%	2 40%	3 75%	1 100%	41 59%	4 57%	2 100%
Contract came to an end	42 41%	1 25%	6 60%	1 20%	2 33%	3 43%	2 33%	14 39%	4 36%	4 50%	37 40%	3 60%	2 50%	- -%	28 41%	4 57%	- -%
Was offered better quality of service	36 35%	- -%	4 40%	2 40%	3 50%	1 14%	2 33%	13 36%	4 36%	1 13%	30 32%	4 80%	2 50%	- -%	24 35%	3 43%	- -%
Was offered a more attractive package/ range of services	18 17%	- -%	1 10%	1 20%	3 50%	1 14%	1 17%	7 19%	1 9%	- -%	15 16%	2 40%	1 25%	- -%	11 16%	3 43%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET																	
offered something better	86 83%	3 75%	8 80%	5 100%	5 83%	5 71%	6 100%	28 78%	9 82%	7 88%	76 82%	5 100%	4 100%	1 100%	57 83%	6 86%	2 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46 (continuation)

<B5> What prompted you to switch or consider switching your {MAIN SERVICE} supplier?

by

Base: All that switched supplier

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
Total		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	103	59	56	33	40	12	-	17	7	21	17	4	21	55	48	-
Was offered a better deal (price)	64 62%	36 61%	33 59%	21 64%	25 63%	5 42%	- -%	11 65%	4 57%	14 67%	12 71%	2 50%	14 67%	35 64%	29 60%	- -%
Contract came to an end	42 41%	24 41%	25 45%	11 33%	16 40%	7 58%	- -%	8 47%	4 57%	10 48%	7 41%	3 75%	10 48%	21 38%	21 44%	- -%
Was offered better quality of service	36 35%	19 32%	19 34%	11 33%	15 38%	2 17%	- -%	6 35%	2 29%	8 38%	7 41%	1 25%	8 38%	19 35%	17 35%	- -%
Was offered a more attractive package/ range of services	18 17%	9 15%	13 23%	3 9%	8 20%	4 33%	- -%	3 18%	2 29%	4 19%	3 18%	1 25%	4 19%	8 15%	10 21%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---																
offered something better	86 83%	48 81%	46 82%	28 85%	34 85%	8 67%	- -%	14 82%	6 86%	18 86%	15 88%	3 75%	18 86%	47 85%	39 81%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46 (continuation)

<B5> What prompted you to switch or consider switching your {MAIN SERVICE} supplier?

by

Base: All that switched supplier

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 - 28 (e)	30+ (f)	30+ (g)
Total	103	84	58	57	44	38	50	38	29	5	17	15	9	7	1	2
Was offered a better deal (price)	64 62%	54 64%	37 64%	33 58%	25 57%	24 63%	33 66%	27 71%	20 69%	1 20%	12 71%	11 73%	7 78%	2 29%	- -%	1 50%
Contract came to an end	42 41%	39 46%	25 43%	20 35%	19 43%	15 39%	17 34%	16 42%	8 28%	4 80%	7 41%	4 27%	4 44%	2 29%	- -%	2 100%
Was offered better quality of service	36 35%	28 33%	20 34%	22 39%	15 34%	12 32%	17 34%	12 32%	10 34%	1 20%	4 24%	6 40%	4 44%	3 43%	1 100%	- -%
Was offered a more attractive package/ range of services	18 17%	16 19%	11 19%	9 16%	10 23%	10 26%	11 22%	7 18%	10 34%	- -%	2 12%	4 27%	- -%	2 29%	- -%	1 50%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET	---															
offered something better	86 83%	68 81%	49 84%	48 84%	35 80%	33 87%	44 88%	33 87%	25 86%	2 40%	14 82%	14 93%	8 89%	6 86%	1 100%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46 (continuation)

<B5> What prompted you to switch or consider switching your {MAIN SERVICE} supplier?

by

Base: All that switched supplier

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	103	14	3	7	13	9	5	1	1	66	26	54	8	28	25	6	31	18	6	42	54	7
Was offered a better deal (price)	64 62%	7 50%	2 67%	4 57%	7 54%	5 56%	3 60%	1 100%	1 100%	44 67%	15 58%	34 63%	7 88%	17 61%	16 64%	3 50%	17 55%	13 72%	2 33%	25 60%	34 63%	5 71%
Contract came to an end	42 41%	8 57%	1 33%	3 43%	4 31%	5 56%	2 40%	1 100%	- -%	29 44%	11 42%	26 48%	1 13%	13 46%	9 36%	2 33%	16 52%	5 28%	4 67%	25B 60%	13 24%	4 57%
Was offered better quality of service	36 35%	2 14%	1 33%	2 29%	6 46%	5 56%	2 40%	- -%	- -%	25 38%	8 31%	20 37%	4 50%	9 32%	8 32%	2 33%	10 32%	7 39%	2 33%	7 17%	25A 46%	4 57%
Was offered a more attractive package/ range of services	18 17%	3 21%	1 33%	1 14%	3 23%	1 11%	2 40%	1 100%	- -%	12 18%	4 15%	10 19%	- -%	2 7%	4 16%	3 50%	7 23%	4 22%	2 33%	6 14%	9 17%	3 43%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET	---																					
offered something better	86 83%	9 64%	2 67%	6 86%	11 85%	8 89%	5 100%	1 100%	1 100%	57 86%	20 77%	45 83%	8 100%	21 75%	22 88%	5 83%	22 71%	17 94%	6 100%	30 71%	50A 93%	6 86%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46 (continuation)

<B5> What prompted you to switch or consider switching your {MAIN SERVICE} supplier?

by

Base: All that switched supplier

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	103	37	66	-	58	36	22	48	70	25	3
Was offered a better deal (price)	64 62%	22 59%	42 64%	- -%	35 60%	22 61%	14 64%	31 65%	45 64%	13 52%	2 67%
Contract came to an end	42 41%	21b 57%	21 32%	- -%	23 40%	16 44%	13 59%	15 31%	28 40%	8 32%	3 100%
Was offered better quality of service	36 35%	12 32%	24 36%	- -%	21 36%	11 31%	7 32%	19 40%	26 37%	8 32%	2 67%
Was offered a more attractive package/ range of services	18 17%	5 14%	13 20%	- -%	9 16%	8 22%	3 14%	7 15%	10 14%	7 28%	1 33%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET	---										
offered something better	86 83%	28 76%	58 88%	- -%	50 86%	29 81%	17 77%	42 88%	59 84%	21 84%	2 67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46 (continuation)

<B5> What prompted you to switch or consider switching your {MAIN SERVICE} supplier?

by

Base: All that switched supplier

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	103	54	23	34	13	7	20	12	4	11	10	16	3	12	11	13	8	5	8	5	5
Was offered a better deal (price)	64 62%	33 61%	13 57%	20 59%	8 62%	4 57%	12 60%	7 58%	2 50%	8 73%	7 70%	11 69%	3 100%	9 75%	8 73%	8 62%	6 75%	4 80%	4 50%	3 60%	3 60%
Contract came to an end	42 41%	22 41%	8 35%	14 41%	7 54%	4 57%	8 40%	4 33%	1 25%	5 45%	7 70%	8 50%	2 67%	5 42%	5 45%	8 62%	2 25%	1 20%	2 25%	2 40%	- -
Was offered better quality of service	36 35%	20 37%	7 30%	15 44%	3 23%	1 14%	9 45%	5 42%	2 50%	3 27%	3 30%	7 44%	- -	4 33%	3 27%	3 23%	4 50%	- -	3 38%	1 20%	2 40%
Was offered a more attractive package/ range of services	18 17%	9 17%	5 22%	5 15%	1 8%	- -	6 30%	1 8%	- -	2 18%	2 20%	3 19%	2 67%	3 25%	3 27%	2 15%	1 13%	2 40%	2 25%	- -	3 60%
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
offered something better	86 83%	45 83%	19 83%	29 85%	9 69%	5 71%	18 90%	10 83%	3 75%	9 82%	9 90%	14 88%	3 100%	11 92%	9 82%	11 85%	8 100%	5 100%	8 100%	4 80%	5 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46 (continuation)

<B5> What prompted you to switch or consider switching your {MAIN SERVICE} supplier?

by

Base: All that switched supplier

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	103	14	6	10	6	5	13	7	12	5	3	4	3	13	-	-	-	-	-	-
Was offered a better deal (price)	64 62%	9 64%	5 83%	7 70%	5 83%	2 40%	7 54%	7 100%	7 58%	4 80%	2 67%	1 25%	2 67%	10 77%	- -%	- -%	- -%	- -%	- -%	- -%
Contract came to an end	42 41%	7 50%	3 50%	7 70%	2 33%	1 20%	8 62%	2 29%	6 50%	3 60%	- -%	3 75%	2 67%	4 31%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered better quality of service	36 35%	6 43%	2 33%	2 20%	2 33%	4 80%	6 46%	2 29%	3 25%	3 60%	2 67%	1 25%	1 33%	6 46%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered a more attractive package/ range of services	18 17%	3 21%	- -%	- -%	3 50%	1 20%	1 8%	2 29%	3 25%	- -%	1 33%	1 25%	1 33%	2 15%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET	---																			
offered something better	86 83%	12 86%	5 83%	7 70%	6 100%	5 100%	10 77%	7 100%	9 75%	5 100%	3 100%	2 50%	3 100%	12 92%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 46 (continuation)

<B5> What prompted you to switch or consider switching your {MAIN SERVICE} supplier?

by

Base: All that switched supplier

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	103	42	59	42	9	39	15
Was offered a better deal (price)	64 62%	28 67%	35 59%	24 57%	6 67%	22 56%	9 60%
Contract came to an end	42 41%	18 43%	24 41%	16 38%	5 56%	17 44%	7 47%
Was offered better quality of service	36 35%	12 29%	23 39%	15 36%	1 11%	13 33%	5 33%
Was offered a more attractive package/ range of services	18 17%	8 19%	9 15%	6 14%	2 22%	9 23%	3 20%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---							
offered something better	86 83%	34 81%	50 85%	34 81%	7 78%	32 82%	12 80%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 47
<B6> Are you currently considering switching away from {MAIN SERVICE} services?
by
Base: All with ISDN

PERSONAL PROFILE																
Total																
	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m million	- £100	£21 million	£101m+ (d)	
					(e)	(f)				(c)		(a)	to £20 million (b)	million (c)		
Total	181	-	6	11	17	41	62	61	126	14	14	18	20	87	43	29
Yes	68 38%	- %	1 17%	2 18%	3 18%	10 24%	29e 47%	26 43%	39 31%	8 57%	9 64%	11 61%	6 30%	24 28%	23B 53%	15 52%
No	92 51%	- %	5 83%	8 73%	13 76%	25g 61%	30 48%	24 39%	73 58%	5 36%	3 21%	6 33%	13 65%	55C 63%	13 30%	10 34%
Don't know	21 12%	- %	- %	1 9%	1 6%	6 15%	3 5%	11f 18%	14 11%	1 7%	2 14%	1 6%	1 5%	8 9%	7 16%	4 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 47 (continuation)

<B6> Are you currently considering switching away from {MAIN SERVICE} services?

by

Base: All with ISDN

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)					
		(b)	(c)	Transport/ Communications (d)		(f)	(g)	and se rvices (h)		(a)	(b)	(c)	(d)	(e)	
Total	181	7	37	11	21	14	25	30	18	18	3	16	36	54	72
Yes	68 38%	5 71%	13 35%	5 45%	7 33%	8 57%	13 52%	5 17%	6 33%	6 33%	1 33%	10 63%	19E 53%	22e 41%	16 22%
No	92 51%	2 29%	21 57%	5 45%	12 57%	5 36%	10 40%	21 70%	8 44%	8 44%	1 33%	6 38%	14 39%	27 50%	44c 61%
Don't know	21 12%	- -%	3 8%	1 9%	2 10%	1 7%	2 8%	4 13%	4 22%	4 22%	1 33%	- -%	3 8%	5 9%	12 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 47 (continuation)
<B6> Are you currently considering switching away from {MAIN SERVICE} services?
by
Base: All with ISDN

		PERSONAL PROFILE																		
		Location													Involvement					
		North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	Mid West England (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scot land (l)	No rthern Ireland (m)	All sites (a)	Some sites (b)				Just the site operating from (c)
Total	181	6	20	11	6	13	10	56	33	12	167	6	7	1	106	12	7			
Yes	68 38%	3 50%	9 45%	5 45%	3 50%	2 15%	4 40%	31Hj 55%	3 9%	2 17%	62H 37%	1 17%	4 57%	1 100%	58 55%	4 33%	- -%			
No	92 51%	2 33%	9 45%	5 45%	3 50%	9 69%	5 50%	21 38%	24Gj 73%	6 50%	84 50%	5 83%	3 43%	- -%	41 39%	6 50%	5 71%			
Don't know	21 12%	1 17%	2 10%	1 9%	- -%	2 15%	1 10%	4 7%	6 18%	4 33%	21 13%	- -%	- -%	- -%	7 7%	2 17%	2 29%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 47 (continuation)
<B6> Are you currently considering switching away from {MAIN SERVICE} services?
by
Base: All with ISDN

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	181	100	100	63	73	19	-	22	12	30	22	8	30	93	88	-
Yes	68 38%	41 41%	38 38%	21 33%	24 33%	11 58%	- -	11 50%	5 42%	14 47%	11 50%	3 38%	14 47%	37 40%	31 35%	- -
No	92 51%	48 48%	52 52%	34 54%	40 55%	8 42%	- -	8 36%	6 50%	12 40%	7 32%	5 63%	12 40%	45 48%	47 53%	- -
Don't know	21 12%	11 11%	10 10%	8 13%	9 12%	- -	- -	3 14%	1 8%	4 13%	4 18%	- -	4 13%	11 12%	10 11%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 47 (continuation)
<B6> Are you currently considering switching away from {MAIN SERVICE} services?
by
Base: All with ISDN

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	181	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
Yes	68 38%	52 35%	38 40%	36 36%	33 42%	31 46%	38 48%	28 50%	21 38%	2 22%	8 32%	12 52%	8 50%	8 73%	1 50%	1 20%
No	92 51%	79 53%	47 50%	49 49%	39 49%	32 48%	32 40%	23 41%	29 53%	6 67%	13 52%	9 39%	6 38%	3 27%	- -%	4 80%
Don't know	21 12%	17 11%	9 10%	15 15%	7 9%	4 6%	10 13%	5 9%	5 9%	1 11%	4 16%	2 9%	2 13%	- -%	1 50%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 47 (continuation)

<B6> Are you currently considering switching away from {MAIN SERVICE} services?

by

Base: All with ISDN

ISDN LINES																							
	Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)	
		ch	ch	ch	ch	ch	ch	ch	ch														
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)														
Total	181	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
Yes	68 38%	8 31%	2 25%	5 31%	9 47%	6 50%	4 57%	1 100%	1 33%	51 47%	12 29%	46 57%	5 29%	17 30%	20A 63%	4 67%	21 36%	14 50%	3 33%	32 42%	34 44%	2 15%	
No	92 51%	15 58%	6 75%	9 56%	10 53%	4 33%	2 29%	- -%	2 67%	49 45%	25 61%	30 37%	11 65%	33B 58%	9 28%	2 33%	30 52%	14 50%	6 67%	41 53%	35 45%	7 54%	
Don't know	21 12%	3 12%	- -%	2 13%	- -%	2 17%	1 14%	- -%	- -%	9 8%	4 10%	5 6%	1 6%	7 12%	3 9%	- -%	7 12%	- -%	- -%	4 5%	8 10%	4 31%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 47 (continuation)
<B6> Are you currently considering switching away from {MAIN SERVICE} services?
by
Base: All with ISDN

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect deci- sion (d)	No impact (e)
Total	181	37	66	71	68	92	27	64	91	60	18
Yes	68 38%	28BC 76%	30C 45%	10 14%	68B 100%	- -%	25 93%	31D 48%	56D 62%	10 17%	- -%
No	92 51%	8 22%	28a 42%	53AB 75%	- -%	92A 100%	2 7%	26 41%	28 31%	42BC 70%	18 100%
Don't know	21 12%	1 3%	8 12%	8 11%	- -%	- -%	- -%	7 11%	7 8%	8 13%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 47 (continuation)
<B6> Are you currently considering switching away from {MAIN SERVICE} services?
by
Base: All with ISDN

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total																					
Total	181	80	54	41	28	11	24	16	6	22	13	19	5	17	18	16	10	8	10	6	6
Yes	68 38%	40B 50%	10 19%	34 83%	5 18%	8 73%	16 67%	12 75%	2 33%	2 9%	8 62%	8 42%	2 40%	7 41%	6 33%	7 44%	7 70%	5 63%	5 50%	4 67%	4 67%
No	92 51%	31 39%	39A 72%	5 12%	20 71%	3 27%	6 25%	4 25%	2 33%	16 73%	5 38%	8 42%	2 40%	8 47%	9 50%	7 44%	1 10%	3 38%	5 50%	1 17%	2 33%
Don't know	21 12%	9 11%	5 9%	2 5%	3 11%	— —%	2 8%	— —%	2 33%	4 18%	— —%	3 16%	1 20%	2 12%	3 17%	2 13%	2 20%	— —%	— —%	1 17%	—

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 47 (continuation)

<B6> Are you currently considering switching away from {MAIN SERVICE} services?

by

Base: All with ISDN

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	and	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a)	(b)	(c)			(c)							(a)	(b)	(c)	(a)	(b)	(c)		
Total	181	21	7	16	8	5	17	10	15	7	4	4	4	18	2	-	-	-	-	-	-		
Yes	68 38%	10 48%	3 43%	7 44%	2 25%	5 100%	10 59%	3 30%	8 53%	3 43%	3 75%	4 100%	3 75%	7 39%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
No	92 51%	10 48%	1 14%	6 38%	6 75%	- -%	5 29%	6 60%	5 33%	4 57%	1 25%	- -%	1 25%	9 50%	2 100%	- -%	- -%	- -%	- -%	- -%	- -%		
Don't know	21 12%	1 5%	3 43%	3 19%	- -%	- -%	2 12%	1 10%	2 13%	- -%	- -%	- -%	- -%	2 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 47 (continuation)
<B6> Are you currently considering switching away from {MAIN SERVICE} services?
by
Base: All with ISDN

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	181	91	82	57	30	54	40
Yes	68 38%	18 20%	49A 60%	37B 65%	4 13%	28B 52%	10 25%
No	92 51%	63B 69%	25 30%	15 26%	24A 80%	20 37%	28A 70%
Don't know	21 12%	10 11%	8 10%	5 9%	2 7%	6 11%	2 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	92	-	5	8	13	25	30	24	73	5	3	6	13	55	13	10
{MAIN SERVICE} is reliable	45 49%	- -%	1 20%	5 63%	6 46%	11 44%	15 50%	13 54%	35 48%	2 40%	2 67%	5 83%	5 38%	24 44%	9 69%	7 70%
Good contacts at existing company	32 35%	- -%	1 20%	3 38%	4 31%	6 24%	11 37%	11 46%	25 34%	- -%	3 100%	4 67%	4 31%	18 33%	6 46%	4 40%
Current service features are what we need	23 25%	- -%	1 20%	3 38%	4 31%	8 32%	9 30%	2 8%	22 30%	- -%	1 33%	- -%	3 23%	16 29%	3 23%	1 10%
Easier to manage one supplier	22 24%	- -%	- -%	3 38%	3 23%	6 24%	6 20%	7 29%	19 26%	- -%	- -%	2 33%	- -%	14 25%	6 46%	2 20%
Hassle	21 23%	- -%	1 20%	2 25%	3 23%	8 32%	3 10%	7 29%	18 25%	1 20%	- -%	2 33%	2 15%	14 25%	2 15%	3 30%
Current supplier(s) understand our business	19 21%	- -%	- -%	2 25%	2 15%	4 16%	5 17%	8 33%	13 18%	- -%	2 67%	3 50%	1 8%	12 22%	3 23%	3 30%
Tied to long term contract	17 18%	- -%	2 40%	1 13%	3 23%	5 20%	5 17%	4 17%	15 21%	- -%	- -%	1 17%	3 23%	12 22%	1 8%	1 10%
Historic links to existing company(s)	15 16%	- -%	- -%	1 13%	1 8%	3 12%	2 7%	9 38%	10 14%	1 20%	1 33%	1 17%	2 15%	9 16%	2 15%	2 20%
Price of alternative services too high	14 15%	- -%	- -%	2 25%	2 15%	1 4%	4 13%	7 29%	8 11%	1 20%	1 33%	2 33%	2 15%	6 11%	2 15%	4 40%
High internal costs associated with switching	10 11%	- -%	- -%	- -%	- -%	1 4%	5 17%	4 17%	8 11%	- -%	1 33%	1 17%	- -%	7 13%	1 8%	2 20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}?
by
Base: All not considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 - £100 million	£101m+	(d)
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)	(a)	(b)	(c)		(a)	(b)	(c)		
Total	92	-	5	8	13	25	30	24	73	5	3	6	13	55	13	10
Was offered a more attractive package/ range of services	3 3%	- -%	- -%	- -%	- -%	1 4%	2 7%	- -%	3 4%	- -%	- -%	- -%	- -%	2 4%	- -%	1 10%
Other	3 3%	- -%	- -%	- -%	- -%	- -%	2 7%	1 4%	2 3%	1 20%	- -%	- -%	- -%	2 4%	- -%	1 10%
Don't know	9 10%	- -%	1 20%	2 25%	3 23%	2 8%	3 10%	1 4%	6 8%	2 40%	- -%	- -%	2 15%	5 9%	- -%	1 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE)?

by

Base: All not considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	92	2	21	5	12	5	10	21	8	8	1	6	14	27	44
{MAIN SERVICE} is reliable	45 49%	1 50%	10 48%	2 40%	6 50%	3 60%	3 30%	11 52%	5 63%	4 50%	1 100%	2 33%	8 57%	9 33%	25 57%
Good contacts at existing company	32 35%	2 100%	6 29%	2 40%	4 33%	2 40%	2 20%	8 38%	2 25%	4 50%	1 100%	2 33%	5 36%	11 41%	13 30%
Current service features are what we need	23 25%	- -%	4 19%	1 20%	2 17%	- -%	2 20%	7 33%	2 25%	5 63%	- -%	- -%	1 7%	10 37%	12 27%
Easier to manage one supplier	22 24%	- -%	4 19%	2 40%	3 25%	1 20%	4 40%	7 33%	1 13%	- -%	- -%	1 17%	4 29%	8 30%	9 20%
Hassle	21 23%	- -%	5 24%	- -%	2 17%	- -%	4 40%	6 29%	3 38%	1 13%	- -%	2 33%	- -%	10 37%	9 20%
Current supplier(s) understand our business	19 21%	2 100%	3 14%	2 40%	2 17%	1 20%	- -%	6 29%	1 13%	2 25%	- -%	2 33%	4 29%	5 19%	8 18%
Tied to long term contract	17 18%	- -%	6 29%	1 20%	2 17%	3 60%	2 20%	2 10%	1 13%	- -%	- -%	1 17%	4 29%	4 15%	8 18%
Historic links to existing company(s)	15 16%	- -%	4 19%	- -%	- -%	- -%	5 50%	2 10%	3 38%	1 13%	- -%	- -%	1 7%	7 26%	7 16%
Price of alternative services too high	14 15%	1 50%	4 19%	- -%	2 17%	- -%	3 30%	2 10%	1 13%	1 13%	- -%	2 33%	- -%	4 15%	8 18%
High internal costs associated with switching	10 11%	- -%	4 19%	- -%	1 8%	- -%	2 20%	2 10%	1 13%	- -%	- -%	1 17%	2 14%	2 7%	5 11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE)?

by

Base: All not considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	92	2	21	5	12	5	10	21	8	8	1	6	14	27	44
Was offered a more attractive package/ range of services	3 3%	- -%	1 5%	- -%	1 8%	- -%	- -%	- -%	- -%	1 13%	- -%	1 17%	- -%	1 4%	1 2%
Other	3 3%	- -%	- -%	- -%	1 8%	- -%	- -%	1 5%	1 13%	- -%	- -%	- -%	- -%	- -%	3 7%
Don't know	9 10%	- -%	2 10%	- -%	2 17%	- -%	2 20%	3 14%	- -%	- -%	- -%	- -%	1 7%	3 11%	5 11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE)?

by

Base: All not considering switching

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	92	2	9	5	3	9	5	21	24	6	84	5	3	-	41	6	5
{MAIN SERVICE} is reliable	45 49%	1 50%	7 78%	2 40%	2 67%	3 33%	1 20%	12 57%	11 46%	2 33%	41 49%	3 60%	1 33%	- -%	20 49%	4 67%	3 60%
Good contacts at existing company	32 35%	2 100%	4 44%	1 20%	1 33%	1 11%	1 20%	9 43%	6 25%	2 33%	27 32%	3 60%	2 67%	- -%	15 37%	3 50%	3 60%
Current service features are what we need	23 25%	1 50%	4 44%	- -%	1 33%	2 22%	3 60%	6 29%	1 4%	2 33%	20 24%	1 20%	2 67%	- -%	11 27%	1 17%	1 20%
Easier to manage one supplier	22 24%	- -%	2 22%	- -%	2 67%	2 22%	1 20%	9 43%	5 21%	1 17%	22 26%	- -%	- -%	- -%	9 22%	3 50%	1 20%
Hassle	21 23%	- -%	4 44%	1 20%	1 33%	1 11%	1 20%	6 29%	3 13%	3 50%	20 24%	1 20%	- -%	- -%	9 22%	2 33%	2 40%
Current supplier(s) understand our business	19 21%	- -%	4 44%	- -%	1 33%	2 22%	- -%	5 24%	4 17%	1 17%	17 20%	1 20%	1 33%	- -%	9 22%	2 33%	1 20%
Tied to long term contract	17 18%	- -%	- -%	3 60%	- -%	3 33%	1 20%	1 5%	6 25%	2 33%	16 19%	- -%	1 33%	- -%	7 17%	1 17%	- -%
Historic links to existing company(s)	15 16%	1 50%	2 22%	- -%	1 33%	4 44%	1 20%	3 14%	- -%	- -%	12 14%	2 40%	1 33%	- -%	5 12%	2 33%	1 20%
Price of alternative services too high	14 15%	2 100%	2 22%	- -%	- -%	3 33%	1 20%	2 10%	2 8%	1 17%	13 15%	1 20%	- -%	- -%	7 17%	- -%	1 20%
High internal costs associated with switching	10 11%	1 50%	2 22%	- -%	1 33%	1 11%	1 20%	2 10%	1 4%	- -%	9 11%	1 20%	- -%	- -%	8 20%	1 17%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}?
by
Base: All not considering switching

PERSONAL PROFILE																	
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	92	2	9	5	3	9	5	21	24	6	84	5	3	-	41	6	5
Was offered a more attractive package/ range of services	3 3%	- -%	- -%	- -%	1 33%	- -%	- -%	1 5%	- -%	1 17%	3 4%	- -%	- -%	- -%	1 2%	- -%	- -%
Other	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	3 14%	- -%	- -%	3 4%	- -%	- -%	- -%	2 5%	- -%	- -%
Don't know	9 10%	- -%	- -%	1 20%	- -%	- -%	1 20%	1 5%	5 21%	1 17%	9 11%	- -%	- -%	- -%	2 5%	1 17%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

	Total	PERSONAL PROFILE														Mostly used fixed line		
		Fixed line services																
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)		
Total	92	48	52	34	40	8	–	8	6	12	7	5	12	45	47	–		
{MAIN SERVICE} is reliable	45 49%	24 50%	26 50%	16 47%	20 50%	5 63%	– -%	3 38%	1 17%	4 33%	3 43%	1 20%	4 33%	22 49%	23 49%	– -%		
Good contacts at existing company	32 35%	17 35%	17 33%	12 35%	15 38%	2 25%	– -%	3 38%	– -%	3 25%	2 29%	1 20%	3 25%	17 38%	15 32%	– -%		
Current service features are what we need	23 25%	16 33%	9 17%	10 29%	7 18%	2 25%	– -%	4 50%	– -%	4 33%	1 14%	3 60%	4 33%	16b 36%	7 15%	– -%		
Easier to manage one supplier	22 24%	11 23%	12 23%	9 26%	10 25%	1 13%	– -%	2 25%	2 33%	3 25%	1 14%	2 40%	3 25%	10 22%	12 26%	– -%		
Hassle	21 23%	13 27%	11 21%	8 24%	8 20%	3 38%	– -%	4 50%	2 33%	4 33%	1 14%	3 60%	4 33%	11 24%	10 21%	– -%		
Current supplier(s) understand our business	19 21%	9 19%	11 21%	7 21%	10 25%	1 13%	– -%	2 25%	1 17%	2 17%	1 14%	1 20%	2 17%	8 18%	11 23%	– -%		
Tied to long term contract	17 18%	9 19%	10 19%	6 18%	6 15%	2 25%	– -%	2 25%	3 50%	4 33%	2 29%	2 40%	4 33%	9 20%	8 17%	– -%		
Historic links to existing company(s)	15 16%	7 15%	8 15%	5 15%	7 18%	– -%	– -%	2 25%	1 17%	3 25%	2 29%	1 20%	3 25%	7 16%	8 17%	– -%		
Price of alternative services too high	14 15%	8 17%	9 17%	4 12%	5 13%	3 38%	– -%	2 25%	2 33%	3 25%	1 14%	2 40%	3 25%	6 13%	8 17%	– -%		
High internal costs associated with switching	10 11%	5 10%	6 12%	3 9%	4 10%	1 13%	– -%	2 25%	2 33%	3 25%	2 29%	1 20%	3 25%	4 9%	6 13%	– -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

PERSONAL PROFILE																
Total	Fixed line services													Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	92	48	52	34	40	8	–	8	6	12	7	5	12	45	47	–
Was offered a more attractive package/ range of services	3 3%	1 2%	3 6%	– –%	2 5%	1 13%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	1 2%	2 4%	– –%
Other	3 3%	3 6%	3 6%	– –%	– –%	3 38%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	2 4%	1 2%	– –%
Don't know	9 10%	4 8%	5 10%	4 12%	4 10%	– –%	– –%	– –%	1 17%	1 8%	1 14%	– –%	1 8%	4 9%	5 11%	– –%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	92	79	47	49	39	32	32	23	29	6	13	9	6	3	-	4
{MAIN SERVICE} is reliable	45 49%	42 53%	28 60%	25 51%	21 54%	18 56%	16 50%	9 39%	18 62%	2 33%	7 54%	5 56%	5 83%	1 33%	- -%	3 75%
Good contacts at existing company	32 35%	29 37%	21 45%	20 41%	13 33%	14 44%	12 38%	11 48%	16 55%	1 17%	4 31%	4 44%	4 67%	- -%	- -%	3 75%
Current service features are what we need	23 25%	21 27%	13 28%	11 22%	7 18%	11 34%	7 22%	6 26%	7 24%	1 17%	4 31%	5 56%	3 50%	1 33%	- -%	1 25%
Easier to manage one supplier	22 24%	19 24%	12 26%	9 18%	9 23%	8 25%	6 19%	10 43%	11 38%	- -%	3 23%	3 33%	2 33%	1 33%	- -%	1 25%
Hassle	21 23%	19 24%	10 21%	11 22%	9 23%	8 25%	6 19%	8 35%	8 28%	1 17%	4 31%	2 22%	1 17%	2 67%	- -%	2 50%
Current supplier(s) understand our business	19 21%	17 22%	12 26%	13 27%	10 26%	12 38%	11 34%	9 39%	11 38%	- -%	2 15%	- -%	3 50%	1 33%	- -%	2 50%
Tied to long term contract	17 18%	16 20%	7 15%	9 18%	7 18%	5 16%	5 16%	4 17%	2 7%	1 17%	5 38%	1 11%	- -%	- -%	- -%	1 25%
Historic links to existing company(s)	15 16%	13 16%	7 15%	8 16%	6 15%	8 25%	4 13%	7 30%	4 14%	- -%	2 15%	1 11%	1 17%	- -%	- -%	2 50%
Price of alternative services too high	14 15%	13 16%	8 17%	10 20%	10 26%	9 28%	6 19%	7 30%	7 24%	- -%	4 31%	1 11%	1 17%	- -%	- -%	2 50%
High internal costs associated with switching	10 11%	9 11%	7 15%	7 14%	6 15%	3 9%	7 22%	4 17%	8 28%	- -%	- -%	1 11%	1 17%	1 33%	- -%	2 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}?
by
Base: All not considering switching

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	92	79	47	49	39	32	32	23	29	6	13	9	6	3	-	4
Was offered a more attractive package/ range of services	3 3%	3 4%	2 4%	2 4%	- -	1 3%	2 6%	3 13%	2 7%	- -	- -	1 11%	- -	- -	- -	- -
Other	3 3%	3 4%	2 4%	1 2%	- -	- -	2 6%	- -	1 3%	- -	- -	1 11%	- -	2 67%	- -	- -
Don't know	9 10%	4 5%	3 6%	3 6%	2 5%	- -	2 6%	1 4%	- -	1 17%	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channe ls (f)	600 -1470 or more chan nels (g)	1500 (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	92	15	6	9	10	4	2	-	2	49	25	30	11	33	9	2	30	14	6	41	35	7
{MAIN SERVICE} is reliable	45 49%	10 67%	5 83%	3 33%	5 50%	1 25%	1 50%	- -%	1 50%	27 55%	10 40%	20 67%	3 27%	20 61%	4 44%	- -%	18 60%	6 43%	2 33%	23 56%	15 43%	3 43%
Good contacts at existing company	32 35%	4 27%	3 50%	3 33%	5 50%	- -%	- -%	- -%	1 50%	22 45%	5 20%	17 57%	1 9%	13 39%	2 22%	1 50%	12 40%	3 21%	1 17%	14 34%	14 40%	2 29%
Current service features are what we need	23 25%	5 33%	1 17%	1 11%	1 10%	- -%	- -%	- -%	- -%	16 33%	3 12%	9 30%	3 27%	11 33%	3 33%	1 50%	7 23%	1 7%	1 17%	13 32%	9 26%	1 14%
Easier to manage one supplier	22 24%	2 13%	1 17%	3 33%	4 40%	- -%	- -%	- -%	1 50%	16 33%	2 8%	10 33%	2 18%	8 24%	2 22%	- -%	9 30%	2 14%	1 17%	9 22%	9 26%	1 14%
Hassle	21 23%	3 20%	- -%	3 33%	1 10%	1 25%	1 50%	- -%	1 50%	14 29%	3 12%	8 27%	3 27%	10 30%	3 33%	- -%	6 20%	2 14%	3 50%	10 24%	8 23%	3 43%
Current supplier(s) understand our business	19 21%	2 13%	1 17%	1 11%	4 40%	- -%	- -%	- -%	2 100%	13 27%	2 8%	11 37%	1 9%	5 15%	3 33%	- -%	10 33%	1 7%	- -%	8 20%	9 26%	2 29%
Tied to long term contract	17 18%	2 13%	2 33%	2 22%	2 20%	2 50%	- -%	- -%	- -%	7 14%	8 32%	4 13%	3 27%	8 24%	1 11%	- -%	2 7%	6 43%	2 33%	8 20%	6 17%	2 29%
Historic links to existing company(s)	15 16%	1 7%	1 17%	1 11%	2 20%	- -%	2 100%	- -%	- -%	9 18%	5 20%	4 13%	2 18%	5 15%	1 11%	- -%	2 7%	3 21%	3 50%	9 22%	3 9%	3 43%
Price of alternative services too high	14 15%	2 13%	1 17%	- -%	4 40%	- -%	1 50%	- -%	1 50%	11 22%	2 8%	6 20%	3 27%	6 18%	2 22%	- -%	4 13%	2 14%	3 50%	4 10%	6 17%	3 43%
High internal costs associated with switching	10 11%	- -%	- -%	3 33%	1 10%	- -%	1 50%	- -%	1 50%	8 16%	2 8%	7 23%	1 9%	2 6%	2 22%	1 50%	3 10%	1 7%	2 33%	3 7%	5 14%	2 29%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE)?

by

Base: All not considering switching

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In- house package (b)	Hosted so lution (c)	
Total	92	15	6	9	10	4	2	-	2	49	25	30	11	33	9	2	30	14	6	41	35	7	
Was offered a more attractive package/ range of services	3 3%	1 7%	- -	- -	1 10%	- -	- -	- -	- -	3 6%	- -	1 3%	- -	1 3%	- -	- -	2 7%	- -	1 17%	1 2%	2 6%	- -	
Other	3 3%	1 7%	- -	1 11%	- -	1 25%	- -	- -	- -	3 6%	- -	1 3%	2 18%	3 9%	- -	- -	3 10%	- -	- -	3 7%	- -	- -	
Don't know	9 10%	2 13%	- -	- -	- -	1 25%	- -	- -	- -	3 6%	3 12%	2 7%	- -	1 3%	- -	1 50%	3 10%	1 7%	- -	2 5%	2 6%	1 14%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	92	8	28	53	-	92	2	26	28	42	18
{MAIN SERVICE} is reliable	45 49%	2 25%	15 54%	27 51%	- -%	45 49%	1 50%	6 23%	7 25%	30 71%	8 44%
Good contacts at existing company	32 35%	1 13%	10 36%	20 38%	- -%	32 35%	1 50%	11 42%	12 43%	15 36%	5 28%
Current service features are what we need	23 25%	1 13%	7 25%	15 28%	- -%	23 25%	- -%	3 12%	3 11%	15 36%	5 28%
Easier to manage one supplier	22 24%	2 25%	5 18%	14 26%	- -%	22 24%	- -%	4 15%	4 14%	13 31%	5 28%
Hassle	21 23%	2 25%	8 29%	11 21%	- -%	21 23%	- -%	8 31%	8 29%	11 26%	2 11%
Current supplier(s) understand our business	19 21%	- -%	8 29%	11 21%	- -%	19 21%	- -%	7 27%	7 25%	9 21%	3 17%
Tied to long term contract	17 18%	3 38%	2 7%	12 23%	- -%	17 18%	- -%	6 23%	6 21%	5 12%	6 33%
Historic links to existing company(s)	15 16%	- -%	7 25%	8 15%	- -%	15 16%	- -%	3 12%	3 11%	7 17%	4 22%
Price of alternative services too high	14 15%	- -%	4 14%	9 17%	- -%	14 15%	- -%	5 19%	5 18%	7 17%	1 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE)?

by

Base: All not considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
Total	92	8	28	53	-	92	2	26	28	42	18
High internal costs associated with switching	10 11%	3 38%	3 11%	4 8%	- -%	10 11%	- -%	3 12%	3 11%	7 17%	- -%
Was offered a more attractive package/ range of services	3 3%	- -%	1 4%	2 4%	- -%	3 3%	- -%	1 4%	1 4%	1 2%	1 6%
Other	3 3%	- -%	1 4%	2 4%	- -%	3 3%	- -%	- -%	- -%	1 2%	2 11%
Don't know	9 10%	1 13%	3 11%	4 8%	- -%	9 10%	1 50%	3 12%	4 14%	1 2%	1 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

	Total	IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plemen (d)	Not tried (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	92	31	39	5	20	3	6	4	2	16	5	8	2	8	9	7	1	3	5	1	2
{MAIN SERVICE} is reliable	45 49%	21b 68%	17 44%	3 60%	16 80%	3 100%	3 50%	- %	2 100%	13 81%	2 40%	4 50%	1 50%	3 38%	4 44%	2 29%	- %	1 33%	2 40%	1 100%	1 50%
Good contacts at existing company	32 35%	12 39%	12 31%	1 20%	8 40%	3 100%	3 50%	- %	1 50%	5 31%	2 40%	3 38%	1 50%	2 25%	3 33%	2 29%	- %	1 33%	2 40%	1 100%	- %
Current service features are what we need	23 25%	10b 32%	5 13%	1 20%	7 35%	1 33%	2 33%	- %	- %	7 44%	2 40%	2 25%	1 50%	1 13%	3 33%	2 29%	- %	- %	1 20%	- %	- %
Easier to manage one supplier	22 24%	9 29%	7 18%	2 40%	4 20%	2 67%	4 67%	- %	- %	3 19%	- %	2 25%	- %	2 25%	2 22%	1 14%	- %	1 33%	1 20%	- %	2 100%
Hassle	21 23%	10 32%	6 15%	1 20%	5 25%	- %	3 50%	1 25%	- %	6 38%	1 20%	3 38%	- %	2 25%	1 11%	3 43%	- %	1 33%	2 40%	- %	1 50%
Current supplier(s) understand our business	19 21%	7 23%	9 23%	- %	5 25%	- %	2 33%	- %	1 50%	4 25%	- %	2 25%	- %	2 25%	2 22%	2 29%	- %	2 67%	2 40%	1 100%	1 50%
Tied to long term contract	17 18%	6 19%	6 15%	1 20%	5 25%	1 33%	1 17%	3 75%	- %	1 6%	2 40%	2 25%	1 50%	3 38%	2 22%	2 29%	- %	1 33%	1 20%	- %	- %
Historic links to existing company(s)	15 16%	2 6%	8 21%	- %	1 5%	- %	1 17%	- %	- %	1 6%	1 20%	2 25%	2 100%	1 13%	2 22%	1 14%	- %	1 33%	1 20%	- %	- %
Price of alternative services too high	14 15%	2 6%	8 21%	- %	2 10%	- %	- %	- %	- %	2 13%	- %	2 25%	1 50%	2 25%	2 22%	1 14%	- %	2 67%	1 20%	- %	1 50%
High internal costs associated with switching	10 11%	3 10%	3 8%	2 40%	1 5%	1 33%	1 17%	- %	- %	1 6%	1 20%	3 38%	1 50%	2 25%	3 33%	2 29%	- %	1 33%	2 40%	- %	2 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}?
by
Base: All not considering switching

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	92	31	39	5	20	3	6	4	2	16	5	8	2	8	9	7	1	3	5	1	2
Was offered a more attractive package/ range of services	3 3%	- -	2 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	3 3%	1 3%	2 5%	- -	1 5%	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	9 10%	1 3%	5 13%	- -	- -	- -	- -	- -	- -	1 6%	1 20%	- -	- -	1 13%	1 11%	- -	1 100%	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

	Total	IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	and	and	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a)	(b)	(c)					(c)	(a)	(b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)	
Total	92	10	1	6	6	-	5	6	5	4	1	-	1	9	2	-	-	-	-	-	-	
{MAIN SERVICE} is reliable	45	4	-	2	2	-	2	2	4	-	-	-	-	4	-	-	-	-	-	-	-	
	49%	40%	-%	33%	33%	-%	40%	33%	80%	-%	-%	-%	-%	44%	-%	-%	-%	-%	-%	-%	-%	
Good contacts at existing company	32	3	-	2	1	-	2	1	3	-	-	-	-	3	-	-	-	-	-	-	-	
	35%	30%	-%	33%	17%	-%	40%	17%	60%	-%	-%	-%	-%	33%	-%	-%	-%	-%	-%	-%	-%	
Current service features are what we need	23	4	-	2	2	-	3	1	3	-	-	-	-	4	-	-	-	-	-	-	-	
	25%	40%	-%	33%	33%	-%	60%	17%	60%	-%	-%	-%	-%	44%	-%	-%	-%	-%	-%	-%	-%	
Easier to manage one supplier	22	3	-	1	2	-	2	1	1	-	1	-	-	2	1	-	-	-	-	-	-	
	24%	30%	-%	17%	33%	-%	40%	17%	20%	-%	100%	-%	-%	22%	50%	-%	-%	-%	-%	-%	-%	
Hassle	21	4	-	1	3	-	2	2	-	2	1	-	1	2	1	-	-	-	-	-	-	
	23%	40%	-%	17%	50%	-%	40%	33%	-%	50%	100%	-%	100%	22%	50%	-%	-%	-%	-%	-%	-%	
Current supplier(s) understand our business	19	2	-	2	-	-	1	1	1	-	1	-	-	1	1	-	-	-	-	-	-	
	21%	20%	-%	33%	-%	-%	20%	17%	20%	-%	100%	-%	-%	11%	50%	-%	-%	-%	-%	-%	-%	
Tied to long term contract	17	3	1	1	3	-	2	2	-	3	-	-	1	2	1	-	-	-	-	-	-	
	18%	30%	100%	17%	50%	-%	40%	33%	-%	75%	-%	-%	100%	22%	50%	-%	-%	-%	-%	-%	-%	
Historic links to existing company(s)	15	3	-	1	2	-	2	1	1	1	-	-	-	3	-	-	-	-	-	-	-	
	16%	30%	-%	17%	33%	-%	40%	17%	20%	25%	-%	-%	-%	33%	-%	-%	-%	-%	-%	-%	-%	
Price of alternative services too high	14	3	-	2	1	-	2	1	-	1	1	-	-	2	1	-	-	-	-	-	-	
	15%	30%	-%	33%	17%	-%	40%	17%	-%	25%	100%	-%	-%	22%	50%	-%	-%	-%	-%	-%	-%	
High internal costs associated with switching	10	3	-	1	2	-	2	1	2	-	1	-	-	2	1	-	-	-	-	-	-	
	11%	30%	-%	17%	33%	-%	40%	17%	40%	-%	100%	-%	-%	22%	50%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

		IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
Total	92	10	1	6	6	-	5	6	5	4	1	-	1	9	2	-	-	-	-	-	-
Was offered a more attractive package/ range of services	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	9 10%	- -%	- -%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	92	63	25	15	24	20	28
{MAIN SERVICE} is reliable	45 49%	31 49%	11 44%	7 47%	14 58%	8 40%	16 57%
Good contacts at existing company	32 35%	23 37%	8 32%	8 53%	7 29%	6 30%	10 36%
Current service features are what we need	23 25%	19 30%	4 16%	4 27%	8 33%	2 10%	5 18%
Easier to manage one supplier	22 24%	18 29%	3 12%	3 20%	5 21%	4 20%	8 29%
Hassle	21 23%	14 22%	6 24%	3 20%	9 38%	5 25%	6 21%
Current supplier(s) understand our business	19 21%	12 19%	7 28%	3 20%	4 17%	4 20%	5 18%
Tied to long term contract	17 18%	10 16%	6 24%	3 20%	5 21%	4 20%	6 21%
Historic links to existing company(s)	15 16%	8 13%	7 28%	2 13%	4 17%	4 20%	4 14%
Price of alternative services too high	14 15%	9 14%	4 16%	3 20%	4 17%	4 20%	4 14%
High internal costs associated with switching	10 11%	5 8%	5 20%	3 20%	2 8%	2 10%	4 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 48 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}?
by
Base: All not considering switching

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	92	63	25	15	24	20	28
Was offered a more attractive package/ range of services	3 3%	3 5%	- -	1 7%	- -	2 10%	1 4%
Other	3 3%	- -	3 12%	- -	3 13%	- -	3 11%
Don't know	9 10%	7 11%	1 4%	1 7%	1 4%	1 5%	2 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

	Total	PERSONAL PROFILE														
		Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 - £100 million	£101m+
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(a)	(b)	(c)		(a)	(b)	(c)	(d)
Total	92	-	5	8	13	25	30	24	73	5	3	6	13	55	13	10
{MAIN SERVICE} is reliable	31 34%	- -%	1 20%	2 25%	3 23%	8 32%	11 37%	9 38%	24 33%	2 40%	1 33%	4 67%	3 23%	15 27%	8 62%	5 50%
Tied to long term contract	12 13%	- -%	2 40%	- -%	2 15%	2 8%	5 17%	3 13%	10 14%	- -%	- -%	1 17%	3 23%	8 15%	1 8%	- -%
Current service features are what we need	9 10%	- -%	1 20%	- -%	1 8%	4 16%	3 10%	1 4%	8 11%	- -%	1 33%	- -%	1 8%	7 13%	1 8%	- -%
Hassle	7 8%	- -%	- -%	2 25%	2 15%	3 12%	1 3%	1 4%	7 10%	- -%	- -%	- -%	1 8%	6 11%	- -%	- -%
Current supplier(s) understand our business	6 7%	- -%	- -%	1 13%	1 8%	1 4%	2 7%	2 8%	5 7%	- -%	- -%	- -%	- -%	5 9%	1 8%	- -%
Good contacts at existing company	4 4%	- -%	- -%	1 13%	1 8%	1 4%	1 3%	1 4%	4 5%	- -%	- -%	- -%	1 8%	2 4%	1 8%	- -%
Price of alternative services too high	4 4%	- -%	- -%	- -%	- -%	- -%	1 3%	3 13%	1 1%	1 20%	1 33%	- -%	1 8%	1 2%	1 8%	1 10%
Easier to manage one supplier	4 4%	- -%	- -%	- -%	- -%	4 16%	- -%	- -%	4 5%	- -%	- -%	- -%	- -%	4 7%	- -%	- -%
Historic links to existing company(s)	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	2 8%	1 1%	- -%	- -%	- -%	1 8%	- -%	- -%	1 10%
Was offered a more attractive package/ range of services	1 1%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st
by
Base: All not considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)					
Total	92	-	5	8	13	25	30	24	73	5	3	6	13	55	13	10
High internal costs associated with switching	1 1%	- %	- %	- %	- %	- %	- %	1 4%	- %	- %	- %	1 17%	- %	- %	- %	1 10%
Other	2 2%	- %	- %	- %	- %	- %	2 7%	- %	2 3%	- %	- %	- %	- %	2 4%	- %	- %
Dont know	9 10%	- %	1 20%	2 25%	3 23%	2 8%	3 10%	1 4%	6 8%	2 40%	- %	- %	2 15%	5 9%	- %	1 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	92	2	21	5	12	5	10	21	8	8	1	6	14	27	44
{MAIN SERVICE} is reliable	31 34%	1 50%	9 43%	1 20%	4 33%	2 40%	2 20%	5 24%	4 50%	3 38%	1 100%	2 33%	7 50%	4 15%	17 39%
Tied to long term contract	12 13%	- -%	3 14%	1 20%	1 8%	3 60%	2 20%	1 5%	1 13%	- -%	- -%	- -%	4 29%	4 15%	4 9%
Current service features are what we need	9 10%	- -%	1 5%	- -%	- -%	- -%	- -%	3 14%	2 25%	3 38%	- -%	- -%	- -%	4 15%	5 11%
Hassle	7 8%	- -%	2 10%	- -%	1 8%	- -%	1 10%	3 14%	- -%	- -%	- -%	1 17%	- -%	5 19%	1 2%
Current supplier(s) understand our business	6 7%	- -%	1 5%	1 20%	1 8%	- -%	- -%	3 14%	- -%	- -%	- -%	1 17%	1 7%	2 7%	2 5%
Good contacts at existing company	4 4%	- -%	- -%	1 20%	1 8%	- -%	- -%	1 5%	- -%	1 13%	- -%	- -%	- -%	1 4%	3 7%
Price of alternative services too high	4 4%	1 50%	1 5%	- -%	- -%	- -%	2 20%	- -%	- -%	- -%	- -%	1 17%	- -%	1 4%	2 5%
Easier to manage one supplier	4 4%	- -%	1 5%	1 20%	1 8%	- -%	1 10%	- -%	- -%	- -%	- -%	1 17%	- -%	2 7%	1 2%
Historic links to existing company(s)	2 2%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	1 7%	- -%	1 2%
Was offered a more attractive package/ range of services	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	1 4%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	92	2	21	5	12	5	10	21	8	8	1	6	14	27	44
High internal costs associated with switching	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%
Other	2 2%	- -%	- -%	- -%	1 8%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	2 5%
Dont know	9 10%	- -%	2 10%	- -%	2 17%	- -%	2 20%	3 14%	- -%	- -%	- -%	- -%	1 7%	3 11%	5 11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	92	2	9	5	3	9	5	21	24	6	84	5	3	-	41	6	5
{MAIN SERVICE} is reliable	31 34%	1 50%	6 67%	1 20%	2 67%	2 22%	1 20%	8 38%	8 33%	- -	29 35%	2 40%	- -	- -	16 39%	1 17%	3 60%
Tied to long term contract	12 13%	- -	- -	2 40%	- -	2 22%	- -	1 5%	5 21%	1 17%	11 13%	- -	1 33%	- -	5 12%	1 17%	- -
Current service features are what we need	9 10%	- -	2 22%	- -	- -	1 11%	1 20%	2 10%	- -	- -	6 7%	1 20%	2 67%	- -	4 10%	1 17%	- -
Hassle	7 8%	- -	- -	- -	- -	- -	1 20%	2 10%	2 8%	2 33%	7 8%	- -	- -	- -	2 5%	1 17%	1 20%
Current supplier(s) understand our business	6 7%	- -	- -	- -	- -	1 11%	- -	2 10%	2 8%	1 17%	6 7%	- -	- -	- -	2 5%	1 17%	- -
Good contacts at existing company	4 4%	- -	- -	1 20%	- -	- -	1 20%	- -	1 4%	- -	3 4%	1 20%	- -	- -	2 5%	- -	1 20%
Price of alternative services too high	4 4%	1 50%	- -	- -	- -	1 11%	- -	2 10%	- -	- -	4 5%	- -	- -	- -	3 7%	- -	- -
Easier to manage one supplier	4 4%	- -	- -	- -	1 33%	1 11%	- -	1 5%	1 4%	- -	4 5%	- -	- -	- -	1 2%	- -	- -
Historic links to existing company(s)	2 2%	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	1 1%	1 20%	- -	- -	1 2%	- -	- -
Was offered a more attractive package/ range of services	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	1 1%	- -	- -	- -	1 2%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st
by
Base: All not considering switching

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West of England (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - (k)	Wales (l)	Scotland (m)	No Irish (n)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	92	2	9	5	3	9	5	21	24	6	84	5	3	-	41	6	5
High internal costs associated with switching	1 1%	- -	1 11%	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 2%	- -	- -
Other	2 2%	- -	- -	- -	- -	- -	- -	2 10%	- -	- -	2 2%	- -	- -	- -	1 2%	- -	- -
Dont know	9 10%	- -	- -	1 20%	- -	- -	1 20%	1 5%	5 21%	1 17%	9 11%	- -	- -	- -	2 5%	1 17%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

	PERSONAL PROFILE															
	Fixed line services												Mostly used fixed line			
	Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	92	48	52	34	40	8	-	8	6	12	7	5	12	45	47	-
{MAIN SERVICE} is reliable	31 34%	15 31%	18 35%	12 35%	15 38%	2 25%	- -%	1 13%	1 17%	2 17%	2 29%	- -%	2 17%	13 29%	18 38%	- -%
Tied to long term contract	12 13%	5 10%	7 13%	5 15%	6 15%	- -%	- -%	- -%	1 17%	1 8%	1 14%	- -%	1 8%	5 11%	7 15%	- -%
Current service features are what we need	9 10%	6 13%	3 6%	3 9%	3 8%	- -%	- -%	3 38%	- -%	3 25%	1 14%	2 40%	3 25%	6 13%	3 6%	- -%
Hassle	7 8%	6 13%	2 4%	3 9%	1 3%	1 13%	- -%	3 38%	1 17%	3 25%	1 14%	2 40%	3 25%	6b 13%	1 2%	- -%
Current supplier(s) understand our business	6 7%	3 6%	3 6%	3 9%	3 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 7%	3 6%	- -%
Good contacts at existing company	4 4%	2 4%	3 6%	1 3%	2 5%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	2 4%	- -%
Price of alternative services too high	4 4%	1 2%	3 6%	1 3%	3 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	3 6%	- -%
Easier to manage one supplier	4 4%	2 4%	2 4%	2 6%	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	2 4%	- -%
Historic links to existing company(s)	2 2%	- -%	2 4%	- -%	1 3%	- -%	- -%	- -%	1 17%	1 8%	1 14%	- -%	1 8%	- -%	2 4%	- -%
Was offered a more attractive package/ range of services	1 1%	1 2%	1 2%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st
by
Base: All not considering switching

PERSONAL PROFILE																
Total	Fixed line services													Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	92	48	52	34	40	8	-	8	6	12	7	5	12	45	47	-
High internal costs associated with switching	1 1%	1 2%	1 2%	- -%	- -%	1 13%	- -%	1 13%	1 17%	1 8%	- -%	1 20%	1 8%	- -%	1 2%	- -%
Other	2 2%	2 4%	2 4%	- -%	- -%	2 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	- -%	- -%
Dont know	9 10%	4 8%	5 10%	4 12%	4 10%	- -%	- -%	- -%	1 17%	1 8%	1 14%	- -%	1 8%	4 9%	5 11%	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	92	79	47	49	39	32	32	23	29	6	13	9	6	3	-	4
{MAIN SERVICE} is reliable	31 34%	28 35%	19 40%	19 39%	17 44%	15 47%	11 34%	7 30%	12 41%	2 33%	5 38%	- %	5 83%	1 33%	- %	1 25%
Tied to long term contract	12 13%	11 14%	6 13%	7 14%	6 15%	3 9%	4 13%	3 13%	1 3%	1 17%	2 15%	1 11%	- %	- %	- %	- %
Current service features are what we need	9 10%	8 10%	5 11%	3 6%	2 5%	3 9%	2 6%	1 4%	2 7%	1 17%	1 8%	2 22%	- %	- %	- %	1 25%
Hassle	7 8%	6 8%	2 4%	4 8%	3 8%	3 9%	2 6%	2 9%	2 7%	1 17%	3 23%	1 11%	- %	- %	- %	- %
Current supplier(s) understand our business	6 7%	6 8%	2 4%	3 6%	1 3%	3 9%	3 9%	3 13%	4 14%	- %	1 8%	- %	1 17%	1 33%	- %	- %
Good contacts at existing company	4 4%	4 5%	3 6%	2 4%	2 5%	- %	1 3%	- %	2 7%	- %	- %	1 11%	- %	- %	- %	1 25%
Price of alternative services too high	4 4%	3 4%	3 6%	3 6%	2 5%	3 9%	1 3%	2 9%	2 7%	- %	1 8%	- %	- %	- %	- %	- %
Easier to manage one supplier	4 4%	3 4%	1 2%	1 2%	1 3%	- %	1 3%	2 9%	1 3%	- %	- %	2 22%	- %	- %	- %	- %
Historic links to existing company(s)	2 2%	2 3%	- %	2 4%	2 5%	1 3%	1 3%	- %	1 3%	- %	- %	- %	- %	- %	- %	- %
Was offered a more attractive package/range of services	1 1%	1 1%	1 2%	1 2%	- %	- %	1 3%	1 4%	1 3%	- %	- %	1 11%	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st
by
Base: All not considering switching

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	92	79	47	49	39	32	32	23	29	6	13	9	6	3	-	4
High internal costs associated with switching	1 1%	1 1%	1 2%	1 2%	1 3%	1 3%	1 3%	1 4%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%
Other	2 2%	2 3%	1 2%	- -%	- -%	- -%	2 6%	- -%	- -%	- -%	- -%	1 11%	- -%	1 33%	- -%	- -%
Dont know	9 10%	4 5%	3 6%	3 6%	2 5%	- -%	2 6%	1 4%	- -%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 channels (g)	1500 or more channels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	92	15	6	9	10	4	2	-	2	49	25	30	11	33	9	2	30	14	6	41	35	7
{MAIN SERVICE} is reliable	31 34%	6 40%	4 67%	3 33%	2 20%	1 25%	1 50%	- -%	1 50%	15 31%	9 36%	14 47%	- -%	12 36%	3 33%	- -%	14 47%	3 21%	1 17%	17 41%	10 29%	2 29%
Tied to long term contract	12 13%	2 13%	1 17%	1 11%	1 10%	2 50%	- -%	- -%	- -%	3 6%	8 32%	1 3%	2 18%	5 15%	- -%	- -%	2 7%	5 36%	- -%	6 15%	4 11%	1 14%
Current service features are what we need	9 10%	1 7%	- -%	- -%	1 10%	- -%	- -%	- -%	- -%	6 12%	1 4%	4 13%	1 9%	3 9%	2 22%	- -%	2 7%	1 7%	- -%	3 7%	5 14%	1 14%
Hassle	7 8%	1 7%	- -%	1 11%	- -%	- -%	- -%	- -%	- -%	6 12%	- -%	3 10%	1 9%	4 12%	2 22%	- -%	- -%	1 7%	1 17%	5 12%	2 6%	- -%
Current supplier(s) understand our business	6 7%	- -%	- -%	1 11%	2 20%	- -%	- -%	- -%	- -%	3 6%	1 4%	3 10%	- -%	2 6%	1 11%	- -%	3 10%	- -%	- -%	1 2%	5 14%	- -%
Good contacts at existing company	4 4%	1 7%	1 17%	1 11%	- -%	- -%	- -%	- -%	- -%	2 4%	1 4%	2 7%	- -%	1 3%	- -%	1 50%	- -%	2 14%	- -%	2 5%	1 3%	- -%
Price of alternative services too high	4 4%	- -%	- -%	- -%	2 20%	- -%	1 50%	- -%	- -%	3 6%	1 4%	- -%	2 18%	1 3%	- -%	- -%	2 7%	- -%	1 17%	1 2%	2 6%	- -%
Easier to manage one supplier	4 4%	- -%	- -%	1 11%	- -%	- -%	- -%	- -%	- -%	3 6%	- -%	- -%	2 18%	1 3%	- -%	- -%	1 3%	- -%	1 17%	2 5%	2 6%	- -%
Historic links to existing company(s)	2 2%	- -%	- -%	- -%	2 20%	- -%	- -%	- -%	- -%	1 2%	1 4%	- -%	1 9%	- -%	- -%	- -%	- -%	1 7%	1 17%	- -%	1 3%	1 14%
Was offered a more attractive package/ range of services	1 1%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 17%	- -%	1 3%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls (g)	1500 or more chan nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In Hosted so lution (c)
Total	92	15	6	9	10	4	2	-	2	49	25	30	11	33	9	2	30	14	6	41	35	7	
High internal costs associated with switching	1 1%	- -	- -	- -	- -	- -	- -	- -	1 50%	1 2%	- -	1 3%	- -	- -	1 11%	- -	1 3%	- -	- -	- -	- -	1 14%	
Other	2 2%	1 7%	- -	1 11%	- -	- -	- -	- -	- -	2 4%	- -	- -	2 18%	2 6%	- -	- -	2 7%	- -	- -	2 5%	- -	- -	
Dont know	9 10%	2 13%	- -	- -	- -	1 25%	- -	- -	- -	3 6%	3 12%	2 7%	- -	1 3%	- -	1 50%	3 10%	1 7%	- -	2 5%	2 6%	1 14%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	92	8	28	53	-	92	2	26	28	42	18
{MAIN SERVICE} is reliable	31 34%	2 25%	9 32%	20 38%	- -%	31 34%	1 50%	5 19%	6 21%	19 45%	6 33%
Tied to long term contract	12 13%	2 25%	2 7%	8 15%	- -%	12 13%	- -%	5 19%	5 18%	3 7%	4 22%
Current service features are what we need	9 10%	- -%	4 14%	5 9%	- -%	9 10%	- -%	2 8%	2 7%	6 14%	1 6%
Hassle	7 8%	1 13%	2 7%	4 8%	- -%	7 8%	- -%	3 12%	3 11%	3 7%	1 6%
Current supplier(s) understand our business	6 7%	- -%	3 11%	3 6%	- -%	6 7%	- -%	3 12%	3 11%	3 7%	- -%
Good contacts at existing company	4 4%	1 13%	- -%	2 4%	- -%	4 4%	- -%	2 8%	2 7%	1 2%	1 6%
Price of alternative services too high	4 4%	- -%	2 7%	1 2%	- -%	4 4%	- -%	2 8%	2 7%	1 2%	- -%
Easier to manage one supplier	4 4%	1 13%	2 7%	1 2%	- -%	4 4%	- -%	1 4%	1 4%	1 2%	2 11%
Historic links to existing company(s)	2 2%	- -%	1 4%	1 2%	- -%	2 2%	- -%	- -%	- -%	2 5%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	92	8	28	53	-	92	2	26	28	42	18
Was offered a more attractive package/ range of services	1 1%	- -%	- -%	1 2%	- -%	1 1%	- -%	- -%	- -%	1 2%	- -%
High internal costs associated with switching	1 1%	- -%	- -%	1 2%	- -%	1 1%	- -%	- -%	- -%	1 2%	- -%
Other	2 2%	- -%	- -%	2 4%	- -%	2 2%	- -%	- -%	- -%	- -%	2 11%
Dont know	9 10%	1 13%	3 11%	4 8%	- -%	9 10%	1 50%	3 12%	4 14%	1 2%	1 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have to (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa ymen (g)	Video confe rencing (h)
Total	92	31	39	5	20	3	6	4	2	16	5	8	2	8	9	7	1	3	5	1	2
{MAIN SERVICE} is reliable	31 34%	13 42%	14 36%	2 40%	10 50%	2 67%	-	-	2 100%	9 56%	-	2 25%	-	2 25%	2 22%	1 14%	-	1 33%	1 20%	1 100%	1 50%
Tied to long term contract	12 13%	4 13%	6 15%	1 20%	3 15%	-	1 17%	3 75%	-	-	1 20%	-	-	1 13%	1 11%	1 14%	-	-	1 20%	-	-
Current service features are what we need	9 10%	4 13%	1 3%	1 20%	3 15%	-	2 33%	-	-	2 13%	2 40%	2 25%	1 50%	1 13%	3 33%	2 29%	-	-	1 20%	-	-
Hassle	7 8%	4b 13%	-	-	2 10%	-	1 17%	1 25%	-	2 13%	1 20%	2 25%	-	1 13%	-	2 29%	-	-	1 20%	-	-
Current supplier(s) understand our business	6 7%	2 6%	4 10%	-	-	-	1 17%	-	-	1 6%	-	-	-	-	-	-	-	-	-	-	-
Good contacts at existing company	4 4%	1 3%	1 3%	-	1 5%	1 33%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Price of alternative services too high	4 4%	-	4 10%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Easier to manage one supplier	4 4%	2 6%	1 3%	1 20%	1 5%	-	1 17%	-	-	1 6%	-	-	-	-	-	-	-	-	-	-	-
Historic links to existing company(s)	2 2%	-	1 3%	-	-	-	-	-	-	-	-	1 13%	1 50%	1 13%	1 11%	-	-	1 33%	-	-	-
Was offered a more attractive package/ range of services	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	92	31	39	5	20	3	6	4	2	16	5	8	2	8	9	7	1	3	5	1	2	
High internal costs associated with switching	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 13%	- %	1 13%	1 11%	1 14%	- %	1 33%	1 20%	- %	1 50%	
Other	2 2%	- %	2 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Dont know	9 10%	1 3%	5 13%	- %	- %	- %	- %	- %	- %	1 6%	1 20%	- %	- %	1 13%	1 11%	- %	1 100%	- %	- %	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

	Total	IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a)	(b)	(c)				(c)	(a)	(b)	(c)	(d)		(a)	(b)	(c)	(a)	(b)	(c)	
Total	92	10	1	6	6	-	5	6	5	4	1	-	1	9	2	-	-	-	-	-	-	
{MAIN SERVICE} is reliable	31 34%	2 20%	- -	1 17%	1 17%	- -	- -	2 33%	2 40%	- -	- -	- -	- -	2 22%	- -	- -	- -	- -	- -	- -	- -	
Tied to long term contract	12 13%	- -	1 100%	- -	1 17%	- -	1 20%	- -	- -	1 25%	- -	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	
Current service features are what we need	9 10%	3 30%	- -	2 33%	1 17%	- -	2 40%	1 17%	3 60%	- -	- -	- -	- -	3 33%	- -	- -	- -	- -	- -	- -	- -	
Hassle	7 8%	3 30%	- -	- -	3 50%	- -	1 20%	2 33%	- -	2 50%	- -	- -	1 100%	2 22%	- -	- -	- -	- -	- -	- -	- -	
Current supplier(s) understand our business	6 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Good contacts at existing company	4 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Price of alternative services too high	4 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Easier to manage one supplier	4 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Historic links to existing company(s)	2 2%	1 10%	- -	1 17%	- -	- -	- -	1 17%	- -	1 25%	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	- -	- -	
Was offered a more attractive package/ range of services	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	
Total	92	10	1	6	6	-	5	6	5	4	1	-	1	9	2	-	-	-	-	-	-
High internal costs associated with switching	1 1%	1 10%	- -	1 17%	- -	- -	1 20%	- -	- -	- -	1 100%	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	- -
Other	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	9 10%	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st

by

Base: All not considering switching

	IP Based Services						
	Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	92	63	25	15	24	20	28
{MAIN SERVICE} is reliable	31 34%	20 32%	9 36%	6 40%	8 33%	6 30%	11 39%
Tied to long term contract	12 13%	7 11%	5 20%	2 13%	2 8%	3 15%	4 14%
Current service features are what we need	9 10%	8 13%	1 4%	- -%	3 13%	- -%	2 7%
Hassle	7 8%	6 10%	1 4%	1 7%	5 21%	2 10%	- -%
Current supplier(s) understand our business	6 7%	5 8%	1 4%	2 13%	1 4%	2 10%	1 4%
Good contacts at existing company	4 4%	2 3%	2 8%	1 7%	1 4%	1 5%	2 7%
Price of alternative services too high	4 4%	3 5%	- -%	1 7%	- -%	2 10%	1 4%
Easier to manage one supplier	4 4%	4 6%	- -%	- -%	- -%	1 5%	1 4%
Historic links to existing company(s)	2 2%	- -%	2 8%	- -%	- -%	1 5%	1 4%
Was offered a more attractive package/ range of services	1 1%	1 2%	- -%	1 7%	- -%	1 5%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 49 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st
by
Base: All not considering switching

	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		Total
	Less than £24k (a)		Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
		£100k+ (b)					
Total	92	63	25	15	24	20	28
High internal costs associated with switching	1 1%	- -%	1 4%	- -%	1 4%	- -%	1 4%
Other	2 2%	- -%	2 8%	- -%	2 8%	- -%	2 7%
Dont know	9 10%	7 11%	1 4%	1 7%	1 4%	1 5%	2 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd

by

Base: All not considering switching

	Total	PERSONAL PROFILE														
		Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1m to £20m	£21m to £100m	£101m+
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(a)	(b)	(c)		(a)	(b)	(c)	(d)
Total	92	-	5	8	13	25	30	24	73	5	3	6	13	55	13	10
Good contacts at existing company	9 10%	- -%	1 20%	1 13%	2 15%	2 8%	2 7%	3 13%	7 10%	- -%	1 33%	1 17%	3 23%	5 9%	- -%	1 10%
{MAIN SERVICE} is reliable	7 8%	- -%	- -%	1 13%	1 8%	2 8%	3 10%	1 4%	6 8%	- -%	- -%	- -%	1 8%	5 9%	- -%	1 10%
Current supplier(s) understand our business	7 8%	- -%	- -%	- -%	- -%	2 8%	1 3%	4 17%	4 5%	- -%	1 33%	2 33%	- -%	4 7%	1 8%	2 20%
Easier to manage one supplier	7 8%	- -%	- -%	1 13%	1 8%	1 4%	3 10%	2 8%	6 8%	- -%	- -%	1 17%	- -%	3 5%	4 31%	- -%
Hassle	6 7%	- -%	1 20%	- -%	1 8%	3 12%	2 7%	- -%	6 8%	- -%	- -%	- -%	1 8%	5 9%	- -%	- -%
Price of alternative services too high	5 5%	- -%	- -%	1 13%	1 8%	1 4%	1 3%	2 8%	3 4%	- -%	- -%	1 17%	1 8%	2 4%	- -%	2 20%
Current service features are what we need	5 5%	- -%	- -%	1 13%	1 8%	- -%	3 10%	1 4%	5 7%	- -%	- -%	- -%	1 8%	2 4%	2 15%	- -%
Historic links to existing company(s)	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	4 17%	2 3%	1 20%	1 33%	- -%	- -%	2 4%	1 8%	1 10%
Tied to long term contract	3 3%	- -%	- -%	- -%	- -%	2 8%	- -%	1 4%	3 4%	- -%	- -%	- -%	- -%	2 4%	- -%	1 10%
High internal costs associated with switching	2 2%	- -%	- -%	- -%	- -%	1 4%	1 3%	- -%	2 3%	- -%	- -%	- -%	- -%	2 4%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd
by
Base: All not considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)					
Total	92	-	5	8	13	25	30	24	73	5	3	6	13	55	13	10
Was offered a more attractive package/ range of services	1 1%	- %	- %	- %	- %	- %	1 3%	- %	1 1%	- %	- %	- %	- %	1 2%	- %	- %
Other	1 1%	- %	- %	- %	- %	- %	- %	1 4%	- %	1 20%	- %	- %	- %	- %	- %	1 10%
Dont know	35 38%	- %	3 60%	3 38%	6 46%	11 44%	13 43%	5 21%	28 38%	3 60%	- %	1 17%	6 46%	22 40%	5 38%	1 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd

by

Base: All not considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	92	2	21	5	12	5	10	21	8	8	1	6	14	27	44
Good contacts at existing company	9 10%	1 50%	2 10%	- -	1 8%	- -	- -	4 19%	- -	1 13%	1 100%	1 17%	1 7%	3 11%	3 7%
{MAIN SERVICE} is reliable	7 8%	- -	1 5%	1 20%	1 8%	- -	1 10%	3 14%	- -	- -	- -	- -	- -	1 4%	6 14%
Current supplier(s) understand our business	7 8%	1 50%	- -	- -	- -	1 20%	- -	2 10%	1 13%	2 25%	- -	- -	2 14%	2 7%	3 7%
Easier to manage one supplier	7 8%	- -	1 5%	- -	1 8%	1 20%	1 10%	2 10%	1 13%	- -	- -	- -	2 14%	2 7%	3 7%
Hassle	6 7%	- -	2 10%	- -	1 8%	- -	1 10%	- -	1 13%	1 13%	- -	- -	- -	3 11%	3 7%
Price of alternative services too high	5 5%	- -	- -	- -	2 17%	- -	1 10%	1 5%	- -	1 13%	- -	1 17%	- -	3 11%	1 2%
Current service features are what we need	5 5%	- -	2 10%	1 20%	1 8%	- -	- -	1 5%	- -	- -	- -	- -	1 7%	1 4%	3 7%
Historic links to existing company(s)	4 4%	- -	1 5%	- -	- -	- -	2 20%	- -	1 13%	- -	- -	- -	- -	1 4%	3 7%
Tied to long term contract	3 3%	- -	3 14%	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	- -	2 5%
High internal costs associated with switching	2 2%	- -	- -	- -	- -	- -	1 10%	1 5%	- -	- -	- -	1 17%	- -	1 4%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd

by

Base: All not considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	92	2	21	5	12	5	10	21	8	8	1	6	14	27	44
Was offered a more attractive package/ range of services	1 1%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	- -%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	1 2%
Dont know	35 38%	- -%	9 43%	3 60%	4 33%	3 60%	3 30%	7 33%	3 38%	3 38%	- -%	1 17%	8 57%	10 37%	16 36%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd

by

Base: All not considering switching

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (g)	South East England (h)	South West England (i)	Net - Wales (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Total	92	2	9	5	3	9	5	21	24	6	84	5	3	-	41	6	5
Good contacts at existing company	9 10%	1 50%	- -	- -	1 33%	- -	- -	3 14%	2 8%	1 17%	8 10%	1 20%	- -	- -	4 10%	- -	- -
{MAIN SERVICE} is reliable	7 8%	- -	- -	1 20%	- -	- -	- -	3 14%	1 4%	- -	5 6%	1 20%	1 33%	- -	3 7%	- -	- -
Current supplier(s) understand our business	7 8%	- -	3 33%	- -	- -	- -	- -	2 10%	1 4%	- -	6 7%	- -	1 33%	- -	4 10%	1 17%	1 20%
Easier to manage one supplier	7 8%	- -	- -	- -	1 33%	- -	1 20%	4 19%	1 4%	- -	7 8%	- -	- -	- -	3 7%	2 33%	- -
Hassle	6 7%	- -	2 22%	- -	1 33%	1 11%	- -	1 5%	1 4%	- -	6 7%	- -	- -	- -	2 5%	- -	- -
Price of alternative services too high	5 5%	- -	1 11%	- -	- -	1 11%	- -	- -	2 8%	1 17%	5 6%	- -	- -	- -	2 5%	- -	- -
Current service features are what we need	5 5%	1 50%	1 11%	- -	- -	1 11%	- -	1 5%	- -	1 17%	5 6%	- -	- -	- -	3 7%	- -	1 20%
Historic links to existing company(s)	4 4%	- -	1 11%	- -	- -	2 22%	- -	- -	- -	- -	3 4%	1 20%	- -	- -	2 5%	1 17%	- -
Tied to long term contract	3 3%	- -	- -	1 20%	- -	1 11%	- -	- -	- -	1 17%	3 4%	- -	- -	- -	2 5%	- -	- -
High internal costs associated with switching	2 2%	- -	- -	- -	- -	- -	1 20%	1 5%	- -	- -	2 2%	- -	- -	- -	2 5%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd
by
Base: All not considering switching

PERSONAL PROFILE																	
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	92	2	9	5	3	9	5	21	24	6	84	5	3	-	41	6	5
Was offered a more attractive package/ range of services	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	1 1%	- -%	- -%	- -%	1 2%	- -%	- -%
Dont know	35 38%	- -%	1 11%	3 60%	- -%	3 33%	3 60%	4 19%	16 67%	2 33%	32 38%	2 40%	1 33%	- -%	13 32%	2 33%	3 60%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd

by

Base: All not considering switching

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
Total		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	92	48	52	34	40	8	-	8	6	12	7	5	12	45	47	-	
Good contacts at existing company	9 10%	4 8%	5 10%	4 12%	5 13%	- %	- %	- %	- %	- %	- %	- %	- %	4 9%	5 11%	- %	
{MAIN SERVICE} is reliable	7 8%	4 8%	5 10%	1 3%	3 8%	2 25%	- %	1 13%	- %	1 8%	- %	1 20%	1 8%	4 9%	3 6%	- %	
Current supplier(s) understand our business	7 8%	3 6%	4 8%	2 6%	4 10%	- %	- %	1 13%	- %	1 8%	1 14%	- %	1 8%	3 7%	4 9%	- %	
Easier to manage one supplier	7 8%	3 6%	4 8%	2 6%	3 8%	- %	- %	1 13%	1 17%	2 17%	1 14%	1 20%	2 17%	3 7%	4 9%	- %	
Hassle	6 7%	3 6%	3 6%	3 9%	3 8%	- %	- %	- %	- %	- %	- %	- %	- %	3 7%	3 6%	- %	
Price of alternative services too high	5 5%	4 8%	4 8%	1 3%	1 3%	3 38%	- %	1 13%	1 17%	1 8%	- %	1 20%	1 8%	2 4%	3 6%	- %	
Current service features are what we need	5 5%	4 8%	2 4%	3 9%	1 3%	1 13%	- %	- %	- %	- %	- %	- %	- %	4 9%	1 2%	- %	
Historic links to existing company(s)	4 4%	1 2%	3 6%	- %	3 8%	- %	- %	1 13%	- %	1 8%	1 14%	- %	1 8%	1 2%	3 6%	- %	
Tied to long term contract	3 3%	2 4%	2 4%	1 3%	- %	1 13%	- %	1 13%	2 33%	2 17%	1 14%	1 20%	2 17%	2 4%	1 2%	- %	
High internal costs associated with switching	2 2%	1 2%	1 2%	1 3%	1 3%	- %	- %	- %	- %	- %	- %	- %	- %	1 2%	1 2%	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd
by
Base: All not considering switching

PERSONAL PROFILE																
Total	Fixed line services													Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	92	48	52	34	40	8	-	8	6	12	7	5	12	45	47	-
Was offered a more attractive package/ range of services	1 1%	- -	1 2%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -
Other	1 1%	1 2%	1 2%	- -	- -	1 13%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -
Dont know	35 38%	18 38%	17 33%	16 47%	15 38%	- -	- -	2 25%	2 33%	4 33%	3 43%	1 20%	4 33%	18 40%	17 36%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd

by

Base: All not considering switching

	ISDN LINES															
	ISDN services Used									ISDN2/2e Channels						
	Total	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	92	79	47	49	39	32	32	23	29	6	13	9	6	3	-	4
Good contacts at existing company	9 10%	8 10%	4 9%	5 10%	2 5%	3 9%	1 3%	4 17%	2 7%	1 17%	3 23%	- -	- -	- -	- -	- -
{MAIN SERVICE} is reliable	7 8%	7 9%	5 11%	2 4%	2 5%	2 6%	2 6%	- -	2 7%	- -	- -	3 33%	- -	- -	- -	1 25%
Current supplier(s) understand our business	7 8%	6 8%	6 13%	6 12%	4 10%	5 16%	5 16%	2 9%	4 14%	- -	- -	- -	1 17%	- -	- -	1 25%
Easier to manage one supplier	7 8%	6 8%	4 9%	2 4%	2 5%	2 6%	1 3%	3 13%	4 14%	- -	1 8%	1 11%	- -	- -	- -	- -
Hassle	6 7%	6 8%	3 6%	3 6%	3 8%	3 9%	1 3%	3 13%	1 3%	- -	- -	1 11%	1 17%	1 33%	- -	- -
Price of alternative services too high	5 5%	5 6%	3 6%	4 8%	4 10%	3 9%	2 6%	4 17%	2 7%	- -	2 15%	1 11%	- -	- -	- -	1 25%
Current service features are what we need	5 5%	4 5%	4 9%	2 4%	2 5%	1 3%	3 9%	1 4%	3 10%	- -	1 8%	- -	2 33%	1 33%	- -	- -
Historic links to existing company(s)	4 4%	3 4%	2 4%	2 4%	1 3%	2 6%	1 3%	1 4%	1 3%	- -	- -	- -	- -	- -	- -	1 25%
Tied to long term contract	3 3%	3 4%	- -	2 4%	1 3%	1 3%	1 3%	- -	1 3%	- -	2 15%	- -	- -	- -	- -	- -
High internal costs associated with switching	2 2%	1 1%	- -	2 4%	1 3%	- -	2 6%	- -	2 7%	- -	- -	1 11%	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd
by
Base: All not considering switching

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	92	79	47	49	39	32	32	23	29	6	13	9	6	3	-	4
Was offered a more attractive package/ range of services	1 1%	1 1%	- -	1 2%	- -	1 3%	1 3%	1 4%	1 3%	- -	- -	- -	- -	- -	- -	- -
Other	1 1%	1 1%	1 2%	1 2%	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	1 33%	- -	- -
Dont know	35 38%	28 35%	15 32%	17 35%	17 44%	9 28%	12 38%	4 17%	5 17%	5 83%	4 31%	2 22%	2 33%	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd

by

Base: All not considering switching

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600-1470 channels (g)	1500 or more channels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Standalone (a)	In-house package (b)	Hosted solution (c)
Total	92	15	6	9	10	4	2	-	2	49	25	30	11	33	9	2	30	14	6	41	35	7
Good contacts at existing company	9 10%	1 7%	- -	1 11%	2 20%	- -	- -	- -	- -	3 6%	4 16%	1 3%	1 9%	4 12%	- -	- -	5 17%	- -	- -	3 7%	6 17%	- -
{MAIN SERVICE} is reliable	7 8%	2 13%	1 17%	- -	2 20%	- -	- -	- -	- -	6 12%	1 4%	3 10%	1 9%	4 12%	- -	- -	3 10%	2 14%	- -	3 7%	2 6%	1 14%
Current supplier(s) understand our business	7 8%	2 13%	1 17%	- -	- -	- -	- -	- -	1 50%	5 10%	1 4%	5 17%	- -	2 6%	- -	- -	3 10%	1 7%	- -	5 12%	1 3%	1 14%
Easier to manage one supplier	7 8%	- -	- -	2 22%	2 20%	- -	- -	- -	- -	5 10%	1 4%	4 13%	- -	3 9%	- -	- -	3 10%	1 7%	- -	3 7%	2 6%	- -
Hassle	6 7%	2 13%	- -	- -	- -	- -	- -	- -	- -	3 6%	1 4%	1 3%	1 9%	3 9%	- -	- -	2 7%	1 7%	- -	4 10%	2 6%	- -
Price of alternative services too high	5 5%	2 13%	1 17%	- -	- -	- -	- -	- -	1 50%	3 6%	1 4%	2 7%	- -	2 6%	2 22%	- -	1 3%	2 14%	1 17%	1 2%	3 9%	1 14%
Current service features are what we need	5 5%	- -	1 17%	1 11%	- -	- -	- -	- -	- -	5 10%	- -	3 10%	2 18%	3 9%	1 11%	- -	2 7%	- -	- -	4 10%	1 3%	- -
Historic links to existing company(s)	4 4%	- -	- -	1 11%	- -	- -	2 100%	- -	- -	2 4%	2 8%	1 3%	1 9%	- -	1 11%	- -	1 3%	- -	2 33%	2 5%	1 3%	1 14%
Tied to long term contract	3 3%	- -	- -	1 11%	1 10%	- -	- -	- -	- -	2 4%	- -	1 3%	1 9%	1 3%	1 11%	- -	- -	- -	2 33%	- -	2 6%	1 14%
High internal costs associated with switching	2 2%	- -	- -	1 11%	- -	- -	- -	- -	- -	2 4%	- -	1 3%	1 9%	- -	- -	1 50%	- -	- -	1 17%	- -	2 6%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd

by

Base: All not considering switching

ISDN LINES																							
	Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)	
		ch	ch	ch	ch	chan	chan	or more															
		(a)	(b)	(c)	annels (d)	annels (e)	nels(f)	channe ls(g)	nels(h)														
Total	92	15	6	9	10	4	2	-	2	49	25	30	11	33	9	2	30	14	6	41	35	7	
Was offered a more attractive package/ range of services	1 1%	- %	- %	- %	1 10%	- %	- %	- %	- %	1 2%	- %	1 3%	- %	- %	- %	- %	1 3%	- %	- %	- %	1 3%	- %	
Other	1 1%	- %	- %	- %	- %	1 25%	- %	- %	- %	1 2%	- %	1 3%	- %	1 3%	- %	- %	1 3%	- %	- %	1 2%	- %	- %	
Dont know	35 38%	6 40%	2 33%	2 22%	2 20%	3 75%	- %	- %	- %	11 22%	14 56%	6 20%	3 27%	10 30%	4 44%	1 50%	8 27%	7 50%	- %	15 37%	12 34%	2 29%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd

by

Base: All not considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	92	8	28	53	-	92	2	26	28	42	18
Good contacts at existing company	9 10%	- -%	7 25%	2 4%	- -%	9 10%	1 50%	4 15%	5 18%	3 7%	1 6%
{MAIN SERVICE} is reliable	7 8%	- -%	2 7%	4 8%	- -%	7 8%	- -%	1 4%	1 4%	4 10%	2 11%
Current supplier(s) understand our business	7 8%	- -%	2 7%	5 9%	- -%	7 8%	- -%	2 8%	2 7%	4 10%	1 6%
Easier to manage one supplier	7 8%	1 13%	1 4%	5 9%	- -%	7 8%	- -%	2 8%	2 7%	4 10%	1 6%
Hassle	6 7%	- -%	2 7%	4 8%	- -%	6 7%	- -%	1 4%	1 4%	4 10%	1 6%
Price of alternative services too high	5 5%	- -%	1 4%	4 8%	- -%	5 5%	- -%	1 4%	1 4%	4 10%	- -%
Current service features are what we need	5 5%	- -%	1 4%	4 8%	- -%	5 5%	- -%	- -%	- -%	3 7%	2 11%
Historic links to existing company(s)	4 4%	- -%	3 11%	1 2%	- -%	4 4%	- -%	- -%	- -%	3 7%	- -%
Tied to long term contract	3 3%	1 13%	- -%	2 4%	- -%	3 3%	- -%	1 4%	1 4%	2 5%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd

by

Base: All not considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
Total	92	8	28	53	-	92	2	26	28	42	18
High internal costs associated with switching	2 2%	2 25%	- -	- -	- -	2 2%	- -	2 8%	2 7%	- -	- -
Was offered a more attractive package/ range of services	1 1%	- -	- -	1 2%	- -	1 1%	- -	1 4%	1 4%	- -	- -
Other	1 1%	- -	1 4%	- -	- -	1 1%	- -	- -	- -	1 2%	- -
Dont know	35 38%	4 50%	8 29%	21 40%	- -	35 38%	1 50%	11 42%	12 43%	10 24%	10 56%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd

by

Base: All not considering switching

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	92	31	39	5	20	3	6	4	2	16	5	8	2	8	9	7	1	3	5	1	2
Good contacts at existing company	9 10%	2 6%	7 18%	- %	- %	- %	1 17%	- %	- %	1 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
{MAIN SERVICE} is reliable	7 8%	3 10%	3 8%	1 20%	2 10%	1 33%	1 17%	- %	- %	1 6%	1 20%	1 13%	- %	1 13%	1 11%	- %	- %	- %	- %	- %	- %
Current supplier(s) understand our business	7 8%	4 13%	1 3%	- %	4 20%	- %	1 17%	- %	1 50%	2 13%	- %	1 13%	- %	1 13%	1 11%	1 14%	- %	1 33%	1 20%	1 100%	- %
Easier to manage one supplier	7 8%	3 10%	1 3%	1 20%	1 5%	1 33%	1 17%	- %	- %	1 6%	- %	1 13%	- %	1 13%	1 11%	- %	- %	- %	- %	- %	1 50%
Hassle	6 7%	2 6%	3 8%	- %	1 5%	- %	- %	- %	- %	2 13%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Price of alternative services too high	5 5%	- %	3 8%	- %	- %	- %	- %	- %	- %	- %	- %	1 13%	- %	1 13%	1 11%	1 14%	- %	1 33%	1 20%	- %	1 50%
Current service features are what we need	5 5%	3 10%	2 5%	- %	3 15%	1 33%	- %	- %	- %	2 13%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Historic links to existing company(s)	4 4%	- %	3 8%	- %	- %	- %	- %	- %	- %	- %	1 20%	1 13%	1 50%	- %	1 11%	1 14%	- %	- %	1 20%	- %	- %
Tied to long term contract	3 3%	1 3%	- %	- %	1 5%	- %	- %	- %	- %	1 6%	1 20%	2 25%	1 50%	2 25%	1 11%	1 14%	- %	1 33%	- %	- %	- %
High internal costs associated with switching	2 2%	1 3%	- %	1 20%	- %	- %	1 17%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd

by

Base: All not considering switching

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	92	31	39	5	20	3	6	4	2	16	5	8	2	8	9	7	1	3	5	1	2
Was offered a more attractive package/ range of services	1 1%	- %	1 3%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other	1 1%	1 3%	- %	- %	1 5%	- %	- %	- %	- %	1 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Dont know	35 38%	11 35%	15 38%	2 40%	7 35%	- %	1 17%	4 100%	1 50%	5 31%	2 40%	1 13%	- %	2 25%	3 33%	3 43%	1 100%	- %	2 40%	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd

by

Base: All not considering switching

	Total	IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	and	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a)	service	(b)	(c)			(c)	(a)	(b)	(c)	(d)		(a)	(b)	(c)	(a)	(b)	(c)	
Total	92	10	1	6	6	-	5	6	5	4	1	-	1	9	2	-	-	-	-	-	-	
Good contacts at existing company	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
{MAIN SERVICE} is reliable	7	1	-	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-	
	8%	10%	-%	17%	-%	-%	20%	-%	20%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%	-%	-%	
Current supplier(s) understand our business	7	1	-	1	-	-	-	1	1	-	-	-	-	1	-	-	-	-	-	-	-	
	8%	10%	-%	17%	-%	-%	-%	17%	20%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%	-%	-%	
Easier to manage one supplier	7	2	-	-	2	-	1	1	1	-	-	-	-	2	-	-	-	-	-	-	-	
	8%	20%	-%	-%	33%	-%	20%	17%	20%	-%	-%	-%	-%	22%	-%	-%	-%	-%	-%	-%	-%	
Hassle	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Price of alternative services too high	5	1	-	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	
	5%	10%	-%	17%	-%	-%	20%	-%	-%	-%	100%	-%	-%	-%	50%	-%	-%	-%	-%	-%	-%	
Current service features are what we need	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Historic links to existing company(s)	4	1	-	-	1	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-	
	4%	10%	-%	-%	17%	-%	20%	-%	20%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%	-%	-%	
Tied to long term contract	3	2	-	1	1	-	-	2	-	2	-	-	1	1	-	-	-	-	-	-	-	
	3%	20%	-%	17%	17%	-%	-%	33%	-%	50%	-%	-%	100%	11%	-%	-%	-%	-%	-%	-%	-%	
High internal costs associated with switching	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd

by

Base: All not considering switching

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	92	10	1	6	6	-	5	6	5	4	1	-	1	9	2	-	-	-	-	-
Was offered a more attractive package/ range of services	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	35 38%	2 20%	1 100%	2 33%	2 33%	- -%	1 20%	2 33%	1 20%	2 50%	- -%	- -%	3 33%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd
by

Base: All not considering switching

	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		Total
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	92	63	25	15	24	20	28
Good contacts at existing company	9 10%	8 13%	- -%	3 20%	1 4%	2 10%	3 11%
{MAIN SERVICE} is reliable	7 8%	5 8%	1 4%	- -%	3 13%	- -%	4 14%
Current supplier(s) understand our business	7 8%	3 5%	4 16%	1 7%	1 4%	1 5%	2 7%
Easier to manage one supplier	7 8%	6 10%	1 4%	1 7%	2 8%	2 10%	2 7%
Hassle	6 7%	6 10%	- -%	2 13%	- -%	1 5%	2 7%
Price of alternative services too high	5 5%	3 5%	2 8%	1 7%	2 8%	2 10%	2 7%
Current service features are what we need	5 5%	3 5%	2 8%	1 7%	3 13%	- -%	2 7%
Historic links to existing company(s)	4 4%	1 2%	3 12%	- -%	1 4%	1 5%	2 7%
Tied to long term contract	3 3%	1 2%	1 4%	1 7%	1 4%	1 5%	1 4%
High internal costs associated with switching	2 2%	1 2%	1 4%	1 7%	- -%	1 5%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 50 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd
by
Base: All not considering switching

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	92	63	25	15	24	20	28
Was offered a more attractive package/ range of services	1 1%	1 2%	- -%	- -%	- -%	1 5%	- -%
Other	1 1%	- -%	1 4%	- -%	1 4%	- -%	1 4%
Dont know	35 38%	25 40%	9 36%	4 27%	9 38%	8 40%	7 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd

by

Base: All not considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
	(a)	(b)	(c)	(d)	to 49	249	(g)		(a)	(b)	to 20	(c)	(a)	to £20 million	million (c)	(d)
					(e)	(f)							(b)			
Total	92	-	5	8	13	25	30	24	73	5	3	6	13	55	13	10
Good contacts at existing company	8 9%	- -%	- -%	- -%	- -%	2 8%	3 10%	3 13%	5 7%	- -%	1 33%	2 33%	- -%	4 7%	2 15%	2 20%
{MAIN SERVICE} is reliable	6 7%	- -%	- -%	1 13%	1 8%	1 4%	1 3%	3 13%	4 5%	- -%	1 33%	1 17%	1 8%	3 5%	1 8%	1 10%
Hassle	6 7%	- -%	- -%	- -%	- -%	2 8%	- -%	4 17%	5 7%	1 20%	- -%	- -%	- -%	3 5%	1 8%	2 20%
Easier to manage one supplier	6 7%	- -%	- -%	2 25%	2 15%	- -%	1 3%	3 13%	4 5%	- -%	- -%	1 17%	- -%	3 5%	1 8%	2 20%
Current service features are what we need	6 7%	- -%	- -%	- -%	- -%	4 16%	2 7%	- -%	6 8%	- -%	- -%	- -%	1 8%	5 9%	- -%	- -%
High internal costs associated with switching	4 4%	- -%	- -%	- -%	- -%	- -%	3 10%	1 4%	4 5%	- -%	- -%	- -%	- -%	3 5%	1 8%	- -%
Tied to long term contract	2 2%	- -%	- -%	1 13%	1 8%	1 4%	- -%	- -%	2 3%	- -%	- -%	- -%	- -%	2 4%	- -%	- -%
Price of alternative services too high	2 2%	- -%	- -%	- -%	- -%	- -%	1 3%	1 4%	2 3%	- -%	- -%	- -%	- -%	1 2%	- -%	1 10%
Historic links to existing company(s)	2 2%	- -%	- -%	- -%	- -%	- -%	1 3%	1 4%	1 1%	- -%	- -%	- -%	1 8%	1 2%	- -%	- -%
Current supplier(s) understand our business	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	1 33%	- -%	1 8%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd
by
Base: All not considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)					
Total	92	-	5	8	13	25	30	24	73	5	3	6	13	55	13	10
Was offered a more attractive package/ range of services	1 1%	- %	- %	- %	- %	1 4%	- %	- %	1 1%	- %	- %	- %	- %	1 2%	- %	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Dont know	48 52%	- %	5 100%	4 50%	9 69%	14 56%	18 60%	7 29%	39 53%	4 80%	- %	2 33%	9 69%	29 53%	7 54%	2 20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd

by

Base: All not considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	92	2	21	5	12	5	10	21	8	8	1	6	14	27	44
Good contacts at existing company	8 9%	1 50%	- -	1 20%	1 8%	1 20%	- -	2 10%	1 13%	1 13%	- -	1 17%	3 21%	2 7%	2 5%
{MAIN SERVICE} is reliable	6 7%	- -	- -	- -	1 8%	1 20%	- -	2 10%	1 13%	1 13%	- -	- -	- -	4 15%	2 5%
Hassle	6 7%	- -	1 5%	- -	- -	- -	2 20%	2 10%	1 13%	- -	- -	1 17%	- -	2 7%	3 7%
Easier to manage one supplier	6 7%	- -	2 10%	- -	1 8%	- -	1 10%	2 10%	- -	- -	- -	- -	1 7%	1 4%	4 9%
Current service features are what we need	6 7%	- -	1 5%	- -	- -	- -	2 20%	2 10%	- -	1 13%	- -	- -	- -	3 11%	3 7%
High internal costs associated with switching	4 4%	- -	3 14%	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	2 14%	1 4%	1 2%
Tied to long term contract	2 2%	- -	- -	- -	1 8%	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	2 5%
Price of alternative services too high	2 2%	- -	2 10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 5%
Historic links to existing company(s)	2 2%	- -	1 5%	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	2 7%	- -
Current supplier(s) understand our business	1 1%	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd

by

Base: All not considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	92	2	21	5	12	5	10	21	8	8	1	6	14	27	44
Was offered a more attractive package/ range of services	1 1%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	48 52%	- -%	10 48%	4 80%	7 58%	3 60%	4 40%	10 48%	5 63%	5 63%	1 100%	3 50%	8 57%	12 44%	24 55%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd

by

Base: All not considering switching

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	92	2	9	5	3	9	5	21	24	6	84	5	3	-	41	6	5
Good contacts at existing company	8 9%	- -	2 22%	- -	- -	1 11%	- -	2 10%	1 4%	- -	6 7%	- -	2 67%	- -	5 12%	- -	1 20%
{MAIN SERVICE} is reliable	6 7%	- -	1 11%	- -	- -	1 11%	- -	1 5%	1 4%	2 33%	6 7%	- -	- -	- -	1 2%	3 50%	- -
Hassle	6 7%	- -	- -	1 20%	- -	- -	- -	3 14%	- -	1 17%	5 6%	1 20%	- -	- -	4 10%	1 17%	- -
Easier to manage one supplier	6 7%	- -	2 22%	- -	- -	- -	- -	1 5%	3 13%	- -	6 7%	- -	- -	- -	2 5%	- -	1 20%
Current service features are what we need	6 7%	- -	1 11%	- -	1 33%	- -	1 20%	3 14%	- -	- -	6 7%	- -	- -	- -	3 7%	- -	- -
High internal costs associated with switching	4 4%	1 50%	- -	- -	1 33%	1 11%	- -	1 5%	- -	- -	4 5%	- -	- -	- -	3 7%	- -	- -
Tied to long term contract	2 2%	- -	- -	- -	- -	- -	1 20%	- -	1 4%	- -	2 2%	- -	- -	- -	- -	- -	- -
Price of alternative services too high	2 2%	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	1 1%	1 20%	- -	- -	1 2%	- -	- -
Historic links to existing company(s)	2 2%	1 50%	- -	- -	- -	1 11%	- -	- -	- -	- -	2 2%	- -	- -	- -	1 2%	- -	- -
Current supplier(s) understand our business	1 1%	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	1 1%	- -	- -	- -	1 2%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd
by
Base: All not considering switching

	PERSONAL PROFILE																
	Location														Involvement		
	Total	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	92	2	9	5	3	9	5	21	24	6	84	5	3	-	41	6	5
Was offered a more attractive package/ range of services	1 1%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	48 52%	- -%	3 33%	4 80%	- -%	4 44%	3 60%	9 43%	18 75%	3 50%	44 52%	3 60%	1 33%	- -%	20 49%	2 33%	3 60%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd

by

Base: All not considering switching

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
Total		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	92	48	52	34	40	8	-	8	6	12	7	5	12	45	47	-
Good contacts at existing company	8 9%	5 10%	3 6%	3 9%	3 8%	- -	- -	2 25%	- -	2 17%	1 14%	1 20%	2 17%	5 11%	3 6%	- -
{MAIN SERVICE} is reliable	6 7%	4 8%	3 6%	2 6%	2 5%	1 13%	- -	1 13%	- -	1 8%	1 14%	- -	1 8%	4 9%	2 4%	- -
Hassle	6 7%	2 4%	5 10%	1 3%	4 10%	1 13%	- -	- -	- -	- -	- -	- -	- -	1 2%	5 11%	- -
Easier to manage one supplier	6 7%	4 8%	3 6%	3 9%	2 5%	1 13%	- -	1 13%	1 17%	1 8%	- -	1 20%	1 8%	3 7%	3 6%	- -
Current service features are what we need	6 7%	3 6%	3 6%	3 9%	3 8%	- -	- -	- -	- -	- -	- -	- -	- -	3 7%	3 6%	- -
High internal costs associated with switching	4 4%	1 2%	3 6%	1 3%	2 5%	- -	- -	- -	1 17%	1 8%	1 14%	- -	1 8%	1 2%	3 6%	- -
Tied to long term contract	2 2%	2 4%	1 2%	- -	- -	1 13%	- -	1 13%	- -	1 8%	- -	1 20%	1 8%	2 4%	- -	- -
Price of alternative services too high	2 2%	- -	2 4%	- -	1 3%	- -	- -	- -	1 17%	1 8%	1 14%	- -	1 8%	- -	2 4%	- -
Historic links to existing company(s)	2 2%	1 2%	1 2%	1 3%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	1 2%	- -
Current supplier(s) understand our business	1 1%	- -	1 2%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd
by
Base: All not considering switching

PERSONAL PROFILE																
Total	Fixed line services													Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	92	48	52	34	40	8	-	8	6	12	7	5	12	45	47	-
Was offered a more attractive package/ range of services	1 1%	- -%	1 2%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	48 52%	26 54%	26 50%	20 59%	20 50%	4 50%	- -%	3 38%	3 50%	5 42%	3 43%	2 40%	5 42%	25 56%	23 49%	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd

by

Base: All not considering switching

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	92	79	47	49	39	32	32	23	29	6	13	9	6	3	-	4
Good contacts at existing company	8 9%	6 8%	6 13%	6 12%	4 10%	7a 22%	6 19%	4 17%	5 17%	- -%	- -%	1 11%	2 33%	- -%	- -%	1 25%
{MAIN SERVICE} is reliable	6 7%	6 8%	4 9%	4 8%	2 5%	1 3%	3 9%	2 9%	4 14%	- -%	1 8%	2 22%	- -%	- -%	- -%	1 25%
Hassle	6 7%	5 6%	3 6%	2 4%	1 3%	- -%	1 3%	2 9%	3 10%	- -%	1 8%	- -%	- -%	1 33%	- -%	- -%
Easier to manage one supplier	6 7%	6 8%	4 9%	4 8%	4 10%	3 9%	2 6%	2 9%	4 14%	- -%	2 15%	- -%	- -%	1 33%	- -%	1 25%
Current service features are what we need	6 7%	6 8%	3 6%	4 8%	2 5%	5 16%	1 3%	2 9%	1 3%	- -%	- -%	2 22%	1 17%	- -%	- -%	- -%
High internal costs associated with switching	4 4%	4 5%	3 6%	2 4%	2 5%	- -%	2 6%	1 4%	3 10%	- -%	- -%	- -%	1 17%	- -%	- -%	- -%
Tied to long term contract	2 2%	2 3%	1 2%	- -%	- -%	1 3%	- -%	1 4%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	1 25%
Price of alternative services too high	2 2%	2 3%	- -%	1 2%	2 5%	1 3%	1 3%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing company(s)	2 2%	2 3%	1 2%	1 2%	1 3%	1 3%	- -%	2 9%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	1 1%	1 1%	1 2%	1 2%	1 3%	1 3%	1 3%	1 4%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd
by
Base: All not considering switching

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	92	79	47	49	39	32	32	23	29	6	13	9	6	3	-	4
Was offered a more attractive package/ range of services	1 1%	1 1%	1 2%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	48 52%	38 48%	20 43%	24 49%	20 51%	12 38%	15 47%	5 22%	7 24%	6 100%	7 54%	4 44%	2 33%	1 33%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd

by

Base: All not considering switching

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	92	15	6	9	10	4	2	-	2	49	25	30	11	33	9	2	30	14	6	41	35	7
Good contacts at existing company	8 9%	- -	1 17%	- -	1 10%	- -	- -	- -	1 50%	7 14%	- -	7 23%	- -	3 9%	1 11%	- -	3 10%	- -	- -	4 10%	2 6%	2 29%
{MAIN SERVICE} is reliable	6 7%	2 13%	- -	- -	1 10%	- -	- -	- -	- -	6 12%	- -	3 10%	2 18%	3 9%	1 11%	- -	1 3%	1 7%	1 17%	3 7%	2 6%	- -
Hassle	6 7%	- -	- -	2 22%	1 10%	1 25%	1 50%	- -	- -	3 6%	2 8%	2 7%	1 9%	2 6%	- -	- -	3 10%	- -	2 33%	1 2%	4 11%	1 14%
Easier to manage one supplier	6 7%	- -	1 17%	- -	1 10%	- -	- -	- -	1 50%	4 8%	- -	3 10%	- -	3 9%	1 11%	- -	3 10%	- -	- -	- -	4a 11%	1 14%
Current service features are what we need	6 7%	3 20%	- -	- -	- -	- -	- -	- -	- -	3 6%	2 8%	1 3%	- -	2 6%	- -	1 50%	3 10%	- -	- -	5 12%	1 3%	- -
High internal costs associated with switching	4 4%	- -	- -	2 22%	1 10%	- -	- -	- -	- -	3 6%	1 4%	3 10%	- -	1 3%	- -	- -	2 7%	1 7%	- -	3 7%	1 3%	- -
Tied to long term contract	2 2%	- -	1 17%	- -	- -	- -	- -	- -	- -	2 4%	- -	2 7%	- -	2 6%	- -	- -	- -	1 7%	- -	2 5%	- -	- -
Price of alternative services too high	2 2%	- -	- -	- -	2 20%	- -	- -	- -	- -	2 4%	- -	1 3%	1 9%	- -	- -	- -	1 3%	- -	1 17%	- -	1 3%	1 14%
Historic links to existing company(s)	2 2%	- -	1 17%	- -	- -	- -	- -	- -	- -	- -	2 8%	- -	- -	1 3%	- -	- -	- -	1 7%	- -	1 2%	1 3%	- -
Current supplier(s) understand our business	1 1%	- -	- -	- -	1 10%	- -	- -	- -	- -	1 2%	- -	- -	1 9%	- -	- -	- -	1 3%	- -	- -	- -	1 3%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd

by

Base: All not considering switching

ISDN LINES																						
Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted	
	(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 channe ls(g)	or more chan nels(h)	(a)	(b)	(a)	(b)	Service (a)	mentary service (b)	ck-up (c)	Service (a)	mentary service (b)	ck-up (c)	dalone (a)	-house package (b)	lution (c)	
Total	92	15	6	9	10	4	2	-	2	49	25	30	11	33	9	2	30	14	6	41	35	7
Was offered a more attractive package/ range of services	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	- %	- %	- %	- %	1 3%	- %	- %	1 2%	- %	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Dont know	48 52%	10 67%	2 33%	5 56%	2 20%	3 75%	1 50%	- %	- %	17 35%	18 72%	8 27%	6 55%	16 48%	6 67%	1 50%	12 40%	10 71%	2 33%	21 51%	18 51%	2 29%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd

by

Base: All not considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	92	8	28	53	-	92	2	26	28	42	18
Good contacts at existing company	8 9%	- -%	1 4%	7 13%	- -%	8 9%	- -%	3 12%	3 11%	3 7%	2 11%
{MAIN SERVICE} is reliable	6 7%	- -%	3 11%	3 6%	- -%	6 7%	- -%	- -%	- -%	6 14%	- -%
Hassle	6 7%	1 13%	4 14%	1 2%	- -%	6 7%	- -%	3 12%	3 11%	3 7%	- -%
Easier to manage one supplier	6 7%	- -%	1 4%	4 8%	- -%	6 7%	- -%	- -%	- -%	6 14%	- -%
Current service features are what we need	6 7%	1 13%	2 7%	3 6%	- -%	6 7%	- -%	1 4%	1 4%	4 10%	1 6%
High internal costs associated with switching	4 4%	1 13%	1 4%	2 4%	- -%	4 4%	- -%	1 4%	1 4%	3 7%	- -%
Tied to long term contract	2 2%	- -%	- -%	2 4%	- -%	2 2%	- -%	- -%	- -%	- -%	2 11%
Price of alternative services too high	2 2%	- -%	1 4%	1 2%	- -%	2 2%	- -%	1 4%	1 4%	1 2%	- -%
Historic links to existing company(s)	2 2%	- -%	2 7%	- -%	- -%	2 2%	- -%	2 8%	2 7%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd

by

Base: All not considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
Total	92	8	28	53	-	92	2	26	28	42	18
Current supplier(s) understand our business	1 1%	- -	1 4%	- -	- -	1 1%	- -	1 4%	1 4%	- -	- -
Was offered a more attractive package/ range of services	1 1%	- -	1 4%	- -	- -	1 1%	- -	- -	- -	- -	1 6%
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	48 52%	5 63%	11 39%	30 57%	- -	48 52%	2 100%	14 54%	16 57%	16 38%	12 67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd

by

Base: All not considering switching

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plemen (d)	Not tri aled (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	92	31	39	5	20	3	6	4	2	16	5	8	2	8	9	7	1	3	5	1	2
Good contacts at existing company	8 9%	2 6%	3 8%	- %	2 10%	- %	- %	- %	1 50%	1 6%	1 20%	2 25%	- %	2 25%	2 22%	1 14%	- %	1 33%	1 20%	1 100%	- %
{MAIN SERVICE} is reliable	6 7%	4b 13%	- %	- %	4 20%	- %	2 33%	- %	- %	2 13%	1 20%	1 13%	1 50%	- %	1 11%	1 14%	- %	- %	1 20%	- %	- %
Hassle	6 7%	4 13%	2 5%	1 20%	2 10%	- %	2 33%	- %	- %	2 13%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Easier to manage one supplier	6 7%	2 6%	3 8%	- %	1 5%	1 33%	- %	- %	- %	1 6%	- %	1 13%	- %	1 13%	1 11%	1 14%	- %	1 33%	1 20%	- %	1 50%
Current service features are what we need	6 7%	3 10%	1 3%	- %	1 5%	- %	- %	- %	- %	3 19%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
High internal costs associated with switching	4 4%	2 6%	1 3%	1 20%	1 5%	1 33%	- %	- %	- %	1 6%	- %	1 13%	- %	1 13%	1 11%	- %	- %	- %	- %	- %	1 50%
Tied to long term contract	2 2%	1 3%	- %	- %	1 5%	1 33%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Price of alternative services too high	2 2%	1 3%	- %	- %	1 5%	- %	- %	- %	- %	1 6%	- %	1 13%	1 50%	1 13%	1 11%	- %	- %	1 33%	- %	- %	- %
Historic links to existing company(s)	2 2%	- %	2 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Current supplier(s) understand our business	1 1%	- %	1 3%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd
by
Base: All not considering switching

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	92	31	39	5	20	3	6	4	2	16	5	8	2	8	9	7	1	3	5	1	2
Was offered a more attractive package/ range of services	1 1%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Dont know	48 52%	12 39%	25a 64%	3 60%	7 35%	- -	2 33%	4 100%	1 50%	5 31%	3 60%	2 25%	- -	3 38%	3 33%	4 57%	1 100%	- -	2 40%	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd

by

Base: All not considering switching

		IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
Total	92	10	1	6	6	-	5	6	5	4	1	-	1	9	2	-	-	-	-	-	-
Good contacts at existing company	8 9%	2 20%	-	2 33%	-	-	1 20%	1 17%	2 40%	-	-	-	-	2 22%	-	-	-	-	-	-	-
{MAIN SERVICE} is reliable	6 7%	1 10%	-	-	1 17%	-	1 20%	-	1 20%	-	-	-	-	1 11%	-	-	-	-	-	-	-
Hassle	6 7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Easier to manage one supplier	6 7%	1 10%	-	1 17%	-	-	1 20%	-	-	-	1 100%	-	-	-	1 50%	-	-	-	-	-	-
Current service features are what we need	6 7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
High internal costs associated with switching	4 4%	1 10%	-	-	1 17%	-	-	1 17%	1 20%	-	-	-	-	1 11%	-	-	-	-	-	-	-
Tied to long term contract	2 2%	1 10%	-	-	1 17%	-	1 20%	-	-	-	-	-	-	1 11%	-	-	-	-	-	-	-
Price of alternative services too high	2 2%	1 10%	-	1 17%	-	-	-	1 17%	-	1 25%	-	-	-	1 11%	-	-	-	-	-	-	-
Historic links to existing company(s)	2 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Current supplier(s) understand our business	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd

by

Base: All not considering switching

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	92	10	1	6	6	-	5	6	5	4	1	-	1	9	2	-	-	-	-	-
Was offered a more attractive package/ range of services	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	48 52%	3 30%	1 100%	2 33%	3 50%	-	1 20%	3 50%	1 20%	3 75%	-	-	1 100%	3 33%	1 50%	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd
by

Base: All not considering switching

	IP Based Services						
	Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	92	63	25	15	24	20	28
Good contacts at existing company	8 9%	3 5%	5 20%	1 7%	3 13%	1 5%	2 7%
{MAIN SERVICE} is reliable	6 7%	5 8%	1 4%	1 7%	2 8%	2 10%	1 4%
Hassle	6 7%	2 3%	3 12%	- -	2 8%	2 10%	3 11%
Easier to manage one supplier	6 7%	4 6%	1 4%	1 7%	2 8%	- -	3 11%
Current service features are what we need	6 7%	5 8%	1 4%	2 13%	1 4%	1 5%	1 4%
High internal costs associated with switching	4 4%	3 5%	1 4%	1 7%	- -	1 5%	2 7%
Tied to long term contract	2 2%	2 3%	- -	- -	2 8%	- -	1 4%
Price of alternative services too high	2 2%	1 2%	1 4%	- -	- -	- -	1 4%
Historic links to existing company(s)	2 2%	1 2%	1 4%	1 7%	- -	1 5%	- -
Current supplier(s) understand our business	1 1%	1 2%	- -	- -	- -	1 5%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 51 (continuation)
<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd
by
Base: All not considering switching

	IP Based Services						
	Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
		-----	-----	-----	-----	-----	-----
Total	92	63	25	15	24	20	28
Was offered a more attractive package/ range of services	1 1%	1 2%	- -%	- -%	- -%	- -%	1 4%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	48 52%	35 56%	11 44%	8 53%	12 50%	11 55%	13 46%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	million	million	(d)
					(e)	(f)				(c)		(a)	to £20 million	million (b)	£100 million (c)	
{MAIN SERVICE} is reliable	1.5	-	1.0	2.2	2.0	1.4	1.3	1.5	1.5	1.0	2.0	1.4	1.6	1.6	1.2	1.4
Good contacts at existing company	3.0	-	2.0	3.0	2.8	2.5	3.4	3.0	3.0	-	3.3	3.0	1.8	3.2	3.2	3.3
Tied to long term contract	1.4	-	1.0	3.0	1.7	1.8	1.0	1.3	1.5	-	-	1.0	1.0	1.5	1.0	2.0
Price of alternative services too high	2.3	-	-	3.0	3.0	2.0	2.5	2.0	2.6	1.0	1.0	3.0	1.5	2.7	2.5	2.0
Hassle	2.2	-	2.0	1.0	1.3	1.9	1.7	3.3e	1.9	3.0	-	5.0	1.5	1.8	4.0B	3.7B
Current supplier(s) understand our business	2.4	-	-	3.0	3.0	2.5	2.6	2.1	2.5	-	2.5	2.7	3.0	2.3	2.3	2.7
Historic links to existing company(s)	3.5	-	-	5.0	5.0	4.3	4.5	2.8	3.8	2.0	2.0	6.0	2.0	4.1d	4.0	1.5
Was offered a more attractive package/ range of services	2.0	-	-	-	-	3.0	1.5	-	2.0	-	-	-	-	2.5	-	1.0
Easier to manage one supplier	2.6	-	-	2.7	2.7	1.7	3.0	3.1e	2.6	-	-	2.5	-	2.6	2.7	3.0
High internal costs associated with switching	2.9	-	-	-	-	2.0	3.0	3.0	3.0	-	4.0	1.0	-	3.0	3.0	2.5
Current service features are what we need	2.2	-	1.0	4.0	3.3	2.0	2.1	1.5	2.3	-	1.0	-	2.0	2.3	1.7	4.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

	PERSONAL PROFILE														
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
{MAIN SERVICE} is reliable	1.5	1.0	1.1	1.5	1.5	1.7	1.3	1.9b	1.4	1.5	1.0	1.0	1.4	2.0e	1.4
Good contacts at existing company	3.0	2.5	3.5	2.0	3.0	3.5	4.5g	2.4	4.0	2.8	2.0	2.5	3.0	3.4	2.8
Tied to long term contract	1.4	-	1.5	1.0	2.0	1.0	1.0	2.0	1.0	-	-	2.0	1.0	1.0	1.8
Price of alternative services too high	2.3	1.0	2.8	-	2.0	-	1.3	3.0	4.0	2.0	-	1.5	-	1.8	2.8
Hassle	2.2	-	1.8	-	1.5	-	2.3	2.3	3.3	2.0	-	2.0	-	1.7	2.9d
Current supplier(s) understand our business	2.4	2.5	3.7	2.5	3.0	2.0	-	1.8	2.0	2.0	-	2.0	2.3	2.2	2.8
Historic links to existing company(s)	3.5	-	2.5	-	-	-	3.6	5.5b	3.0	4.0	-	-	1.0	4.1	3.1
Was offered a more attractive package/ range of services	2.0	-	3.0	-	2.0	-	-	-	-	1.0	-	2.0	-	1.0	3.0
Easier to manage one supplier	2.6	-	2.3	3.0	2.0	2.0	2.5	3.3	2.0	-	-	1.0	3.0	2.8	2.6
High internal costs associated with switching	2.9	-	3.3g	-	3.0	-	3.0	1.5	4.0	-	-	2.0	3.0	2.5	3.2
Current service features are what we need	2.2	-	2.0	2.0	3.0	-	3.0	2.4	1.0	2.0	-	-	2.0	2.3	2.2

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

	PERSONAL PROFILE																	
	Total	Location												Involvement				
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
{MAIN SERVICE} is reliable	1.5	1.0	1.3	1.5	1.0	1.7	1.0	1.4	1.5	3.0	bGjk 1.5	1.3	2.0	-	1.3	2.5A	1.0	
Good contacts at existing company	3.0	3.5	3.8	1.0	2.0	3.0	1.0	3.2	3.0	3.5	3.1	2.3	3.0	-	2.9	4.3	2.7	
Tied to long term contract	1.4	-	-	1.3	-	1.3	3.0	1.0	1.3	1.5	1.4	-	1.0	-	1.3	1.0	-	
Price of alternative services too high	2.3	2.5	3.0	-	-	2.0	4.0	1.0	2.0	2.0	2.2	3.0	-	-	2.0	-	4.0	
Hassle	2.2	-	3.5	3.0	2.0	2.0	1.0	2.2	1.3	1.7	2.2	3.0	-	-	2.6	2.0	3.0	
Current supplier(s) understand our business	2.4	-	2.5	-	5.0	2.5	-	1.8	2.3	1.0	2.3	5.0	2.0	-	2.3	1.5	2.0	
Historic links to existing company(s)	3.5	3.0	4.0	-	4.0	2.0	5.0	5.7EK	-	-	3.8	1.5	4.0	-	2.8	4.0	6.0	
Was offered a more attractive package/ range of services	2.0	-	-	-	3.0	-	-	2.0	-	1.0	2.0	-	-	-	1.0	-	-	
Easier to manage one supplier	2.6	-	3.0	-	1.5	3.0	2.0	2.8	2.4	4.0	2.6	-	-	-	2.9	3.0	3.0	
High internal costs associated with switching	2.9	3.0	2.5	-	3.0	3.0	2.0	2.5	4.0	-	2.8	4.0	-	-	2.8	4.0	-	
Current service features are what we need	2.2	2.0	1.8	-	3.0	1.5	3.3	2.2	4.0	3.0	2.4	1.0	1.0	-	2.1	1.0	2.0	
95 percent as lower case or *, 99 percent as UPPER CASE or **																		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

	PERSONAL PROFILE															
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
{MAIN SERVICE} is reliable	1.5	1.6	1.4	1.5	1.4	1.8	-	2.0	1.0	1.8	1.7	2.0	1.8	1.7	1.3	-
Good contacts at existing company	3.0	3.2	2.8	3.2	2.7	3.0	-	3.7	-	3.7	4.0	3.0	3.7	3.2	2.7	-
Tied to long term contract	1.4	1.7	1.4	1.2	1.0	2.5cD	-	2.5cD	1.7d	2.0d	1.5	2.5cD	2.0d	1.7	1.1	-
Price of alternative services too high	2.3	2.6	1.9	2.8	1.6	2.0	-	3.0	2.5	3.0	3.0	3.0	3.0	2.8	1.9	-
Hassle	2.2	2.2	2.5	2.1	2.4	3.0	-	2.0	3.0	2.0	1.0	2.3	2.0	1.8	2.7	-
Current supplier(s) understand our business	2.4	2.4	2.5	2.3	2.4	4.0	-	3.0	4.0	3.0	2.0	4.0	3.0	2.3	2.5	-
Historic links to existing company(s)	3.5	4.4bj	2.6	4.8bj	2.9	-	-	3.5	1.0	2.7	1.5	5.0	2.7	4.4b	2.6	-
Was offered a more attractive package/ range of services	2.0	1.0	2.0	-	2.5	1.0	-	-	-	-	-	-	-	1.0	2.5	-
Easier to manage one supplier	2.6	2.6	2.7	2.7	2.7	3.0	-	2.5	2.5	2.3	2.0	2.5	2.3	2.6	2.7	-
High internal costs associated with switching	2.9	2.8	2.7	3.0	3.0	1.0	-	2.5	2.0	2.7	3.5	1.0	2.7	3.3	2.7	-
Current service features are what we need	2.2	2.3	2.2	2.2	2.0	3.0	-	2.3	-	2.3	1.0	2.7	2.3	2.3	2.0	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

	ISDN LINES															
	ISDN services Used									ISDN2/2e Channels						
	Total	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
{MAIN SERVICE} is reliable	1.5	1.5	1.5	1.4	1.3	1.2	1.5	1.4	1.6	1.0	1.7	2.4aD	1.0	1.0	-	2.0
Good contacts at existing company	3.0	3.0	3.1	3.2	3.2	3.4	3.3	3.1	3.3	2.0	3.0	3.3	4.0	-	-	3.0
Tied to long term contract	1.4	1.4	1.3	1.2	1.1	1.6	1.2	1.5	1.5	1.0	1.8	1.0	-	-	-	3.0
Price of alternative services too high	2.3	2.4	2.1	2.2	2.4	2.2	2.7	2.0	2.4	-	2.3	2.0	4.0	-	-	3.0
Hassle	2.2	2.3	2.7	2.4	2.4	2.4	2.8	2.4	2.9	1.0	1.5	1.5	2.0	2.5	-	5.0Bce
Current supplier(s) understand our business	2.4	2.4	2.5	2.4	3.0	2.4	2.2	2.6	2.1	-	3.0	-	2.3	1.0	-	3.0
Historic links to existing company(s)	3.5	3.5	4.1	3.3	3.2	3.8	3.8	4.0	3.8	-	4.0	5.0	6.0	-	-	4.0
Was offered a more attractive package/range of services	2.0	2.0	2.0	1.5	-	2.0	1.5	2.0	1.5	-	-	1.0	-	-	-	-
Easier to manage one supplier	2.6	2.6	2.9	3.0	3.0	3.3	3.2	2.7	2.8	-	2.7c	1.3	4.5bc	3.0	-	3.0
High internal costs associated with switching	2.9	3.0	3.1	2.7	2.8	3.0	2.7	3.0	2.8	-	-	2.0	3.0	4.0	-	2.5
Current service features are what we need	2.2	2.3	2.0	2.5	2.3	2.7	2.1	3.2	2.1	1.0	3.3	2.4	2.3	2.0	-	1.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)	
{MAIN SERVICE} is reliable	1.5	1.6	1.2	1.0	1.8	1.0	1.0	-	1.0	1.7b	1.1	1.5	2.7a	1.7	1.5	-	1.3	1.7	2.0	1.4	1.6	1.3
Good contacts at existing company	3.0	3.0	2.7	2.3	3.0	-	-	-	3.0	3.3b	1.8	3.2	2.0	3.3	4.0	1.0	2.9	2.0	5.0	3.0	3.1	3.0
Tied to long term contract	1.4	1.0	2.0	1.5	1.5	1.0	-	-	-	1.9b	1.0	2.3	1.3	1.6	2.0	-	1.0	1.3	2.0	1.5	1.3	1.5
Price of alternative services too high	2.3	2.0	2.0	-	2.0	-	1.0	-	2.0	2.5	1.5	3.2	1.7	2.8	2.0	-	1.8	2.0	2.0	2.8	1.8	3.0
Hassle	2.2	1.7	-	2.3	3.0	3.0	3.0	-	5.0	2.2	2.7	2.6	2.0	2.1	2.3	-	3.0	1.5	2.3	1.6	2.3	4.3Ab
Current supplier(s) understand our business	2.4	2.0	2.0	1.0	2.5	-	-	-	3.0	2.6	1.5	2.4	3.0	2.2	3.0	-	2.6	2.0	-	2.5	2.2	3.0
Historic links to existing company(s)	3.5	6.0	3.0	2.0	1.0	-	2.0	-	-	4.1	2.2	4.8	1.5	5.0	2.0	-	3.0	3.3	1.7	4.1	2.0	3.0
Was offered a more attractive package/ range of services	2.0	1.0	-	-	2.0	-	-	-	-	2.0	-	2.0	-	1.0	-	-	2.5	-	1.0	3.0	1.5	-
Easier to manage one supplier	2.6	4.5c	3.0	1.7	2.8	-	-	-	3.0	2.7	3.0	3.1b	1.0	2.5	4.0	-	2.7	3.5	1.0	2.9	2.4	3.0
High internal costs associated with switching	2.9	-	-	2.7	3.0	-	4.0	-	1.0	2.8	3.5	2.9	2.0	3.5	2.5	2.0	2.3	3.0	3.0	3.0	3.0	2.5
Current service features are what we need	2.2	2.8	2.0	2.0	1.0	-	-	-	-	2.2	2.3	2.1	1.7	2.6	1.3	3.0	2.1	1.0	4.0	2.5	2.0	1.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
{MAIN SERVICE} is reliable	1.5	1.0	1.7	1.4	-	1.5	1.0	1.2	1.1	1.6	1.3
Good contacts at existing company	3.0	1.0	2.6	3.4	-	3.0	2.0	2.5	2.4	3.5bc	2.8
Tied to long term contract	1.4	1.3	1.0	1.5	-	1.4	-	1.2	1.2	1.4	1.7
Price of alternative services too high	2.3	-	1.8	2.7	-	2.3	-	2.2	2.2	2.3	4.0
Hassle	2.2	2.0	2.3	2.3	-	2.2	-	2.4	2.4	2.3	1.5
Current supplier(s) understand our business	2.4	-	2.5	2.4	-	2.4	-	2.1	2.1	2.2	3.7
Historic links to existing company(s)	3.5	-	2.4	4.4b	-	3.5	-	4.0	4.0	2.7	4.8
Was offered a more attractive package/ range of services	2.0	-	3.0	1.5	-	2.0	-	2.0	2.0	1.0	3.0
Easier to manage one supplier	2.6	1.5	2.2	2.9	-	2.6	-	2.3	2.3	2.8	2.6
High internal costs associated with switching	2.9	2.3	3.7a	2.8	-	2.9	-	2.3	2.3	3.1	-
Current service features are what we need	2.2	3.0	1.7	2.4	-	2.2	-	1.7	1.7	2.1	2.8

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plem (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
{MAIN SERVICE} is reliable	1.5	1.7	1.2	1.3	1.6	1.3	2.7	ad	-	1.0	1.6	2.5	1.8	3.0	1.3	1.8	2.0	-	1.0	2.0	1.0	1.0
Good contacts at existing company	3.0	3.3	2.5	4.0	3.5	3.0	3.3	-	3.0	3.6	4.0	3.7	5.0	3.0	3.7	4.0	-	3.0	4.0	3.0	-	
Tied to long term contract	1.4	1.5	1.0	1.0	1.6	3.0	1.0	1.0	-	2.0	1.5	2.0	2.0	1.7	1.5	1.5	-	2.0	1.0	-	-	
Price of alternative services too high	2.3	3.5	1.8	-	3.5	-	-	-	-	3.5	-	2.5	3.0	2.5	2.5	2.0	-	2.5	2.0	-	2.0	
Hassle	2.2	2.0	2.8	3.0	2.0	-	2.3	1.0	-	2.0	1.0	2.3	-	3.0	5.0	2.3	-	5.0	3.0	-	5.0	
Current supplier(s) understand our business	2.4	2.1	2.6	-	2.6	-	1.5	-	2.0	2.5	-	3.0	-	3.0	3.0	3.0	-	3.0	3.0	2.0	4.0	
Historic links to existing company(s)	3.5	5.5	2.9	-	6.0	-	6.0	-	-	5.0	2.0	1.5	1.5	1.0	1.5	2.0	-	1.0	2.0	-	-	
Was offered a more attractive package/ range of services	2.0	-	2.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Easier to manage one supplier	2.6	2.6	3.0	1.5	2.8	2.5	3.0	-	-	2.0	-	2.5	-	2.5	2.5	3.0	-	3.0	3.0	-	2.5	
High internal costs associated with switching	2.9	2.7	3.7	2.5	3.0	3.0	2.0	-	-	3.0	4.0	2.7	4.0	2.0	2.7	2.5	-	1.0	2.5	-	2.0	
Current service features are what we need	2.2	1.9	2.4	1.0	1.7	2.0	1.0	-	-	2.1	1.0	1.0	1.0	1.0	1.0	1.0	-	-	1.0	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

	Total	IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
{MAIN SERVICE} is reliable	1.5	1.8	-	1.5	2.0	-	2.5	1.0	1.8	-	-	-	-	1.8	-	-	-	-	-	-	
Good contacts at existing company	3.0	3.7	-	3.0	5.0	-	4.0	3.0	3.7	-	-	-	-	3.7	-	-	-	-	-	-	
Tied to long term contract	1.4	2.3	1.0	2.0	2.0	-	2.0	2.0	-	1.7	-	-	2.0	2.5	1.0	-	-	-	-	-	
Price of alternative services too high	2.3	3.0	-	2.5	4.0	-	3.0	3.0	-	3.0	2.0	-	-	3.5	2.0	-	-	-	-	-	
Hassle	2.2	2.0	-	5.0	1.0	-	3.0	1.0	-	1.0	5.0	-	1.0	1.0	5.0	-	-	-	-	-	
Current supplier(s) understand our business	2.4	3.0	-	3.0	-	-	4.0	2.0	2.0	-	4.0	-	-	2.0	4.0	-	-	-	-	-	
Historic links to existing company(s)	3.5	2.7	-	1.0	3.5	-	3.5	1.0	2.0	1.0	-	-	-	2.7	-	-	-	-	-	-	
Was offered a more attractive package/ range of services	2.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Easier to manage one supplier	2.6	2.3	-	3.0	2.0	-	2.5	2.0	2.0	-	3.0	-	-	2.0	3.0	-	-	-	-	-	
High internal costs associated with switching	2.9	2.7	-	1.0	3.5	-	2.5	3.0	3.5	-	1.0	-	-	3.5	1.0	-	-	-	-	-	
Current service features are what we need	2.2	2.3	-	1.0	3.5	-	2.7	1.0	1.0	-	-	-	-	2.3	-	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 52 (continuation)

<B7> Why would you not consider switching from {MAIN SERVICE}?

by

Base: All not considering switching

	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		Total
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
{MAIN SERVICE} is reliable	1.5	1.6	1.3	1.7	1.5	1.4	
Good contacts at existing company	3.0	3.1	2.8	3.1	3.0	2.8	2.6
Tied to long term contract	1.4	1.5	1.2	1.3	2.0	1.3	1.5
Price of alternative services too high	2.3	2.2	2.8	2.3	3.0	1.5	2.0
Hassle	2.2	1.7	3.3A	1.7	2.3	2.0	3.0
Current supplier(s) understand our business	2.4	2.4	2.4	1.3	2.8	1.8	2.8
Historic links to existing company(s)	3.5	4.4b	2.4	4.5	4.5	3.0	2.3
Was offered a more attractive package/ range of services	2.0	2.0	-	1.0	-	1.5	3.0
Easier to manage one supplier	2.6	2.5	3.3	3.0	3.0	2.5	2.8
High internal costs associated with switching	2.9	3.0	2.8	3.0	2.5	2.5	2.8
Current service features are what we need	2.2	2.3	2.0	3.0	2.3	3.5	1.8

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

		PERSONAL PROFILE															
		Company Size								No.Sites				Turnover			
Total		1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	68	-	1	2	3	10	29	26	39	8	9	11	6	24	23	15	
Greater functionality	28 41%	- -%	- -%	- -%	- -%	2 20%	13 45%	13 50%	12 31%	5 63%	6 67%	5 45%	1 17%	11 46%	10 43%	6 40%	
Better value for money	24 35%	- -%	1 100%	- -%	1 33%	3 30%	10 34%	10 38%	14 36%	3 38%	4 44%	3 27%	3 50%	9 38%	6 26%	6 40%	
Better service features	23 34%	- -%	- -%	1 50%	1 33%	3 30%	11 38%	8 31%	13 33%	2 25%	2 22%	5 45%	4 67%	6 25%	9 39%	4 27%	
Lower price	21 31%	- -%	1 100%	1 50%	2 67%	4 40%	5 17%	10 38%	13 33%	2 25%	2 22%	4 36%	1 17%	7 29%	6 26%	7 47%	
Provides voice and data communications via the same service	19 28%	- -%	- -%	- -%	- -%	3 30%	9 31%	7 27%	12 31%	3 38%	2 22%	2 18%	1 17%	6 25%	5 22%	7 47%	
More reliable	16 24%	- -%	- -%	- -%	- -%	2 20%	7 24%	7 27%	9 23%	- -%	3 33%	4 36%	1 17%	4 17%	7 30%	4 27%	
More scalability as company grows	16 24%	- -%	- -%	- -%	- -%	1 10%	9 31%	6 23%	10 26%	2 25%	- -%	3 27%	1 17%	4 17%	7 30%	4 27%	
Less expensive equipment required	15 22%	- -%	1 100%	- -%	1 33%	1 10%	7 24%	6 23%	8 21%	2 25%	3 33%	2 18%	- -%	4 17%	6 26%	5 33%	
Requires little post purchase support	15 22%	- -%	- -%	- -%	- -%	2 20%	8 28%	5 19%	10 26%	3 38%	- -%	2 18%	- -%	6 25%	5 22%	4 27%	
More flexibility to add/change services	10 15%	- -%	- -%	- -%	- -%	2 20%	2 7%	6 23%	5 13%	3 38%	1 11%	1 9%	- -%	4 17%	2 9%	4 27%	
Ability to change numbering beyond local exchange	6 9%	- -%	- -%	- -%	- -%	- -%	3 10%	3 12%	3 8%	- -%	1 11%	2 18%	- -%	2 8%	1 4%	3 20%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)		£1m million (a)	to £20 million (b)	million (c)	(d)
Total	68	-	1	2	3	10	29	26	39	8	9	11	6	24	23	15
More options for LAN connectivity	4 6%	- -	- -	- -	- -	- -	1 3%	3 12%	1 3%	- -	- -	2 18%	- -	- -	2 9%	2 13%
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	68	5	13	5	7	8	13	5	6	6	1	10	19	22	16
Greater functionality	28 41%	3 60%	4 31%	1 20%	4 57%	3 38%	5 38%	3 60%	2 33%	3 50%	- -%	5 50%	9 47%	7 32%	7 44%
Better value for money	24 35%	2 40%	4 31%	1 20%	2 29%	2 25%	4 31%	2 40%	4 67%	3 50%	- -%	5 50%	5 26%	5 23%	9 56%
Better service features	23 34%	2 40%	3 23%	3 60%	2 29%	3 38%	5 38%	2 40%	1 17%	2 33%	1 100%	5 50%	6 32%	7 32%	4 25%
Lower price	21 31%	2 40%	5 38%	2 40%	3 43%	4 50%	1 8%	3 60%	1 17%	- -%	1 100%	1 10%	3 16%	10 45%	6 38%
Provides voice and data communications via the same service	19 28%	1 20%	3 23%	- -%	4 57%	3 38%	3 23%	3 60%	2 33%	- -%	- -%	2 20%	6 32%	4 18%	7 44%
More reliable	16 24%	- -%	3 23%	1 20%	2 29%	3 38%	4 31%	1 20%	2 33%	- -%	- -%	4 40%	1 5%	6 27%	5 31%
More scalability as company grows	16 24%	1 20%	3 23%	1 20%	2 29%	1 13%	6 46%	1 20%	- -%	1 17%	- -%	2 20%	4 21%	6 27%	4 25%
Less expensive equipment required	15 22%	- -%	6 46%	- -%	3 43%	1 13%	2 15%	- -%	1 17%	2 33%	1 100%	3 30%	7 37%	1 5%	3 19%
Requires little post purchase support	15 22%	1 20%	3 23%	2 40%	1 14%	2 25%	2 15%	1 20%	2 33%	1 17%	- -%	2 20%	6 32%	3 14%	4 25%
More flexibility to add/change services	10 15%	1 20%	3 23%	1 20%	1 14%	- -%	3 23%	1 20%	- -%	- -%	- -%	2 20%	1 5%	3 14%	4 25%
Ability to change numbering beyond local exchange	6 9%	- -%	- -%	- -%	2 29%	2 25%	1 8%	1 20%	- -%	- -%	- -%	1 10%	- -%	2 9%	3 19%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

PERSONAL PROFILE															
Total	Sector										Number of years trading				
	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)	
Total	68	5	13	5	7	8	13	5	6	6	1	10	19	22	16
More options for LAN connectivity	4 6%	- %	- %	- %	1 14%	1 13%	1 8%	1 20%	- %	- %	- %	- %	- %	2 9%	2 13%
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)
Total	68	3	9	5	3	2	4	31	3	2	62	1	4	1	58	4	-
Greater functionality	28 41%	1 33%	4 44%	2 40%	1 33%	- -	1 25%	15 48%	1 33%	1 50%	26 42%	1 100%	1 25%	- -	27 47%	1 25%	- -
Better value for money	24 35%	- -	5 56%	1 20%	2 67%	2 100%	2 50%	9 29%	2 67%	1 50%	24 39%	- -	- -	- -	20 34%	2 50%	- -
Better service features	23 34%	1 33%	5 56%	2 40%	- -	- -	3 75%	9 29%	- -	1 50%	21 34%	- -	2 50%	- -	19 33%	2 50%	- -
Lower price	21 31%	2 67%	4 44%	1 20%	1 33%	1 50%	- -	11 35%	1 33%	- -	21 34%	- -	- -	- -	17 29%	1 25%	- -
Provides voice and data communications via the same service	19 28%	- -	4 44%	- -	- -	- -	1 25%	10 32%	1 33%	2 100%	18 29%	- -	1 25%	- -	16 28%	2 50%	- -
More reliable	16 24%	- -	4 44%	- -	- -	- -	1 25%	10 32%	1 33%	- -	16 26%	- -	- -	- -	12 21%	3 75%	- -
More scalability as company grows	16 24%	1 33%	2 22%	1 20%	- -	- -	1 25%	7 23%	1 33%	1 50%	14 23%	- -	2 50%	- -	13 22%	2 50%	- -
Less expensive equipment required	15 22%	- -	3 33%	- -	- -	- -	- -	7 23%	2 67%	- -	12 19%	- -	2 50%	1 100%	13 22%	1 25%	- -
Requires little post purchase support	15 22%	- -	1 11%	- -	1 33%	- -	- -	10 32%	1 33%	- -	13 21%	1 100%	- -	1 100%	13 22%	2 50%	- -
More flexibility to add/change services	10 15%	- -	2 22%	- -	1 33%	- -	1 25%	5 16%	1 33%	- -	10 16%	- -	- -	- -	8 14%	2 50%	- -
Ability to change numbering beyond local exchange	6 9%	- -	2 22%	- -	- -	- -	- -	3 10%	1 33%	- -	6 10%	- -	- -	- -	5 9%	1 25%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?
by
Base: All considering switching

	PERSONAL PROFILE																	
	Total	Location													Involvement			
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - England (k)	Wales (l)	Scotland (m)	North Ireland (n)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	68	3	9	5	3	2	4	31	3	2	62	1	4	1	58	4	-	
More options for LAN connectivity	46%	-%	11%	-%	-%	-%	-%	13%	133%	-%	35%	-%	125%	-%	23%	125%	-%	
Other	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

		PERSONAL PROFILE														
		Fixed line services													Mostly used fixed line	
		Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & (g)	ISDN 2/ IP 30 (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)		
	ISDN2/ ISDN2e (a)	ISDN30 (b)												ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	68	41	38	21	24	11	-	11	5	14	11	3	14	37	31	-
Greater functionality	28 41%	17 41%	16 42%	8 38%	9 38%	5 45%	- %	5 45%	3 60%	7 50%	5 45%	2 67%	7 50%	16 43%	12 39%	- %
Better value for money	24 35%	13 32%	14 37%	7 33%	10 42%	3 27%	- %	4 36%	2 40%	5 36%	3 27%	2 67%	5 36%	12 32%	12 39%	- %
Better service features	23 34%	13 32%	10 26%	8 38%	9 38%	- %	- %	5 45%	1 20%	6 43%	5 45%	1 33%	6 43%	13 35%	10 32%	- %
Lower price	21 31%	13 32%	14 37%	5 24%	6 25%	6 55%	- %	3 27%	3 60%	5 36%	4 36%	1 33%	5 36%	11 30%	10 32%	- %
Provides voice and data communications via the same service	19 28%	10 24%	11 29%	5 24%	8 33%	2 18%	- %	3 27%	1 20%	4 29%	4 36%	- %	4 29%	9 24%	10 32%	- %
More reliable	16 24%	7 17%	11 29%	1 5%	8 33%	2 18%	- %	4 36%	1 20%	5 36%	5 45%	- %	5 36%	6 16%	10 32%	- %
More scalability as company grows	16 24%	11 27%	5 13%	8 38%	4 17%	- %	- %	3 27%	1 20%	4 29%	4 36%	- %	4 29%	11 30%	5 16%	- %
Less expensive equipment required	15 22%	11 27%	9 24%	4 19%	4 17%	5 45%	- %	2 18%	- %	2 14%	2 18%	- %	2 14%	9 24%	6 19%	- %
Requires little post purchase support	15 22%	9 22%	8 21%	5 24%	5 21%	2 18%	- %	3 27%	2 40%	4 29%	3 27%	1 33%	4 29%	9 24%	6 19%	- %
More flexibility to add/change services	10 15%	7 17%	4 11%	4 19%	2 8%	1 9%	- %	3 27%	2 40%	4 29%	3 27%	1 33%	4 29%	7 19%	3 10%	- %
Ability to change numbering beyond local exchange	6 9%	4 10%	3 8%	2 10%	1 4%	1 9%	- %	1 9%	1 20%	2 14%	2 18%	- %	2 14%	4 11%	2 6%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	68	41	38	21	24	11	–	11	5	14	11	3	14	37	31	–
More options for LAN connectivity	4 6%	2 5%	2 5%	– –%	1 4%	– –%	– –%	2 18%	1 20%	3 21%	3 27%	– –%	3 21%	2 5%	2 6%	– –%
Other	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%
Don't know	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 - 20 (e)	28 - 30 (f)	30+ (g)
Total	68	52	38	36	33	31	38	28	21	2	8	12	8	8	1	1
Greater functionality	28 41%	21 40%	14 37%	16 44%	15 45%	13 42%	16 42%	12 43%	10 48%	1 50%	1 13%	3 25%	5 63%	5 63%	1 100%	- -%
Better value for money	24 35%	19 37%	15 39%	14 39%	16 48%	14 45%	13 34%	12 43%	8 38%	- -%	4 50%	4 33%	1 13%	3 38%	- -%	- -%
Better service features	23 34%	17 33%	11 29%	11 31%	10 30%	9 29%	12 32%	7 25%	5 24%	- -%	1 13%	4 33%	4 50%	4 50%	- -%	- -%
Lower price	21 31%	21 40%	17 45%	11 31%	12 36%	13 42%	13 34%	13 46%	9 43%	2 100%	1 13%	3 25%	2 25%	4 50%	- -%	- -%
Provides voice and data communications via the same service	19 28%	16 31%	13 34%	9 25%	11 33%	9 29%	13 34%	9 32%	8 38%	- -%	3 38%	1 8%	1 13%	4 50%	- -%	- -%
More reliable	16 24%	12 23%	11 29%	10 28%	12 36%	10 32%	12 32%	8 29%	7 33%	- -%	1 13%	3 25%	- -%	2 25%	- -%	- -%
More scalability as company grows	16 24%	11 21%	6 16%	7 19%	5 15%	6 19%	12 32%	5 18%	5 24%	- -%	- -%	4 33%	3 38%	4 50%	- -%	- -%
Less expensive equipment required	15 22%	11 21%	10 26%	9 25%	6 18%	8 26%	11 29%	7 25%	4 19%	- -%	2 25%	2 17%	3 38%	3 38%	- -%	1 100%
Requires little post purchase support	15 22%	11 21%	9 24%	9 25%	8 24%	7 23%	10 26%	6 21%	6 29%	- -%	2 25%	4 33%	2 25%	1 13%	- -%	- -%
More flexibility to add/change services	10 15%	9 17%	7 18%	6 17%	6 18%	7 23%	8 21%	6 21%	5 24%	- -%	1 13%	1 8%	1 13%	4 50%	- -%	- -%
Ability to change numbering beyond local exchange	6 9%	6 12%	4 11%	4 11%	6 18%	4 13%	6 16%	4 14%	4 19%	- -%	1 13%	- -%	- -%	2 25%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?
by
Base: All considering switching

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	68	52	38	36	33	31	38	28	21	2	8	12	8	8	1	1
More options for LAN connectivity	4 6%	3 6%	3 8%	1 3%	3 9%	3 10%	3 8%	2 7%	2 10%	- -%	- -%	- -%	1 13%	1 13%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 or more channe ls (g)	1500 channe ls (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	68	8	2	5	9	6	4	1	1	51	12	46	5	17	20	4	21	14	3	32	34	2	
Greater functionality	28 41%	- -%	1 50%	3 60%	6 67%	3 50%	2 50%	- -%	- -%	21 41%	5 42%	19 41%	2 40%	6 35%	9 45%	2 50%	7 33%	8 57%	1 33%	11 34%	15 44%	2 100%	
Better value for money	24 35%	2 25%	- -%	3 60%	5 56%	- -%	2 50%	1 100%	- -%	18 35%	4 33%	17 37%	1 20%	6 35%	6 30%	1 25%	7 33%	5 36%	2 67%	16b 50%	8 24%	- -%	
Better service features	23 34%	1 13%	1 50%	3 60%	1 11%	2 33%	- -%	- -%	1 100%	19 37%	4 33%	16 35%	3 60%	7 41%	6 30%	- -%	5 24%	4 29%	1 33%	9 28%	14 41%	- -%	
Lower price	21 31%	5 63%	1 50%	1 20%	3 33%	2 33%	- -%	- -%	1 100%	14 27%	4 33%	13 28%	1 20%	8 47%	4 20%	1 25%	9 43%	4 29%	1 33%	15B 47%	5 15%	1 50%	
Provides voice and data communications via the same service	19 28%	- -%	1 50%	3 60%	1 11%	2 33%	2 50%	- -%	- -%	15 29%	3 25%	13 28%	2 40%	6 35%	3 15%	1 25%	5 24%	6 43%	- -%	7 22%	12 35%	- -%	
More reliable	16 24%	1 13%	1 50%	2 40%	4 44%	- -%	2 50%	- -%	- -%	12 24%	2 17%	12 26%	- -%	2 12%	4 20%	1 25%	8 38%	3 21%	- -%	4 13%	12a 35%	- -%	
More scalability as company grows	16 24%	- -%	1 50%	1 20%	1 11%	- -%	1 25%	- -%	- -%	12 24%	4 33%	9 20%	3 60%	6 35%	5 25%	- -%	4 19%	1 7%	- -%	7 22%	9 26%	- -%	
Less expensive equipment required	15 22%	2 25%	- -%	- -%	2 22%	3 50%	1 25%	- -%	1 100%	14 27%	1 8%	12 26%	2 40%	5 29%	5 25%	1 25%	2 10%	6 43%	1 33%	6 19%	9 26%	- -%	
Requires little post purchase support	15 22%	- -%	1 50%	1 20%	1 11%	3 50%	2 50%	- -%	- -%	13 25%	1 8%	12 26%	1 20%	3 18%	6 30%	- -%	5 24%	2 14%	1 33%	6 19%	9 26%	- -%	
More flexibility to add/change services	10 15%	- -%	- -%	1 20%	2 22%	1 17%	- -%	- -%	- -%	7 14%	2 17%	7 15%	- -%	4 24%	3 15%	- -%	4 19%	- -%	- -%	3 9%	7 21%	- -%	
Ability to change numbering beyond local exchange	6 9%	- -%	1 50%	1 20%	- -%	- -%	- -%	- -%	- -%	3 6%	2 17%	3 7%	- -%	3 18%	1 5%	- -%	2 10%	1 7%	- -%	1 3%	5 15%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30	60	90-120	150-270	300-420	450-570	600	1500	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)	
	(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	channe ls(g)	or more chan nels(h)														
Total	68	8	2	5	9	6	4	1	1	51	12	46	5	17	20	4	21	14	3	32	34	2
More options for LAN connectivity	4 6%	- %	1 50%	1 20%	- %	- %	- %	- %	- %	2 4%	2 17%	2 4%	- %	1 6%	1 5%	- %	2 10%	- %	- %	1 3%	3 9%	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Don't know	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	68	28	30	10	68	-	25	31	56	10	-
Greater functionality	28 41%	9 32%	14 47%	5 50%	28 41%	-	10 40%	16 52%	26 46%	2 20%	-
Better value for money	24 35%	12 43%	10 33%	2 20%	24 35%	-	9 36%	12 39%	21 38%	3 30%	-
Better service features	23 34%	11 39%	8 27%	4 40%	23 34%	-	10 40%	6 19%	16 29%	5 50%	-
Lower price	21 31%	8 29%	8 27%	5 50%	21 31%	-	8 32%	10 32%	18 32%	3 30%	-
Provides voice and data communications via the same service	19 28%	9 32%	7 23%	3 30%	19 28%	-	8 32%	7 23%	15 27%	3 30%	-
More reliable	16 24%	7 25%	7 23%	2 20%	16 24%	-	5 20%	8 26%	13 23%	3 30%	-
More scalability as company grows	16 24%	4 14%	8 27%	4 40%	16 24%	-	6 24%	8 26%	14 25%	1 10%	-
Less expensive equipment required	15 22%	5 18%	9 30%	1 10%	15 22%	-	4 16%	9 29%	13 23%	1 10%	-
Requires little post purchase support	15 22%	8 29%	5 17%	2 20%	15 22%	-	5 20%	7 23%	12 21%	3 30%	-
More flexibility to add/change services	10 15%	6 21%	4 13%	-	10 15%	-	2 8%	7 23%	9 16%	1 10%	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
Total	68	28	30	10	68	-	25	31	56	10	-
Ability to change numbering beyond local exchange	6 9%	3 11%	3 10%	- -%	6 9%	- -%	4 16%	2 6%	6 11%	- -%	- -%
More options for LAN connectivity	4 6%	1 4%	3 10%	- -%	4 6%	- -%	2 8%	2 6%	4 7%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa yments (f) (g)	Video confe rencing (h)
Total	68	40	10	34	5	8	16	12	2	2	8	8	2	7	6	7	7	5	5	4	4
Greater functionality	28 41%	17 43%	2 20%	14 41%	3 60%	3 38%	8 50%	5 42%	1 50%	- %	5 63%	4 50%	- %	3 43%	2 33%	5 71%	2 29%	1 20%	4 80%	2 50%	2 50%
Better value for money	24 35%	14 35%	3 30%	13 38%	1 20%	4 50%	7 44%	3 25%	- %	- %	4 50%	2 25%	1 50%	5 71%	2 33%	4 57%	3 43%	3 60%	3 60%	2 50%	4 100%
Better service features	23 34%	14 35%	3 30%	13 38%	- %	1 13%	4 25%	6 50%	1 50%	2 100%	3 38%	4 50%	1 50%	3 43%	3 50%	3 43%	5 71%	3 60%	1 20%	2 50%	1 25%
Lower price	21 31%	10 25%	3 30%	8 24%	2 40%	3 38%	4 25%	2 17%	- %	1 50%	4 50%	1 13%	- %	3 43%	3 50%	3 43%	2 29%	1 20%	2 40%	3 75%	2 50%
Provides voice and data communications via the same service	19 28%	12 30%	1 10%	12 35%	- %	1 13%	4 25%	5 42%	- %	2 100%	4 50%	1 13%	1 50%	4 57%	1 17%	3 43%	3 43%	3 60%	2 40%	2 50%	3 75%
More reliable	16 24%	7 18%	3 30%	7 21%	- %	2 25%	2 13%	2 17%	1 50%	- %	3 38%	1 13%	2 100%	3 43%	2 33%	2 29%	4 57%	3 60%	2 40%	3 75%	3 75%
More scalability as company grows	16 24%	10 25%	2 20%	8 24%	1 20%	- %	4 25%	5 42%	- %	1 50%	2 25%	2 25%	1 50%	2 29%	3 50%	2 29%	4 57%	3 60%	1 20%	2 50%	1 25%
Less expensive equipment required	15 22%	9 23%	4 40%	9 26%	- %	- %	5 31%	4 33%	- %	- %	2 25%	1 13%	- %	2 29%	- %	2 29%	2 29%	1 20%	1 20%	1 25%	1 25%
Requires little post purchase support	15 22%	9 23%	1 10%	9 26%	- %	1 13%	5 31%	3 25%	- %	- %	2 25%	3 38%	1 50%	1 14%	- %	2 29%	1 14%	1 20%	1 20%	- %	1 25%
More flexibility to add/change services	10 15%	5 13%	1 10%	5 15%	- %	- %	4 25%	1 8%	- %	- %	3 38%	1 13%	1 50%	3 43%	1 17%	3 43%	2 29%	2 40%	2 40%	2 50%	3 75%
Ability to change numbering beyond local exchange	6 9%	3 8%	- %	3 9%	- %	- %	2 13%	1 8%	- %	- %	2 25%	- %	- %	2 29%	1 17%	2 29%	2 29%	1 20%	2 40%	2 50%	2 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes	No	Yes	No	Curr	Pla	Have	plan	Not tr	SIP tr	Hosted	IP Ce	Inco	Int	Int	Fax	Secu	Data	Card	pa	Video
	(a)	(b)	(a)	(b)	ently	nnng	trialed	to im	ialed	unking	VOIP	ntrex	oming/	ernal	ernet	(d)	rity/	(f)	yments	g)	confe
					(a)	to	(c)	plement	(e)	(a)	(b)	(c)	Out	Calls	(b)	(c)		Alarms		(g)	rencing
						(b)	(d)						(a)				(e)				(h)
Total	68	40	10	34	5	8	16	12	2	2	8	8	2	7	6	7	7	5	5	4	4
More options for LAN connectivity	4	1	-	1	-	-	1	-	-	-	2	1	-	2	2	2	3	1	2	2	2
	6%	3%	-%	3%	-%	-%	6%	-%	-%	-%	25%	13%	-%	29%	33%	29%	43%	20%	40%	50%	50%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

	Total	IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	68	10	3	7	2	5	10	3	8	3	3	4	3	7	-	-	-	-	-	-	-	
Greater functionality	28 41%	6 60%	1 33%	4 57%	1 50%	2 40%	7 70%	- -	4 50%	2 67%	1 33%	3 75%	1 33%	3 43%	- -	- -	- -	- -	- -	- -	- -	
Better value for money	24 35%	3 30%	1 33%	2 29%	2 100%	1 20%	3 30%	1 33%	3 38%	1 33%	1 33%	2 50%	1 33%	2 29%	- -	- -	- -	- -	- -	- -	- -	
Better service features	23 34%	4 40%	2 67%	4 57%	- -	2 40%	4 40%	2 67%	3 38%	2 67%	1 33%	1 25%	1 33%	4 57%	- -	- -	- -	- -	- -	- -	- -	
Lower price	21 31%	3 30%	2 67%	4 57%	1 50%	- -	5 50%	- -	5 63%	- -	- -	2 50%	- -	3 43%	- -	- -	- -	- -	- -	- -	- -	
Provides voice and data communications via the same service	19 28%	3 30%	1 33%	2 29%	2 100%	- -	3 30%	1 33%	3 38%	- -	1 33%	- -	1 33%	3 43%	- -	- -	- -	- -	- -	- -	- -	
More reliable	16 24%	4 40%	1 33%	2 29%	2 100%	1 20%	3 30%	2 67%	3 38%	1 33%	1 33%	- -	2 67%	3 43%	- -	- -	- -	- -	- -	- -	- -	
More scalability as company grows	16 24%	2 20%	2 67%	3 43%	- -	1 20%	2 20%	2 67%	3 38%	- -	1 33%	- -	1 33%	3 43%	- -	- -	- -	- -	- -	- -	- -	
Less expensive equipment required	15 22%	2 20%	- -	1 14%	1 50%	- -	2 20%	- -	2 25%	- -	- -	- -	- -	2 29%	- -	- -	- -	- -	- -	- -	- -	
Requires little post purchase support	15 22%	4 40%	- -	1 14%	1 50%	2 40%	3 30%	1 33%	1 13%	2 67%	1 33%	1 25%	2 67%	1 14%	- -	- -	- -	- -	- -	- -	- -	
More flexibility to add/change services	10 15%	3 30%	1 33%	2 29%	2 100%	- -	3 30%	1 33%	3 38%	- -	1 33%	1 25%	1 33%	2 29%	- -	- -	- -	- -	- -	- -	- -	
Ability to change numbering beyond local exchange	6 9%	1 10%	1 33%	1 14%	1 50%	- -	2 20%	- -	2 25%	- -	- -	- -	- -	2 29%	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	
Total	68	10	3	7	2	5	10	3	8	3	3	4	3	7	-	-	-	-	-	-	-	
More options for LAN connectivity	4	1	2	1	1	1	2	1	2	-	1	-	-	3	-	-	-	-	-	-	-	
	6%	10%	67%	14%	50%	20%	20%	33%	25%	-%	33%	-%	-%	43%	-%	-%	-%	-%	-%	-%	-%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	68	18	49	37	4	28	10
Greater functionality	28 41%	5 28%	23 47%	17 46%	- -	9 32%	7 70%
Better value for money	24 35%	7 39%	16 33%	10 27%	3 75%	9 32%	5 50%
Better service features	23 34%	4 22%	19 39%	11 30%	2 50%	9 32%	1 10%
Lower price	21 31%	8 44%	13 27%	11 30%	2 50%	11 39%	3 30%
Provides voice and data communications via the same service	19 28%	3 17%	16 33%	8 22%	2 50%	8 29%	3 30%
More reliable	16 24%	4 22%	12 24%	7 19%	- -	8 29%	3 30%
More scalability as company grows	16 24%	2 11%	14 29%	10 27%	1 25%	3 11%	2 20%
Less expensive equipment required	15 22%	1 6%	14 29%	10 27%	1 25%	7 25%	2 20%
Requires little post purchase support	15 22%	4 22%	11 22%	9 24%	- -	5 18%	3 30%
More flexibility to add/change services	10 15%	3 17%	7 14%	6 16%	1 25%	4 14%	- -
Ability to change numbering beyond local exchange	6 9%	1 6%	5 10%	4 11%	- -	3 11%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 53 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?
by
Base: All considering switching

	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		Total
	Less than £24k (a)		Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	68	18 49	37	4	28	10	
More options for LAN connectivity	4 6%	1 6% 3 6%	2 5%	- -%	2 7%	- -%	
Other	- -%	- -% - -%	- -%	- -%	- -%	- -%	
Don't know	- -%	- -% - -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	68	-	1	2	3	10	29	26	39	8	9	11	6	24	23	15
Lower price	13 19%	- -%	1 100%	1 50%	2 67%	4 40%	2 7%	5 19%	8 21%	1 13%	1 11%	3 27%	1 17%	6 25%	2 9%	4 27%
Better value for money	13 19%	- -%	- -%	- -%	- -%	1 10%	5 17%	7 27%	7 18%	1 13%	4 44%	1 9%	1 17%	5 21%	3 13%	4 27%
Greater functionality	12 18%	- -%	- -%	- -%	- -%	2 20%	7 24%	3 12%	6 15%	3 38%	1 11%	2 18%	- -%	6 25%	4 17%	2 13%
Less expensive equipment required	9 13%	- -%	- -%	- -%	- -%	1 10%	5 17%	3 12%	5 13%	1 13%	2 22%	1 9%	- -%	2 8%	5 22%	2 13%
Better service features	9 13%	- -%	- -%	1 50%	1 33%	1 10%	4 14%	3 12%	5 13%	1 13%	- -%	2 18%	3 50%	1 4%	4 17%	1 7%
More reliable	5 7%	- -%	- -%	- -%	- -%	- -%	4 14%	1 4%	3 8%	- -%	- -%	2 18%	1 17%	1 4%	2 9%	1 7%
Requires little post purchase support	2 3%	- -%	- -%	- -%	- -%	1 10%	- -%	1 4%	1 3%	1 13%	- -%	- -%	- -%	1 4%	- -%	1 7%
Provides voice and data communications via the same service	2 3%	- -%	- -%	- -%	- -%	- -%	1 3%	1 4%	2 5%	- -%	- -%	- -%	- -%	1 4%	1 4%	- -%
More scalability as company grows	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	1 3%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%
More flexibility to add/change services	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	1 11%	- -%	- -%	- -%	1 4%	- -%
Ability to change numbering beyond local exchange	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st
by
Base: All considering switching

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20	(c)	£1m million	£100	£100	(d)	
					(e)	(f)							to £20 million	million	million	(c)
												(b)				
Total	68	-	1	2	3	10	29	26	39	8	9	11	6	24	23	15
More options for LAN connectivity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	1	-	-	-	-	-	1	-	1	-	-	-	-	1	-	-
	1%	-%	-%	-%	-%	-%	3%	-%	3%	-%	-%	-%	-%	4%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	68	5	13	5	7	8	13	5	6	6	1	10	19	22	16
Lower price	13 19%	2 40%	4 31%	1 20%	- -%	2 25%	1 8%	2 40%	1 17%	- -%	1 100%	1 10%	2 11%	6 27%	3 19%
Better value for money	13 19%	- -%	1 8%	1 20%	2 29%	1 13%	2 15%	1 20%	2 33%	3 50%	- -%	2 20%	3 16%	3 14%	5 31%
Greater functionality	12 18%	1 20%	3 23%	- -%	2 29%	1 13%	2 15%	2 40%	1 17%	- -%	- -%	2 20%	4 21%	4 18%	2 13%
Less expensive equipment required	9 13%	- -%	3 23%	- -%	2 29%	1 13%	1 8%	- -%	- -%	2 33%	- -%	2 20%	5 26%	1 5%	1 6%
Better service features	9 13%	2 40%	1 8%	2 40%	1 14%	1 13%	2 15%	- -%	- -%	- -%	- -%	1 10%	3 16%	3 14%	2 13%
More reliable	5 7%	- -%	- -%	1 20%	- -%	1 13%	2 15%	- -%	1 17%	- -%	- -%	1 10%	1 5%	2 9%	1 6%
Requires little post purchase support	2 3%	- -%	1 8%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	1 6%
Provides voice and data communications via the same service	2 3%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	1 17%	- -%	- -%	- -%	- -%	1 5%	1 6%
More scalability as company grows	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	1 5%	- -%	- -%
More flexibility to add/change services	1 1%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%
Ability to change numbering beyond local exchange	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 54 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st
by
Base: All considering switching

	PERSONAL PROFILE														
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	lesale/	(e)	ncial	se	admin	(i)					
		(b)	(c)	Transport/ Communications (d)		Services (f)	rvices (g)	and se rvices (h)		2 years (a)	(b)	(c)	(d)	(e)	
Total	68	5	13	5	7	8	13	5	6	6	1	10	19	22	16
More options for LAN connectivity	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	1 1%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op- erating from (c)
Total	68	3	9	5	3	2	4	31	3	2	62	1	4	1	58	4	-
Lower price	13 19%	1 33%	3 33%	1 20%	1 33%	- -	- -	7 23%	- -	- -	13 21%	- -	- -	- -	9 16%	1 25%	- -
Better value for money	13 19%	- -	2 22%	1 20%	2 67%	2 100%	1 25%	2 6%	2 67%	1 50%	13 21%	- -	- -	- -	13 22%	- -	- -
Greater functionality	12 18%	1 33%	- -	2 40%	- -	- -	- -	7 23%	- -	- -	10 16%	1 100%	1 25%	- -	11 19%	1 25%	- -
Less expensive equipment required	9 13%	- -	1 11%	- -	- -	- -	- -	5 16%	1 33%	- -	7 11%	- -	1 25%	1 100%	9 16%	- -	- -
Better service features	9 13%	1 33%	1 11%	1 20%	- -	- -	2 50%	1 3%	- -	1 50%	7 11%	- -	2 50%	- -	7 12%	- -	- -
More reliable	5 7%	- -	1 11%	- -	- -	- -	- -	4 13%	- -	- -	5 8%	- -	- -	- -	4 7%	1 25%	- -
Requires little post purchase support	2 3%	- -	- -	- -	- -	- -	- -	2 6%	- -	- -	2 3%	- -	- -	- -	2 3%	- -	- -
Provides voice and data communications via the same service	2 3%	- -	1 11%	- -	- -	- -	- -	1 3%	- -	- -	2 3%	- -	- -	- -	1 2%	- -	- -
More scalability as company grows	1 1%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 2%	- -	- -	- -	1 2%	- -	- -
More flexibility to add/change services	1 1%	- -	- -	- -	- -	- -	1 25%	- -	- -	- -	1 2%	- -	- -	- -	- -	1 25%	- -
Ability to change numbering beyond local exchange	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st
by
Base: All considering switching

	PERSONAL PROFILE																	
	Total	Location													Involvement			
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - England (k)	Wales (l)	Scotland (m)	North Ireland (n)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	68	3	9	5	3	2	4	31	3	2	62	1	4	1	58	4	-	
More options for LAN connectivity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Dont know	1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-	-	
	1%	-	-	-	-	-	-	3%	-	-	2%	-	-	-	2%	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

	Total	PERSONAL PROFILE														Mostly used fixed line		
		Fixed line services																
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)		
Total	68	41	38	21	24	11	-	11	5	14	11	3	14	37	31	-		
Lower price	13 19%	8 20%	9 24%	4 19%	4 17%	4 36%	- %	1 9%	2 40%	2 14%	1 9%	1 33%	2 14%	6 16%	7 23%	- %		
Better value for money	13 19%	6 15%	9 24%	3 14%	6 25%	2 18%	- %	2 18%	2 40%	3 21%	2 18%	1 33%	3 21%	6 16%	7 23%	- %		
Greater functionality	12 18%	7 17%	5 13%	5 24%	4 17%	- %	- %	2 18%	1 20%	3 21%	3 27%	- %	3 21%	7 19%	5 16%	- %		
Less expensive equipment required	9 13%	6 15%	7 18%	2 10%	3 13%	4 36%	- %	- %	- %	- %	- %	- %	- %	5 14%	4 13%	- %		
Better service features	9 13%	7 17%	2 5%	4 19%	2 8%	- %	- %	3 27%	- %	3 21%	2 18%	1 33%	3 21%	7 19%	2 6%	- %		
More reliable	5 7%	2 5%	3 8%	- %	3 13%	- %	- %	2 18%	- %	2 14%	2 18%	- %	2 14%	2 5%	3 10%	- %		
Requires little post purchase support	2 3%	1 2%	1 3%	- %	1 4%	- %	- %	1 9%	- %	1 7%	1 9%	- %	1 7%	1 3%	1 3%	- %		
Provides voice and data communications via the same service	2 3%	2 5%	1 3%	1 5%	- %	1 9%	- %	- %	- %	- %	- %	- %	- %	1 3%	1 3%	- %		
More scalability as company grows	1 1%	1 2%	- %	1 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 3%	- %	- %		
More flexibility to add/change services	1 1%	- %	1 3%	- %	1 4%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 3%	- %		
Ability to change numbering beyond local exchange	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

PERSONAL PROFILE																
Total	Fixed line services													Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	68	41	38	21	24	11	-	11	5	14	11	3	14	37	31	-
More options for LAN connectivity	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	1 1%	1 2%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total	68	52	38	36	33	31	38	28	21	2	8	12	8	8	1	1
Lower price	13 19%	13 25%	10 26%	7 19%	6 18%	7 23%	8 21%	8 29%	7 33%	1 50%	1 13%	2 17%	1 13%	3 38%	- -%	- -%
Better value for money	13 19%	10 19%	9 24%	5 14%	11 33%	8 26%	6 16%	9 32%	3 14%	- -%	2 25%	2 17%	- -%	1 13%	- -%	- -%
Greater functionality	12 18%	9 17%	5 13%	6 17%	3 9%	3 10%	5 13%	2 7%	2 10%	1 50%	- -%	1 8%	2 25%	2 25%	1 100%	- -%
Less expensive equipment required	9 13%	5 10%	5 13%	5 14%	3 9%	4 13%	7 18%	3 11%	1 5%	- -%	2 25%	1 8%	2 25%	- -%	- -%	1 100%
Better service features	9 13%	6 12%	3 8%	4 11%	2 6%	3 10%	3 8%	1 4%	1 5%	- -%	1 13%	2 17%	3 38%	1 13%	- -%	- -%
More reliable	5 7%	3 6%	2 5%	4 11%	4 12%	2 6%	3 8%	2 7%	2 10%	- -%	- -%	2 17%	- -%	- -%	- -%	- -%
Requires little post purchase support	2 3%	2 4%	2 5%	1 3%	1 3%	2 6%	2 5%	2 7%	2 10%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%
Provides voice and data communications via the same service	2 3%	2 4%	2 5%	2 6%	2 6%	1 3%	2 5%	1 4%	1 5%	- -%	2 25%	- -%	- -%	- -%	- -%	- -%
More scalability as company grows	1 1%	- -%	- -%	1 3%	- -%	- -%	1 3%	- -%	1 5%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%
More flexibility to add/change services	1 1%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Ability to change numbering beyond local exchange	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st
by
Base: All considering switching

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	68	52	38	36	33	31	38	28	21	2	8	12	8	8	1	1
More options for LAN connectivity	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	1 1%	1 2%	- -%	1 3%	1 3%	1 3%	1 3%	- -%	1 5%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 channels (g)	1500 or more channels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Standalone (a)	In-house package (b)	Hosted solution (c)
Total	68	8	2	5	9	6	4	1	1	51	12	46	5	17	20	4	21	14	3	32	34	2
Lower price	13 19%	4 50%	1 50%	- -	2 22%	1 17%	- -	- -	1 100%	9 18%	2 17%	8 17%	1 20%	6 35%	1 5%	1 25%	6 29%	3 21%	- -	11B 34%	1 3%	1 50%
Better value for money	13 19%	2 25%	- -	1 20%	4 44%	- -	- -	1 100%	- -	8 16%	3 25%	7 15%	1 20%	2 12%	4 20%	- -	4 19%	3 21%	2 67%	8 25%	5 15%	- -
Greater functionality	12 18%	- -	1 50%	2 40%	- -	1 17%	1 25%	- -	- -	9 18%	2 17%	8 17%	1 20%	- -	6 30%	1 25%	3 14%	2 14%	- -	4 13%	7 21%	1 50%
Less expensive equipment required	9 13%	2 25%	- -	- -	1 11%	3 50%	1 25%	- -	- -	8 16%	1 8%	7 15%	1 20%	2 12%	3 15%	1 25%	2 10%	4 29%	1 33%	2 6%	7 21%	- -
Better service features	9 13%	- -	- -	1 20%	- -	- -	- -	- -	- -	7 14%	2 17%	6 13%	1 20%	3 18%	4 20%	- -	1 5%	1 7%	- -	4 13%	5 15%	- -
More reliable	5 7%	- -	- -	1 20%	1 11%	- -	1 25%	- -	- -	5 10%	- -	5 11%	- -	1 6%	1 5%	- -	3 14%	- -	- -	1 3%	4 12%	- -
Requires little post purchase support	2 3%	- -	- -	- -	- -	1 17%	- -	- -	- -	2 4%	- -	2 4%	- -	- -	1 5%	- -	1 5%	- -	- -	- -	2 6%	- -
Provides voice and data communications via the same service	2 3%	- -	- -	- -	- -	- -	1 25%	- -	- -	- -	2 17%	- -	- -	1 6%	- -	1 25%	- -	1 7%	- -	1 3%	1 3%	- -
More scalability as company grows	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -	1 2%	- -	1 6%	- -	- -	- -	- -	- -	1 3%	- -	- -
More flexibility to add/change services	1 1%	- -	- -	- -	1 11%	- -	- -	- -	- -	1 2%	- -	1 2%	- -	- -	- -	- -	1 5%	- -	- -	- -	1 3%	- -
Ability to change numbering beyond local exchange	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls (g)	1500 or more chan nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	68	8	2	5	9	6	4	1	1	51	12	46	5	17	20	4	21	14	3	32	34	2
More options for LAN connectivity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	1	-	-	-	-	-	-	-	-	1	-	1	-	1	-	-	-	-	-	-	1	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	2%	-%	6%	-%	-%	-%	-%	-%	-%	3%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
Total	68	28	30	10	68	-	25	31	56	10	-
Lower price	13 19%	6 21%	4 13%	3 30%	13 19%	- -%	6 24%	5 16%	11 20%	2 20%	- -%
Better value for money	13 19%	6 21%	6 20%	1 10%	13 19%	- -%	3 12%	9 29%	12 21%	1 10%	- -%
Greater functionality	12 18%	3 11%	7 23%	2 20%	12 18%	- -%	4 16%	6 19%	10 18%	2 20%	- -%
Less expensive equipment required	9 13%	3 11%	6 20%	- -%	9 13%	- -%	1 4%	6 19%	7 13%	1 10%	- -%
Better service features	9 13%	5 18%	2 7%	2 20%	9 13%	- -%	5 20%	1 3%	6 11%	2 20%	- -%
More reliable	5 7%	2 7%	2 7%	1 10%	5 7%	- -%	3 12%	1 3%	4 7%	1 10%	- -%
Requires little post purchase support	2 3%	2 7%	- -%	- -%	2 3%	- -%	- -%	1 3%	1 2%	1 10%	- -%
Provides voice and data communications via the same service	2 3%	- -%	2 7%	- -%	2 3%	- -%	1 4%	1 3%	2 4%	- -%	- -%
More scalability as company grows	1 1%	- -%	- -%	1 10%	1 1%	- -%	1 4%	- -%	1 2%	- -%	- -%
More flexibility to add/change services	1 1%	- -%	1 3%	- -%	1 1%	- -%	- -%	1 3%	1 2%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st
by
Base: All considering switching

	ISDN LINES											

	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
Total	68	28	30	10	68	-	25	31	56	10	-	
Ability to change numbering beyond local exchange	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
More options for LAN connectivity	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Dont know	1	1	-	-	1	-	1	-	1	-	-	
	1%	4%	-%	-%	1%	-%	4%	-%	2%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa yments (f) (g)	Video confe rencing (h)
Total	68	40	10	34	5	8	16	12	2	2	8	8	2	7	6	7	7	5	5	4	4
Lower price	13 19%	7 18%	2 20%	6 18%	1 20%	2 25%	3 19%	1 8%	- -%	1 50%	1 13%	1 13%	- -%	1 14%	1 17%	1 14%	- -%	- -%	- -%	1 25%	- -%
Better value for money	13 19%	8 20%	1 10%	7 21%	1 20%	2 25%	4 25%	2 17%	- -%	- -%	2 25%	1 13%	- -%	3 43%	2 33%	3 43%	3 43%	2 40%	3 60%	2 50%	3 75%
Greater functionality	12 18%	8 20%	- -%	5 15%	3 60%	2 25%	3 19%	2 17%	1 50%	- -%	2 25%	2 25%	- -%	- -%	1 17%	1 14%	- -%	- -%	2 40%	- -%	- -%
Less expensive equipment required	9 13%	6 15%	3 30%	6 18%	- -%	- -%	3 19%	3 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Better service features	9 13%	5 13%	1 10%	4 12%	- -%	1 13%	1 6%	2 17%	- -%	1 50%	2 25%	3 38%	- -%	2 29%	1 17%	2 29%	2 29%	1 20%	- -%	- -%	- -%
More reliable	5 7%	2 5%	1 10%	2 6%	- -%	1 13%	- -%	- -%	1 50%	- -%	- -%	1 13%	1 50%	- -%	1 17%	- -%	2 29%	1 20%	- -%	1 25%	- -%
Requires little post purchase support	2 3%	1 3%	- -%	1 3%	- -%	- -%	1 6%	- -%	- -%	- -%	1 13%	- -%	1 50%	1 14%	- -%	- -%	- -%	1 20%	- -%	- -%	1 25%
Provides voice and data communications via the same service	2 3%	1 3%	1 10%	1 3%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More scalability as company grows	1 1%	1 3%	- -%	1 3%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More flexibility to add/change services	1 1%	- -%	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Ability to change numbering beyond local exchange	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 54 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st
by
Base: All considering switching

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa yments (f) (g)	Video confe rencing (h)
Total	68	40	10	34	5	8	16	12	2	2	8	8	2	7	6	7	7	5	5	4	4
More options for LAN connectivity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	1	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	3%	-%	3%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	68	10	3	7	2	5	10	3	8	3	3	4	3	7	-	-	-	-	-	-
Lower price	13 19%	1 10%	1 33%	2 29%	- -	- -	2 20%	- -	2 25%	- -	- -	1 25%	- -	1 14%	- -	- -	- -	- -	- -	- -
Better value for money	13 19%	1 10%	1 33%	1 14%	1 50%	1 20%	2 20%	- -	3 38%	- -	- -	1 25%	- -	2 29%	- -	- -	- -	- -	- -	- -
Greater functionality	12 18%	3 30%	- -	1 14%	- -	2 40%	3 30%	- -	1 13%	1 33%	1 33%	1 25%	1 33%	1 14%	- -	- -	- -	- -	- -	- -
Less expensive equipment required	9 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Better service features	9 13%	2 20%	1 33%	2 29%	- -	1 20%	2 20%	1 33%	1 13%	1 33%	1 33%	1 25%	- -	2 29%	- -	- -	- -	- -	- -	- -
More reliable	5 7%	2 20%	- -	1 14%	- -	1 20%	1 10%	1 33%	1 13%	1 33%	- -	- -	1 33%	1 14%	- -	- -	- -	- -	- -	- -
Requires little post purchase support	2 3%	1 10%	- -	- -	1 50%	- -	- -	1 33%	- -	- -	1 33%	- -	1 33%	- -	- -	- -	- -	- -	- -	- -
Provides voice and data communications via the same service	2 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
More scalability as company grows	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
More flexibility to add/change services	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Ability to change numbering beyond local exchange	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 54 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	68	10	3	7	2	5	10	3	8	3	3	4	3	7	-	-	-	-	-	-
More options for LAN connectivity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st by

Base: All considering switching

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	68	18	49	37	4	28	10
Lower price	13 19%	6 33%	7 14%	6 16%	2 50%	7 25%	2 20%
Better value for money	13 19%	5 28%	7 14%	4 11%	2 50%	7 25%	2 20%
Greater functionality	12 18%	4 22%	8 16%	7 19%	- -	2 7%	3 30%
Less expensive equipment required	9 13%	- -	9 18%	6 16%	- -	6 21%	1 10%
Better service features	9 13%	1 6%	8 16%	7 19%	- -	2 7%	- -
More reliable	5 7%	1 6%	4 8%	2 5%	- -	1 4%	2 20%
Requires little post purchase support	2 3%	1 6%	1 2%	1 3%	- -	1 4%	- -
Provides voice and data communications via the same service	2 3%	- -	2 4%	2 5%	- -	1 4%	- -
More scalability as company grows	1 1%	- -	1 2%	1 3%	- -	- -	- -
More flexibility to add/change services	1 1%	- -	1 2%	- -	- -	1 4%	- -
Ability to change numbering beyond local exchange	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 54 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st
by
Base: All considering switching

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	68	18	49	37	4	28	10
More options for LAN connectivity	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	1 1%	- -%	1 2%	1 3%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55

<B8> What do you perceive the benefits of switching away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	68	-	1	2	3	10	29	26	39	8	9	11	6	24	23	15
Better value for money	10 15%	- -%	1 100%	- -%	1 33%	2 20%	4 14%	3 12%	6 15%	2 25%	- -%	2 18%	2 33%	3 13%	3 13%	2 13%
Greater functionality	7 10%	- -%	- -%	- -%	- -%	- -%	2 7%	5 19%	2 5%	1 13%	2 22%	2 18%	- -%	1 4%	4 17%	2 13%
Better service features	7 10%	- -%	- -%	- -%	- -%	- -%	4 14%	3 12%	3 8%	- -%	2 22%	2 18%	1 17%	2 8%	3 13%	1 7%
Requires little post purchase support	7 10%	- -%	- -%	- -%	- -%	1 10%	3 10%	3 12%	5 13%	2 25%	- -%	- -%	- -%	3 13%	2 9%	2 13%
More scalability as company grows	6 9%	- -%	- -%	- -%	- -%	1 10%	2 7%	3 12%	3 8%	1 13%	- -%	1 9%	- -%	2 8%	3 13%	1 7%
Lower price	5 7%	- -%	- -%	- -%	- -%	- -%	3 10%	2 8%	4 10%	1 13%	- -%	- -%	- -%	1 4%	3 13%	1 7%
More reliable	4 6%	- -%	- -%	- -%	- -%	- -%	2 7%	2 8%	1 3%	- -%	2 22%	1 9%	- -%	1 4%	2 9%	1 7%
Provides voice and data communications via the same service	2 3%	- -%	- -%	- -%	- -%	1 10%	1 3%	- -%	1 3%	- -%	1 11%	- -%	- -%	2 8%	- -%	- -%
Less expensive equipment required	1 1%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%
Ability to change numbering beyond local exchange	1 1%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	1 3%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%
More flexibility to add/change services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd
by
Base: All considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million (a)	£21 - £100 million (b)	£101m+ (c)	(d)
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)									
Total	68	-	1	2	3	10	29	26	39	8	9	11	6	24	23	15
More options for LAN connectivity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	18	-	-	2	2	5	6	5	12	1	2	3	3	8	2	5
	26%	-%	-%	100%	67%	50%	21%	19%	31%	13%	22%	27%	50%	33%	9%	33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	68	5	13	5	7	8	13	5	6	6	1	10	19	22	16
Better value for money	10 15%	2 40%	3 23%	- -%	- -%	1 13%	1 8%	1 20%	2 33%	- -%	- -%	2 20%	2 11%	2 9%	4 25%
Greater functionality	7 10%	- -%	1 8%	- -%	1 14%	2 25%	2 15%	- -%	- -%	1 17%	- -%	1 10%	2 11%	2 9%	2 13%
Better service features	7 10%	- -%	- -%	1 20%	1 14%	1 13%	1 8%	- -%	1 17%	2 33%	1 100%	2 20%	3 16%	1 5%	- -%
Requires little post purchase support	7 10%	1 20%	2 15%	1 20%	1 14%	- -%	- -%	- -%	1 17%	1 17%	- -%	1 10%	4 21%	- -%	2 13%
More scalability as company grows	6 9%	1 20%	1 8%	- -%	1 14%	- -%	3 23%	- -%	- -%	- -%	- -%	- -%	1 5%	4 18%	1 6%
Lower price	5 7%	- -%	1 8%	1 20%	1 14%	1 13%	- -%	1 20%	- -%	- -%	- -%	- -%	1 5%	3 14%	1 6%
More reliable	4 6%	- -%	- -%	- -%	1 14%	1 13%	2 15%	- -%	- -%	- -%	- -%	1 10%	- -%	1 5%	2 13%
Provides voice and data communications via the same service	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 20%	1 17%	- -%	- -%	- -%	1 5%	1 5%	- -%
Less expensive equipment required	1 1%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%
Ability to change numbering beyond local exchange	1 1%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%
More flexibility to add/change services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 55 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

PERSONAL PROFILE															
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	68	5	13	5	7	8	13	5	6	6	1	10	19	22	16
More options for LAN connectivity	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	18 26%	1 20%	4 31%	2 40%	1 14%	1 13%	4 31%	2 40%	1 17%	2 33%	- -%	3 30%	4 21%	7 32%	4 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)
Total	68	3	9	5	3	2	4	31	3	2	62	1	4	1	58	4	-
Better value for money	10 15%	- %	3 33%	- %	- %	- %	1 25%	6 19%	- %	- %	10 16%	- %	- %	- %	6 10%	2 50%	- %
Greater functionality	7 10%	- %	2 22%	- %	- %	- %	- %	4 13%	1 33%	- %	7 11%	- %	- %	- %	7 12%	- %	- %
Better service features	7 10%	- %	- %	- %	- %	- %	1 25%	6 19%	- %	- %	7 11%	- %	- %	- %	7 12%	- %	- %
Requires little post purchase support	7 10%	- %	- %	- %	1 33%	- %	- %	4 13%	- %	- %	5 8%	1 100%	- %	1 100%	7 12%	- %	- %
More scalability as company grows	6 9%	- %	- %	1 20%	- %	- %	1 25%	1 3%	1 33%	1 50%	5 8%	- %	1 25%	- %	5 9%	- %	- %
Lower price	5 7%	1 33%	1 11%	- %	- %	1 50%	- %	2 6%	- %	- %	5 8%	- %	- %	- %	5 9%	- %	- %
More reliable	4 6%	- %	1 11%	- %	- %	- %	1 25%	2 6%	- %	- %	4 6%	- %	- %	- %	2 3%	2 50%	- %
Provides voice and data communications via the same service	2 3%	- %	1 11%	- %	- %	- %	- %	- %	- %	1 50%	2 3%	- %	- %	- %	2 3%	- %	- %
Less expensive equipment required	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 25%	- %	1 2%	- %	- %
Ability to change numbering beyond local exchange	1 1%	- %	1 11%	- %	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	- %	1 2%	- %	- %
More flexibility to add/change services	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd
by
Base: All considering switching

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	68	3	9	5	3	2	4	31	3	2	62	1	4	1	58	4	-
More options for LAN connectivity	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Dont know	18 26%	2 67%	- %	4 80%	2 67%	1 50%	- %	6 19%	1 33%	- %	16 26%	- %	2 50%	- %	15 26%	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	68	41	38	21	24	11	-	11	5	14	11	3	14	37	31	-
Better value for money	10 15%	6 15%	5 13%	3 14%	4 17%	1 9%	- -	2 18%	- -	2 14%	1 9%	1 33%	2 14%	5 14%	5 16%	- -
Greater functionality	7 10%	4 10%	6 16%	- -	3 13%	3 27%	- -	1 9%	- -	1 7%	1 9%	- -	1 7%	3 8%	4 13%	- -
Better service features	7 10%	2 5%	5 13%	- -	5 21%	- -	- -	2 18%	- -	2 14%	2 18%	- -	2 14%	2 5%	5 16%	- -
Requires little post purchase support	7 10%	5 12%	3 8%	4 19%	1 4%	1 9%	- -	1 9%	2 40%	2 14%	1 9%	1 33%	2 14%	5 14%	2 6%	- -
More scalability as company grows	6 9%	5 12%	1 3%	4 19%	1 4%	- -	- -	1 9%	- -	1 7%	1 9%	- -	1 7%	5 14%	1 3%	- -
Lower price	5 7%	3 7%	3 8%	1 5%	1 4%	1 9%	- -	1 9%	1 20%	2 14%	2 18%	- -	2 14%	3 8%	2 6%	- -
More reliable	4 6%	1 2%	4 11%	- -	3 13%	1 9%	- -	- -	- -	- -	- -	- -	- -	1 3%	3 10%	- -
Provides voice and data communications via the same service	2 3%	1 2%	1 3%	1 5%	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	1 3%	- -
Less expensive equipment required	1 1%	1 2%	- -	- -	- -	- -	- -	1 9%	- -	1 7%	1 9%	- -	1 7%	1 3%	- -	- -
Ability to change numbering beyond local exchange	1 1%	1 2%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	- -	- -
More flexibility to add/change services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	68	41	38	21	24	11	-	11	5	14	11	3	14	37	31	-
More options for LAN connectivity	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	18 26%	12 29%	10 26%	7 33%	5 21%	4 36%	- -%	2 18%	2 40%	3 21%	2 18%	1 33%	3 21%	10 27%	8 26%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

	Total	ISDN LINES										ISDN2/2e Channels					
		ISDN services Used															
		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)	
Total	68	52	38	36	33	31	38	28	21	2	8	12	8	8	1	1	
Better value for money	10 15%	8 15%	6 16%	8 22%	4 12%	5 16%	6 16%	3 11%	4 19%	- %	2 25%	2 17%	1 13%	1 13%	- %	- %	
Greater functionality	7 10%	6 12%	5 13%	4 11%	5 15%	5 16%	6 16%	5 18%	4 19%	- %	- %	1 8%	1 13%	2 25%	- %	- %	
Better service features	7 10%	4 8%	4 11%	3 8%	4 12%	2 6%	3 8%	3 11%	2 10%	- %	- %	2 17%	- %	- %	- %	- %	
Requires little post purchase support	7 10%	5 10%	3 8%	4 11%	3 9%	1 3%	4 11%	1 4%	2 10%	- %	2 25%	1 8%	1 13%	1 13%	- %	- %	
More scalability as company grows	6 9%	3 6%	2 5%	2 6%	- %	2 6%	4 11%	1 4%	1 5%	- %	- %	1 8%	2 25%	2 25%	- %	- %	
Lower price	5 7%	5 10%	4 11%	2 6%	3 9%	3 10%	2 5%	2 7%	- %	1 50%	- %	1 8%	1 13%	- %	- %	- %	
More reliable	4 6%	4 8%	2 5%	2 6%	3 9%	2 6%	3 8%	2 7%	2 10%	- %	- %	- %	- %	- %	- %	- %	
Provides voice and data communications via the same service	2 3%	1 2%	1 3%	- %	1 3%	- %	- %	1 4%	- %	- %	- %	- %	- %	1 13%	- %	- %	
Less expensive equipment required	1 1%	1 2%	1 3%	- %	1 3%	1 3%	1 3%	1 4%	- %	- %	- %	- %	1 13%	- %	- %	- %	
Ability to change numbering beyond local exchange	1 1%	1 2%	1 3%	1 3%	1 3%	- %	1 3%	1 4%	- %	- %	1 13%	- %	- %	- %	- %	- %	
More flexibility to add/change services	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd
by
Base: All considering switching

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	68	52	38	36	33	31	38	28	21	2	8	12	8	8	1	1
More options for LAN connectivity	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Dont know	18 26%	14 27%	9 24%	10 28%	8 24%	10 32%	8 21%	8 29%	6 29%	1 50%	3 38%	4 33%	1 13%	1 13%	1 100%	1 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	68	8	2	5	9	6	4	1	1	51	12	46	5	17	20	4	21	14	3	32	34	2
Better value for money	10 15%	- -%	- -%	2 40%	1 11%	- -%	2 50%	- -%	- -%	9 18%	1 8%	9 20%	- -%	3 18%	2 10%	1 25%	3 14%	2 14%	- -%	8b 25%	2 6%	- -%
Greater functionality	7 10%	- -%	- -%	- -%	3 33%	2 33%	1 25%	- -%	- -%	7 14%	- -%	7 15%	- -%	2 12%	1 5%	1 25%	2 10%	4 29%	- -%	2 6%	4 12%	1 50%
Better service features	7 10%	- -%	- -%	1 20%	1 11%	2 33%	- -%	- -%	1 100%	6 12%	1 8%	5 11%	1 20%	1 6%	1 5%	- -%	1 5%	3 21%	1 33%	2 6%	5 15%	- -%
Requires little post purchase support	7 10%	- -%	- -%	- -%	1 11%	1 17%	1 25%	- -%	- -%	5 10%	1 8%	5 11%	- -%	2 12%	3 15%	- -%	1 5%	2 14%	- -%	3 9%	4 12%	- -%
More scalability as company grows	6 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 8%	2 17%	1 2%	3 60%	1 6%	4 20%	- -%	1 5%	- -%	- -%	2 6%	4 12%	- -%
Lower price	5 7%	1 13%	- -%	1 20%	- -%	1 17%	- -%	- -%	- -%	3 6%	2 17%	3 7%	- -%	1 6%	2 10%	- -%	2 10%	- -%	1 33%	3 9%	2 6%	- -%
More reliable	4 6%	1 13%	1 50%	- -%	1 11%	- -%	- -%	- -%	- -%	3 6%	- -%	3 7%	- -%	- -%	1 5%	- -%	3 14%	1 7%	- -%	1 3%	3 9%	- -%
Provides voice and data communications via the same service	2 3%	- -%	- -%	- -%	1 11%	- -%	- -%	- -%	- -%	2 4%	- -%	1 2%	1 20%	1 6%	- -%	- -%	- -%	1 7%	- -%	1 3%	1 3%	- -%
Less expensive equipment required	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%
Ability to change numbering beyond local exchange	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%
More flexibility to add/change services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30	60	90-120	150-270	300-420	450-570	600	1500					Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted	
	(a)	(b)	(c)	ch	ch	chan	-1470	or more	Yes	No	Yes	No	Service	mentary	ck-up	Service	mentary	ck-up	dalone	-house	so	
	(d)	(e)		annels	annels	nels(f)	channe	chan	(a)	(b)	(a)	(b)	(a)	service	(b)	(c)	(a)	service	(b)	(c)	(a)	package
Total	68	8	2	5	9	6	4	1	1	51	12	46	5	17	20	4	21	14	3	32	34	2
More options for LAN connectivity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	18	6	1	1	1	-	-	1	-	11	4	11	-	5	5	2	8	1	1	10	7	1
	26%	75%	50%	20%	11%	-%	-%	100%	-%	22%	33%	24%	-%	29%	25%	50%	38%	7%	33%	31%	21%	50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	68	28	30	10	68	-	25	31	56	10	-
Better value for money	10 15%	5 18%	4 13%	1 10%	10 15%	- -%	5 20%	3 10%	8 14%	2 20%	- -%
Greater functionality	7 10%	1 4%	4 13%	2 20%	7 10%	- -%	1 4%	6 19%	7 13%	- -%	- -%
Better service features	7 10%	3 11%	3 10%	1 10%	7 10%	- -%	3 12%	2 6%	5 9%	1 10%	- -%
Requires little post purchase support	7 10%	3 11%	3 10%	1 10%	7 10%	- -%	2 8%	5 16%	7 13%	- -%	- -%
More scalability as company grows	6 9%	1 4%	4 13%	1 10%	6 9%	- -%	1 4%	3 10%	4 7%	1 10%	- -%
Lower price	5 7%	1 4%	3 10%	1 10%	5 7%	- -%	1 4%	3 10%	4 7%	1 10%	- -%
More reliable	4 6%	3 11%	1 3%	- -%	4 6%	- -%	2 8%	1 3%	3 5%	1 10%	- -%
Provides voice and data communications via the same service	2 3%	- -%	1 3%	1 10%	2 3%	- -%	- -%	1 3%	1 2%	1 10%	- -%
Less expensive equipment required	1 1%	1 4%	- -%	- -%	1 1%	- -%	1 4%	- -%	1 2%	- -%	- -%
Ability to change numbering beyond local exchange	1 1%	- -%	1 3%	- -%	1 1%	- -%	1 4%	- -%	1 2%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
Total	68	28	30	10	68	-	25	31	56	10	-
More flexibility to add/change services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More options for LAN connectivity	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	18 26%	10 36%	6 20%	2 20%	18 26%	- -%	8 32%	7 23%	15 27%	3 30%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plem (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	68	40	10	34	5	8	16	12	2	2	8	8	2	7	6	7	7	5	5	4	4
Better value for money	10 15%	5 13%	2 20%	5 15%	- -%	2 25%	2 13%	1 8%	- -%	- -%	2 25%	1 13%	1 50%	2 29%	- -%	1 14%	- -%	1 20%	- -%	- -%	1 25%
Greater functionality	7 10%	5 13%	1 10%	5 15%	- -%	1 13%	3 19%	1 8%	- -%	- -%	1 13%	- -%	- -%	1 14%	- -%	1 14%	1 14%	- -%	1 20%	1 25%	1 25%
Better service features	7 10%	3 8%	2 20%	3 9%	- -%	- -%	1 6%	1 8%	1 50%	- -%	- -%	1 13%	1 50%	- -%	1 17%	- -%	2 29%	1 20%	- -%	1 25%	- -%
Requires little post purchase support	7 10%	4 10%	1 10%	4 12%	- -%	- -%	2 13%	2 17%	- -%	- -%	1 13%	2 25%	- -%	- -%	- -%	2 29%	- -%	- -%	1 20%	- -%	- -%
More scalability as company grows	6 9%	5 13%	- -%	3 9%	1 20%	- -%	2 13%	2 17%	- -%	1 50%	- -%	1 13%	- -%	- -%	1 17%	- -%	1 14%	- -%	- -%	- -%	- -%
Lower price	5 7%	2 5%	1 10%	1 3%	1 20%	- -%	1 6%	1 8%	- -%	- -%	2 25%	- -%	- -%	1 14%	2 33%	1 14%	1 14%	1 20%	1 20%	1 25%	1 25%
More reliable	4 6%	2 5%	1 10%	2 6%	- -%	- -%	1 6%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Provides voice and data communications via the same service	2 3%	2 5%	- -%	2 6%	- -%	- -%	- -%	1 8%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Less expensive equipment required	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	1 13%	- -%	1 14%	- -%	1 14%	1 14%	1 20%	- -%	- -%	- -%
Ability to change numbering beyond local exchange	1 1%	1 3%	- -%	1 3%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More flexibility to add/change services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 55 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd
by
Base: All considering switching

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to to (b)	Have trialled (c)	plan to im plement (d)	Not tr ialled (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
Total	68	40	10	34	5	8	16	12	2	2	8	8	2	7	6	7	7	5	5	4	4
More options for LAN connectivity	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	18 26%	11 28%	2 20%	8 24%	3 60%	5 63%	4 25%	1 8%	1 50%	- -%	1 13%	2 25%	- -%	2 29%	2 33%	1 14%	1 14%	1 20%	2 40%	1 25%	1 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

	Total	IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	removed	all	mentary	ck-up	at all	mentary	ck-up	at all
				(a)	(b)	(c)				(c)		added	some	(c)	(d)	service	(a)	(c)	service	(a)	(b)	(c)
												lines										
												(b)										
Total	68	10	3	7	2	5	10	3	8	3	3	4	3	7	-	-	-	-	-	-	-	-
Better value for money	10	2	-	1	1	-	1	1	-	1	1	1	1	-	-	-	-	-	-	-	-	-
	15%	20%	-%	14%	50%	-%	10%	33%	-%	33%	33%	25%	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Greater functionality	7	1	-	-	1	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-
	10%	10%	-%	-%	50%	-%	10%	-%	13%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%
Better service features	7	2	-	1	-	1	1	1	1	1	-	-	1	1	-	-	-	-	-	-	-	-
	10%	20%	-%	14%	-%	20%	10%	33%	13%	33%	-%	-%	33%	14%	-%	-%	-%	-%	-%	-%	-%	-%
Requires little post purchase support	7	2	-	1	-	1	2	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-
	10%	20%	-%	14%	-%	20%	20%	-%	13%	33%	-%	25%	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More scalability as company grows	6	-	1	-	-	1	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-
	9%	-%	33%	-%	-%	20%	-%	33%	-%	-%	33%	-%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%
Lower price	5	1	1	2	-	-	2	-	2	-	-	1	-	1	-	-	-	-	-	-	-	-
	7%	10%	33%	29%	-%	-%	20%	-%	25%	-%	-%	25%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%
More reliable	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Provides voice and data communications via the same service	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Less expensive equipment required	1	1	-	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-
	1%	10%	-%	14%	-%	-%	10%	-%	13%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%
Ability to change numbering beyond local exchange	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More flexibility to add/change services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 55 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd
by
Base: All considering switching

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	
Total		68	10	3	7	2	5	10	3	8	3	3	4	3	7	-	-	-	-	-	-	-	
More options for LAN connectivity		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Dont know		18	1	1	1	-	2	2	-	2	-	1	1	-	2	-	-	-	-	-	-	-	
		26%	10%	33%	14%	-%	40%	20%	-%	25%	-%	33%	25%	-%	29%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd by

Base: All considering switching

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	68	18	49	37	4	28	10
Better value for money	10 15%	2 11%	8 16%	5 14%	1 25%	2 7%	3 30%
Greater functionality	7 10%	- -%	7 14%	4 11%	- -%	3 11%	3 30%
Better service features	7 10%	1 6%	6 12%	2 5%	- -%	4 14%	1 10%
Requires little post purchase support	7 10%	2 11%	5 10%	5 14%	- -%	2 7%	1 10%
More scalability as company grows	6 9%	- -%	6 12%	5 14%	- -%	1 4%	- -%
Lower price	5 7%	2 11%	3 6%	3 8%	- -%	3 11%	- -%
More reliable	4 6%	1 6%	3 6%	1 3%	- -%	4 14%	- -%
Provides voice and data communications via the same service	2 3%	1 6%	1 2%	- -%	1 25%	- -%	1 10%
Less expensive equipment required	1 1%	- -%	1 2%	1 3%	- -%	- -%	- -%
Ability to change numbering beyond local exchange	1 1%	- -%	1 2%	1 3%	- -%	- -%	- -%
More flexibility to add/change services	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 55 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd
by
Base: All considering switching

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	68	18	49	37	4	28	10
More options for LAN connectivity	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	18 26%	9 50%	8 16%	10 27%	2 50%	9 32%	1 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	68	-	1	2	3	10	29	26	39	8	9	11	6	24	23	15
Provides voice and data communications via the same service	8 12%	- -%	- -%	- -%	- -%	2 20%	5 17%	1 4%	6 15%	1 13%	- -%	1 9%	1 17%	1 4%	4 17%	2 13%
Greater functionality	7 10%	- -%	- -%	- -%	- -%	- -%	3 10%	4 15%	3 8%	1 13%	2 22%	1 9%	1 17%	3 13%	2 9%	1 7%
Requires little post purchase support	5 7%	- -%	- -%	- -%	- -%	- -%	4 14%	1 4%	4 10%	- -%	- -%	1 9%	- -%	2 8%	2 9%	1 7%
More reliable	4 6%	- -%	- -%	- -%	- -%	1 10%	1 3%	2 8%	2 5%	- -%	1 11%	1 9%	- -%	1 4%	2 9%	1 7%
Better service features	4 6%	- -%	- -%	- -%	- -%	2 20%	1 3%	1 4%	3 8%	1 13%	- -%	- -%	- -%	2 8%	1 4%	1 7%
Less expensive equipment required	3 4%	- -%	1 100%	- -%	1 33%	- -%	1 3%	1 4%	2 5%	- -%	1 11%	- -%	- -%	2 8%	- -%	1 7%
More scalability as company grows	3 4%	- -%	- -%	- -%	- -%	- -%	3 10%	- -%	2 5%	- -%	- -%	1 9%	1 17%	1 4%	1 4%	- -%
Lower price	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	2 8%	1 3%	- -%	1 11%	- -%	- -%	- -%	1 4%	1 7%
More flexibility to add/change services	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	1 7%
More options for LAN connectivity	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%
Better value for money	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd
by
Base: All considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)					
Total	68	-	1	2	3	10	29	26	39	8	9	11	6	24	23	15
Ability to change numbering beyond local exchange	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	30 44%	- -%	- -%	2 100%	2 67%	5 50%	11 38%	12 46%	16 41%	4 50%	4 44%	6 55%	3 50%	12 50%	9 39%	6 40%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	68	5	13	5	7	8	13	5	6	6	1	10	19	22	16
Provides voice and data communications via the same service	8 12%	1 20%	2 15%	- -	2 29%	2 25%	1 8%	- -	- -	- -	- -	- -	5 26%	1 5%	2 13%
Greater functionality	7 10%	2 40%	- -	1 20%	- -	- -	- -	1 20%	1 17%	2 33%	- -	1 10%	3 16%	1 5%	2 13%
Requires little post purchase support	5 7%	- -	- -	1 20%	- -	1 13%	1 8%	1 20%	1 17%	- -	- -	1 10%	2 11%	2 9%	- -
More reliable	4 6%	- -	2 15%	- -	1 14%	- -	- -	- -	1 17%	- -	- -	2 20%	- -	- -	2 13%
Better service features	4 6%	- -	2 15%	- -	- -	- -	1 8%	1 20%	- -	- -	- -	1 10%	- -	2 9%	1 6%
Less expensive equipment required	3 4%	- -	1 8%	- -	- -	- -	1 8%	- -	1 17%	- -	1 100%	1 10%	1 5%	- -	- -
More scalability as company grows	3 4%	- -	- -	1 20%	- -	- -	2 15%	- -	- -	- -	- -	1 10%	- -	1 5%	1 6%
Lower price	2 3%	- -	- -	- -	1 14%	1 13%	- -	- -	- -	- -	- -	- -	- -	1 5%	1 6%
More flexibility to add/change services	1 1%	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	1 6%
More options for LAN connectivity	1 1%	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	1 5%	- -
Better value for money	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other se rvices (g)	Public se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	68	5	13	5	7	8	13	5	6	6	1	10	19	22	16
Ability to change numbering beyond local exchange	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	30 44%	2 40%	6 46%	2 40%	3 43%	4 50%	5 38%	2 40%	2 33%	4 67%	- -%	3 30%	8 42%	13 59%	6 38%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

	PERSONAL PROFILE																
	Location												Involvement				
	Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	68	3	9	5	3	2	4	31	3	2	62	1	4	1	58	4	-
Provides voice and data communications via the same service	8 12%	- -	- -	- -	- -	- -	1 25%	5 16%	- -	1 50%	7 11%	- -	1 25%	- -	7 12%	1 25%	- -
Greater functionality	7 10%	- -	2 22%	- -	1 33%	- -	1 25%	2 6%	- -	1 50%	7 11%	- -	- -	- -	7 12%	- -	- -
Requires little post purchase support	5 7%	- -	1 11%	- -	- -	- -	- -	3 10%	1 33%	- -	5 8%	- -	- -	- -	4 7%	1 25%	- -
More reliable	4 6%	- -	1 11%	- -	- -	- -	- -	2 6%	1 33%	- -	4 6%	- -	- -	- -	3 5%	- -	- -
Better service features	4 6%	- -	3 33%	1 20%	- -	- -	- -	- -	- -	- -	4 6%	- -	- -	- -	3 5%	1 25%	- -
Less expensive equipment required	3 4%	- -	1 11%	- -	- -	- -	- -	2 6%	- -	- -	3 5%	- -	- -	- -	2 3%	- -	- -
More scalability as company grows	3 4%	1 33%	- -	- -	- -	- -	- -	2 6%	- -	- -	3 5%	- -	- -	- -	3 5%	- -	- -
Lower price	2 3%	- -	- -	- -	- -	- -	- -	2 6%	- -	- -	2 3%	- -	- -	- -	2 3%	- -	- -
More flexibility to add/change services	1 1%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 2%	- -	- -	- -	1 2%	- -	- -
More options for LAN connectivity	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 25%	- -	- -	- -	- -
Better value for money	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd
by
Base: All considering switching

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	68	3	9	5	3	2	4	31	3	2	62	1	4	1	58	4	-
Ability to change numbering beyond local exchange	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	30 44%	2 67%	1 11%	4 80%	2 67%	2 100%	2 50%	12 39%	1 33%	- -%	26 42%	1 100%	2 50%	1 100%	26 45%	1 25%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

	PERSONAL PROFILE															
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	68	41	38	21	24	11	-	11	5	14	11	3	14	37	31	-
Provides voice and data communications via the same service	8 12%	3 7%	5 13%	1 5%	5 21%	-	-	2 18%	-	2 14%	2 18%	-	2 14%	3 8%	5 16%	-
Greater functionality	7 10%	4 10%	4 11%	2 10%	2 8%	1 9%	-	2 18%	2 40%	3 21%	1 9%	2 67%	3 21%	4 11%	3 10%	-
Requires little post purchase support	5 7%	3 7%	3 8%	1 5%	2 8%	1 9%	-	1 9%	-	1 7%	1 9%	-	1 7%	3 8%	2 6%	-
More reliable	4 6%	3 7%	2 5%	1 5%	1 4%	1 9%	-	1 9%	-	1 7%	1 9%	-	1 7%	2 5%	2 6%	-
Better service features	4 6%	3 7%	1 3%	3 14%	1 4%	-	-	-	-	-	-	-	-	3 8%	1 3%	-
Less expensive equipment required	3 4%	2 5%	2 5%	1 5%	1 4%	1 9%	-	-	-	-	-	-	-	1 3%	2 6%	-
More scalability as company grows	3 4%	2 5%	1 3%	1 5%	1 4%	-	-	1 9%	-	1 7%	1 9%	-	1 7%	2 5%	1 3%	-
Lower price	2 3%	1 2%	2 5%	-	1 4%	1 9%	-	-	-	-	-	-	-	1 3%	1 3%	-
More flexibility to add/change services	1 1%	-	1 3%	-	1 4%	-	-	-	-	-	-	-	-	-	1 3%	-
More options for LAN connectivity	1 1%	1 2%	-	-	-	-	-	1 9%	-	1 7%	1 9%	-	1 7%	1 3%	-	-
Better value for money	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd
by
Base: All considering switching

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	68	41	38	21	24	11	-	11	5	14	11	3	14	37	31	-
Ability to change numbering beyond local exchange	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	30 44%	19 46%	17 45%	11 52%	9 38%	6 55%	- -%	3 27%	3 60%	5 36%	4 36%	1 33%	5 36%	17 46%	13 42%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

	Total	ISDN LINES															
		ISDN services Used								ISDN2/2e Channels							
		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)	
Total	68	52	38	36	33	31	38	28	21		2	8	12	8	8	1	1
Provides voice and data communications via the same service	8 12%	7 13%	5 13%	2 6%	4 12%	2 6%	5 13%	2 7%	3 14%		- -%	1 13%	1 8%	1 13%	- -%	- -%	- -%
Greater functionality	7 10%	4 8%	3 8%	4 11%	5 15%	3 10%	3 8%	4 14%	2 10%		- -%	1 13%	1 8%	2 25%	- -%	- -%	- -%
Requires little post purchase support	5 7%	3 6%	4 11%	4 11%	3 9%	4 13%	3 8%	3 11%	1 5%		- -%	- -%	2 17%	1 13%	- -%	- -%	- -%
More reliable	4 6%	2 4%	4 11%	3 8%	2 6%	3 10%	3 8%	1 4%	2 10%		- -%	1 13%	- -%	- -%	2 25%	- -%	- -%
Better service features	4 6%	4 8%	3 8%	3 8%	1 3%	2 6%	3 8%	2 7%	- -%		- -%	- -%	- -%	1 13%	2 25%	- -%	- -%
Less expensive equipment required	3 4%	3 6%	2 5%	2 6%	1 3%	1 3%	1 3%	1 4%	2 10%		- -%	- -%	1 8%	- -%	1 13%	- -%	- -%
More scalability as company grows	3 4%	2 4%	- -%	2 6%	1 3%	- -%	2 5%	1 4%	1 5%		- -%	- -%	2 17%	- -%	- -%	- -%	- -%
Lower price	2 3%	2 4%	2 5%	1 3%	2 6%	2 6%	2 5%	2 7%	1 5%		- -%	- -%	- -%	- -%	- -%	- -%	- -%
More flexibility to add/change services	1 1%	1 2%	1 3%	- -%	- -%	1 3%	1 3%	1 4%	1 5%		- -%	- -%	- -%	- -%	- -%	- -%	- -%
More options for LAN connectivity	1 1%	- -%	1 3%	- -%	- -%	1 3%	- -%	- -%	- -%		- -%	- -%	- -%	1 13%	- -%	- -%	- -%
Better value for money	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd
by
Base: All considering switching

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	68	52	38	36	33	31	38	28	21	2	8	12	8	8	1	1
Ability to change numbering beyond local exchange	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	30 44%	24 46%	13 34%	15 42%	14 42%	12 39%	15 39%	11 39%	8 38%	2 100%	5 63%	5 42%	2 25%	3 38%	1 100%	1 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600-1470 channels (g)	1500 or more channels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Standalone (a)	In-house package (b)	Hosted solution (c)
Total	68	8	2	5	9	6	4	1	1	51	12	46	5	17	20	4	21	14	3	32	34	2
Provides voice and data communications via the same service	8 12%	- -%	1 50%	1 20%	- -%	1 17%	1 25%	- -%	- -%	8 16%	- -%	7 15%	1 20%	1 6%	2 10%	- -%	2 10%	3 21%	- -%	3 9%	5 15%	- -%
Greater functionality	7 10%	- -%	- -%	1 20%	3 33%	- -%	- -%	- -%	- -%	4 8%	3 25%	3 7%	1 20%	3 18%	1 5%	- -%	2 10%	1 7%	1 33%	5 16%	2 6%	- -%
Requires little post purchase support	5 7%	- -%	- -%	1 20%	- -%	1 17%	1 25%	- -%	- -%	5 10%	- -%	4 9%	1 20%	1 6%	2 10%	- -%	2 10%	- -%	1 33%	2 6%	3 9%	- -%
More reliable	4 6%	- -%	- -%	- -%	1 11%	- -%	1 25%	- -%	- -%	2 4%	1 8%	2 4%	- -%	1 6%	1 5%	1 25%	- -%	2 14%	- -%	1 3%	3 9%	- -%
Better service features	4 6%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 8%	- -%	3 7%	1 20%	2 12%	1 5%	- -%	1 5%	- -%	- -%	2 6%	2 6%	- -%
Less expensive equipment required	3 4%	- -%	- -%	- -%	1 11%	- -%	- -%	- -%	1 100%	3 6%	- -%	2 4%	1 20%	1 6%	1 5%	- -%	- -%	2 14%	- -%	3 9%	- -%	- -%
More scalability as company grows	3 4%	- -%	- -%	- -%	1 11%	- -%	- -%	- -%	- -%	2 4%	1 8%	2 4%	- -%	2 12%	- -%	- -%	1 5%	- -%	- -%	2 6%	1 3%	- -%
Lower price	2 3%	- -%	- -%	- -%	1 11%	- -%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	- -%	1 5%	- -%	1 5%	1 7%	- -%	1 3%	1 3%	- -%
More flexibility to add/change services	1 1%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 3%	- -%
More options for LAN connectivity	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%
Better value for money	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

ISDN LINES																						
	Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
		(a)	(b)	(c)	ch	ch	chan	-1470	or more	(a)	(b)	(a)	(b)	Service	mentary	ck-up	Service	mentary	ck-up	dalone	-house	so
		(d)	(e)	(f)	annels	annels	nels	channe	ls	nels					(a)	(b)	(c)	(a)	(b)	(c)	(a)	(b)
Total	68	8	2	5	9	6	4	1	1	51	12	46	5	17	20	4	21	14	3	32	34	2
Ability to change numbering beyond local exchange	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	30 44%	7 88%	1 50%	2 40%	2 22%	3 50%	1 25%	1 100%	- -%	21 41%	6 50%	21 46%	- -%	6 35%	10 50%	3 75%	11 52%	5 36%	1 33%	13 41%	15 44%	2 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	68	28	30	10	68	-	25	31	56	10	-
Provides voice and data communications via the same service	8 12%	6 21%	1 3%	1 10%	8 12%	- -%	5 20%	1 3%	6 11%	1 10%	- -%
Greater functionality	7 10%	3 11%	3 10%	1 10%	7 10%	- -%	3 12%	4 13%	7 13%	- -%	- -%
Requires little post purchase support	5 7%	2 7%	2 7%	1 10%	5 7%	- -%	2 8%	1 3%	3 5%	2 20%	- -%
More reliable	4 6%	1 4%	3 10%	- -%	4 6%	- -%	- -%	4 13%	4 7%	- -%	- -%
Better service features	4 6%	1 4%	2 7%	1 10%	4 6%	- -%	- -%	2 6%	2 4%	2 20%	- -%
Less expensive equipment required	3 4%	1 4%	1 3%	1 10%	3 4%	- -%	2 8%	1 3%	3 5%	- -%	- -%
More scalability as company grows	3 4%	- -%	1 3%	2 20%	3 4%	- -%	1 4%	2 6%	3 5%	- -%	- -%
Lower price	2 3%	1 4%	- -%	1 10%	2 3%	- -%	1 4%	1 3%	2 4%	- -%	- -%
More flexibility to add/change services	1 1%	1 4%	- -%	- -%	1 1%	- -%	- -%	1 3%	1 2%	- -%	- -%
More options for LAN connectivity	1 1%	- -%	1 3%	- -%	1 1%	- -%	1 4%	- -%	1 2%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 56 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd
by
Base: All considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	68	28	30	10	68	-	25	31	56	10	-
Better value for money	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Ability to change numbering beyond local exchange	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	30 44%	12 43%	16 53%	2 20%	30 44%	- -%	10 40%	14 45%	24 43%	5 50%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	68	40	10	34	5	8	16	12	2	2	8	8	2	7	6	7	7	5	5	4	4
Provides voice and data communications via the same service	8 12%	6 15%	- %	6 18%	- %	1 13%	2 13%	2 17%	- %	1 50%	2 25%	1 13%	1 50%	2 29%	- %	1 14%	1 14%	2 40%	- %	- %	1 25%
Greater functionality	7 10%	3 8%	1 10%	3 9%	- %	- %	1 6%	2 17%	- %	- %	2 25%	2 25%	- %	2 29%	1 17%	3 43%	1 14%	1 20%	1 20%	1 25%	1 25%
Requires little post purchase support	5 7%	3 8%	- %	3 9%	- %	1 13%	1 6%	1 8%	- %	- %	- %	1 13%	- %	- %	- %	- %	1 14%	- %	- %	- %	- %
More reliable	4 6%	2 5%	1 10%	2 6%	- %	- %	1 6%	1 8%	- %	- %	1 13%	- %	- %	1 14%	- %	1 14%	1 14%	- %	1 20%	1 25%	1 25%
Better service features	4 6%	4 10%	- %	4 12%	- %	- %	- %	3 25%	- %	1 50%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Less expensive equipment required	3 4%	2 5%	1 10%	2 6%	- %	- %	2 13%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
More scalability as company grows	3 4%	- %	2 20%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 50%	- %	1 17%	- %	1 14%	1 20%	- %	1 25%	- %
Lower price	2 3%	1 3%	- %	1 3%	- %	1 13%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
More flexibility to add/change services	1 1%	1 3%	- %	1 3%	- %	- %	1 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
More options for LAN connectivity	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 13%	- %	- %	1 17%	- %	1 14%	- %	- %	- %	- %
Better value for money	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	68	40	10	34	5	8	16	12	2	2	8	8	2	7	6	7	7	5	5	4	4
Ability to change numbering beyond local exchange	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	30	18	5	12	5	5	8	3	2	-	3	3	-	2	3	2	1	1	3	1	1
	44%	45%	50%	35%	100%	63%	50%	25%	100%	-%	38%	38%	-%	29%	50%	29%	14%	20%	60%	25%	25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

	Total	IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	and	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a)	service	(c)				(c)	(a)	but	some	(d)		(a)	(b)	(c)	(a)	(b)	(c)	
					(b)							added	lines	(b)								
Total	68	10	3	7	2	5	10	3	8	3	3	4	3	7	-	-	-	-	-	-	-	
Provides voice and data communications via the same service	8 12%	2 20%	- %	1 14%	1 50%	- %	1 10%	1 33%	1 13%	- %	1 33%	- %	1 33%	1 14%	- %	- %	- %	- %	- %	- %	- %	
Greater functionality	7 10%	2 20%	1 33%	3 43%	- %	- %	3 30%	- %	2 25%	1 33%	- %	2 50%	- %	1 14%	- %	- %	- %	- %	- %	- %	- %	
Requires little post purchase support	5 7%	1 10%	- %	- %	- %	1 20%	1 10%	- %	- %	1 33%	- %	- %	- %	1 14%	- %	- %	- %	- %	- %	- %	- %	
More reliable	4 6%	1 10%	- %	- %	1 50%	- %	1 10%	- %	1 13%	- %	- %	- %	- %	1 14%	- %	- %	- %	- %	- %	- %	- %	
Better service features	4 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Less expensive equipment required	3 4%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
More scalability as company grows	3 4%	1 10%	- %	1 14%	- %	- %	- %	1 33%	1 13%	- %	- %	- %	1 33%	- %	- %	- %	- %	- %	- %	- %	- %	
Lower price	2 3%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
More flexibility to add/change services	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
More options for LAN connectivity	1 1%	- %	1 33%	- %	- %	1 20%	- %	1 33%	- %	- %	1 33%	- %	- %	1 14%	- %	- %	- %	- %	- %	- %	- %	
Better value for money	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	
Total	68	10	3	7	2	5	10	3	8	3	3	4	3	7	-	-	-	-	-	-	-	
Ability to change numbering beyond local exchange	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Dont know	30	3	1	2	-	3	4	-	3	1	1	2	1	2	-	-	-	-	-	-	-	
	44%	30%	33%	29%	-%	60%	40%	-%	38%	33%	33%	50%	33%	29%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	68	18	49	37	4	28	10
Provides voice and data communications via the same service	8 12%	2 11%	6 12%	3 8%	- -	4 14%	1 10%
Greater functionality	7 10%	1 6%	6 12%	4 11%	- -	3 11%	1 10%
Requires little post purchase support	5 7%	- -	5 10%	3 8%	- -	1 4%	2 20%
More reliable	4 6%	1 6%	3 6%	3 8%	- -	2 7%	- -
Better service features	4 6%	1 6%	3 6%	1 3%	2 50%	1 4%	- -
Less expensive equipment required	3 4%	1 6%	2 4%	2 5%	- -	1 4%	1 10%
More scalability as company grows	3 4%	1 6%	2 4%	2 5%	- -	- -	1 10%
Lower price	2 3%	- -	2 4%	1 3%	- -	1 4%	1 10%
More flexibility to add/change services	1 1%	- -	1 2%	- -	- -	1 4%	- -
More options for LAN connectivity	1 1%	- -	1 2%	1 3%	- -	- -	- -
Better value for money	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 56 (continuation)
<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd
by
Base: All considering switching

	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		Total
	Less than £24k (a)		Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	68	18 49	37	4	28	10	
Ability to change numbering beyond local exchange	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	30 44%	11 61%	18 37%	17 46%	2 50%	14 50%	3 30%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

PERSONAL PROFILE															
Total	Company Size							No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Lower price	1.8	-	1.0	1.0	1.0	1.6	2.4	1.5	1.5	2.0	3.0	1.0	1.1	1.8	2.6
Better value for money	1.4	-	2.0	-	2.0	1.7	1.4	1.5	1.7	1.0	1.7	1.7	1.4	1.5	1.3
Less expensive equipment required	2.3	-	3.0	-	3.0	1.0	1.4	1.6	4.0	1.7	4.5	-	2.0	1.2	4.0
Greater functionality	1.9	-	-	-	-	1.0	1.7	1.7	1.6	2.5	1.8	3.0	1.7	1.8	2.2
More reliable	1.8	-	1.0	1.0	1.0	1.6	2.4	1.5	1.5	2.0	3.0	1.0	1.1	1.8	2.6
Better service features	2.1	-	-	1.0	1.0	2.3	2.2	2.0	2.0	2.0	2.6	1.3	2.2	2.2	2.5
Requires little post purchase support	2.3	-	-	-	-	1.5	2.8	2.3	1.7	-	3.5	-	2.2	2.8	2.0
Provides voice and data communications via the same service	3.2	-	-	-	-	2.7	2.8	2.8	3.7	3.5	4.0	3.0	2.4	2.6	4.1bc
More scalability as company grows	4.1	-	-	-	-	4.0	4.0	4.2	5.0	4.0	4.0	-	4.0	2.5	5.0
More flexibility to add/change services	6.0	-	-	-	-	-	3.5	7.7	6.0	-	6.0	6.0	-	2.0	5.0
Ability to change numbering beyond local exchange	6.0	-	-	-	-	-	6.0	6.0	9.0	-	-	6.0	-	-	4.5
More options for LAN connectivity	2.1	-	1.0	-	1.0	1.0	1.8	2.6	1.7	1.5	2.0	5.0	-	1.3	1.8

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

	PERSONAL PROFILE														
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Lower price	1.8	1.0	1.2	1.5	4.7	1.8	1.0	1.3	1.0	-	1.0	1.0	1.3	1.5	2.8
Better value for money	1.4	2.0	1.8	1.0	1.0	1.5	1.3	1.5	1.5	1.0	-	1.5	1.4	1.4	1.4
Less expensive equipment required	2.3	-	2.5	-	3.3	1.0	2.0	-	3.0	1.0	3.0	1.7	1.4	1.0	5.3c
Greater functionality	1.9	2.3	1.3	3.0	2.0	1.7	1.5	1.7	2.0	2.7bf	-	1.8	1.9	1.6	2.3
More reliable	1.8	1.0	1.2	1.5	4.7	1.8	1.0	1.3	1.0	-	1.0	1.0	1.3	1.5	2.8
Better service features	2.1	1.0	2.3	1.3	1.5	3.3	1.8	3.5ac	2.0	2.0	2.0	2.0	1.5	2.1	3.0
Requires little post purchase support	2.3	2.0	1.7	2.5	2.0	3.5b	2.0	3.0	2.5	2.0	-	2.5	2.3	2.3	2.3
Provides voice and data communications via the same service	3.2	3.0	3.3h	-	4.0	2.3	3.5	3.7	1.5	-	-	4.0	2.8	2.8	3.6
More scalability as company grows	4.1	4.0	4.3	4.0	4.0	-	2.0	8.0	-	-	-	4.0	4.0	4.3	4.0
More flexibility to add/change services	6.0	-	-	-	6.5	3.5	-	10.0	-	-	-	-	-	6.0	6.0
Ability to change numbering beyond local exchange	6.0	-	-	-	6.0	6.0	3.0	9.0	-	-	-	-	-	6.0	6.0
More options for LAN connectivity	2.1	1.0	1.3	2.0	4.7	2.0	1.0	1.5	1.0	-	1.0	1.0	1.5	1.8	3.2

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Lower price	1.8	1.5	1.3	1.0	1.0	2.0	-	1.5	9.0	-	1.8	-	-	-	2.0	1.0	-
Better value for money	1.4	-	1.6	1.0	1.0	1.0	1.5	1.8	1.0	1.0	1.4	-	-	-	1.3	2.0	-
Less expensive equipment required	2.3	-	3.7	-	-	-	-	1.6	4.5	-	2.6	-	1.5	1.0	1.9	7.0	-
Greater functionality	1.9	1.0	2.5c	1.0	3.0	-	3.0	1.8	2.0	3.0	2.0	1.0	1.0	-	1.9	1.0	-
More reliable	1.8	1.5	1.3	1.0	1.0	2.0	-	1.5	9.0	-	1.8	-	-	-	2.0	1.0	-
Better service features	2.1	1.0	2.8	2.0	-	-	1.3	2.5	-	1.0	2.2	-	1.0	-	1.9	5.0A	-
Requires little post purchase support	2.3	-	3.0	-	2.0	-	-	2.3	3.0	-	2.4	2.0	-	2.0	2.2	3.5a	-
Provides voice and data communications via the same service	3.2	-	3.0	-	-	-	3.0	3.2	5.0	2.5	3.2	-	3.0	-	3.3	3.5	-
More scalability as company grows	4.1	-	6.5	-	4.0	-	1.0	3.8	4.0	-	4.1	-	-	-	4.4	3.0	-
More flexibility to add/change services	6.0	-	6.0	-	-	-	-	5.5	7.0	-	6.0	-	-	-	6.3	5.0	-
Ability to change numbering beyond local exchange	6.0	-	9.0	-	-	-	-	6.0	6.0	-	7.0	-	3.0	-	7.5	6.0	-
More options for LAN connectivity	2.1	2.0	1.3	-	-	2.0	-	1.8	9.0	-	2.1	-	-	-	2.3	1.0	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

	Total	PERSONAL PROFILE													Mostly used fixed line		
		Fixed line services															
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Lower price	1.8	2.0	1.5	1.2	1.5	1.5	-	4.0b	1.3	3.0	3.5	1.0	3.0	2.2	1.4	-	
Better value for money	1.4	1.5	1.4	1.5	1.4	1.3	-	1.5	1.0	1.4	1.3	1.5	1.4	1.5	1.4	-	
Less expensive equipment required	2.3	2.6	1.4	3.0	1.5	1.4	-	5.0b	-	5.0b	5.0b	-	5.0b	2.8	1.7	-	
Greater functionality	1.9	1.9	2.1	1.6	1.8	2.6	-	2.0	2.3	2.0	1.6	3.0	2.0	1.9	1.8	-	
More reliable	1.8	2.0	1.5	1.2	1.5	1.5	-	4.0b	1.3	3.0	3.5	1.0	3.0	2.2	1.4	-	
Better service features	2.1	1.7	2.6	1.9	2.4	-	-	1.4	4.0	1.8	2.0	1.0	1.8	1.7	2.6	-	
Requires little post purchase support	2.3	2.2	2.5	2.2	2.6	2.5	-	2.0	2.0	2.0	2.0	2.0	2.0	2.2	2.5	-	
Provides voice and data communications via the same service	3.2	3.0	3.3	2.5	3.1	3.0	-	3.7	5.0	4.0	4.0	-	4.0	3.3	3.1	-	
More scalability as company grows	4.1	4.2D	4.0	4.3	2.0	4.0	-	4.0	6.0	5.0	5.3	4.0	5.0	4.2	4.0	-	
More flexibility to add/change services	6.0	5.0	7.0	2.0	5.0	6.0	-	7.0	10.0	8.5	8.5	-	8.5	5.0	7.5	-	
Ability to change numbering beyond local exchange	6.0	4.5	7.5	-	6.0	-	-	4.5	9.0	6.0	6.0	-	6.0	4.5	7.5	-	
More options for LAN connectivity	2.1	2.2	1.8	1.3	2.0	1.6	-	4.0	1.5	3.5	4.3	1.0	3.5	2.3	1.8	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Lower price	1.8	1.8	1.9	2.1	2.3	2.2	2.1	2.1	2.1	1.5	1.0	1.3	1.5	3.0	-	-
Better value for money	1.4	1.4	1.4	1.6	1.3	1.4	1.5	1.3	1.6	-	1.5	1.5	2.0	1.5	-	-
Less expensive equipment required	2.3	2.8	2.8	2.9	2.7	3.0	2.5	3.3	3.8	-	1.0	2.0	1.3	6.0d	-	1.0
Greater functionality	1.9	1.9	2.0	2.0	2.3	2.2	2.0	2.3	2.2	1.0	3.0	2.0	2.0	1.5	1.0	-
More reliable	1.8	1.8	1.9	2.1	2.3	2.2	2.1	2.1	2.1	1.5	1.0	1.3	1.5	3.0	-	-
Better service features	2.1	2.3	2.2	1.9	2.7	2.1	2.6	2.4	3.0	-	1.0	1.5	1.5	2.3	-	-
Requires little post purchase support	2.3	2.3	2.2	2.3	2.5	2.3	2.3	2.2	2.2	-	2.0	2.3	2.5	2.0	-	-
Provides voice and data communications via the same service	3.2	3.2	3.2	3.3	3.1	3.8	3.3	3.6	3.4	-	1.7	3.0	3.0	3.7	-	-
More scalability as company grows	4.1	4.1	4.6	4.2	4.8	4.7	4.6	4.7	3.8	-	4.0	4.0	4.0	4.3	-	-
More flexibility to add/change services	6.0	6.0	6.3	5.0	6.0	7.7	6.0	6.3	6.0	-	2.0	-	-	7.0	-	-
Ability to change numbering beyond local exchange	6.0	7.0	6.0	6.0	7.0	6.0	7.0	7.5	6.0	-	-	-	3.0	6.0	-	-
More options for LAN connectivity	2.1	2.1	2.3	2.5	2.7	2.5	2.6	2.6	2.7	2.0	-	1.3	1.5	3.0	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

	ISDN LINES																					
	Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
		(a)	(b)	(c)	ch	ch	chan	-1470	or more	(a)	(b)	(a)	(b)	Service	mentary	ck-up	Service	mentary	ck-up	dalone	-house	Hosted
					annels	annels	nels(f)	channe	ls(g)	nels(h)					(a)	service	(c)	(a)	service	(c)	(a)	package
			(d)	(e)	(f)	(g)	(h)							(b)		(b)	(c)		(b)	(c)		
Lower price	1.8	1.2	1.0	2.0	1.7	1.5	-	-	1.0	1.9	1.5	2.0	1.0	2.1	2.0	1.0	1.4	1.5	2.0	1.3	3.4a	1.0
Better value for money	1.4	1.0	-	1.7	1.2	-	2.0	1.0	-	1.5	1.3	1.6	1.0	1.6	1.3	2.0	1.4	1.4	1.0	1.5	1.3	-
Less expensive equipment required	2.3	1.0	-	-	2.0	1.0	1.0	-	3.0	2.4	1.0	2.5	2.0	4.0	1.6	1.0	1.0	1.7	1.0	3.0	1.9	-
Greater functionality	1.9	-	1.0	1.7	2.5	1.7	1.5	-	-	1.8	2.2	1.7	2.0	2.6	1.7	1.5	1.9	2.1	3.0	2.1	1.8	1.5
More reliable	1.8	1.2	1.0	2.0	1.7	1.5	-	-	1.0	1.9	1.5	2.0	1.0	2.1	2.0	1.0	1.4	1.5	2.0	1.3	3.4a	1.0
Better service features	2.1	3.0	7.0	2.3	2.0	2.0	-	-	2.0	2.1	2.0	2.1	2.0	1.8	1.5	-	3.4	1.8	2.0	2.3	1.9	-
Requires little post purchase support	2.3	-	4.0	3.0	2.0	2.0	2.5	-	-	2.4	2.0	2.3	3.0	2.3	2.2	-	2.6	2.0	3.0	2.7	2.1	-
Provides voice and data communications via the same service	3.2	-	3.0	4.0	2.0	3.5	2.0	-	-	3.2	2.3	3.3	2.5	3.0	3.7	1.0	3.8	2.8	-	2.9	3.4	-
More scalability as company grows	4.1	-	-	8.0	2.5	3.0	-	-	-	3.5	6.0	3.5	-	4.3	4.0	-	4.0	-	-	4.3	4.0	-
More flexibility to add/change services	6.0	-	5.0	10.0	-	-	-	-	-	6.0	6.0	6.0	-	4.5	6.0	-	7.5	6.0	-	5.0	6.3	-
Ability to change numbering beyond local exchange	6.0	-	6.0	9.0	-	-	-	-	-	6.0	6.0	6.0	-	6.0	3.0	-	7.5	-	-	6.0	6.0	-
More options for LAN connectivity	2.1	2.0	-	2.0	1.7	1.5	-	-	1.0	2.1	2.0	2.2	1.0	2.5	2.0	1.0	2.0	1.5	2.0	1.5	4.0a	1.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

	ISDN LINES										
	Ever Switched			Considering switch		Considering switch					No impact (e)
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	
Lower price	1.8	1.4	2.4	1.6	1.8	-	1.4	2.3	1.9	1.3	-
Better value for money	1.4	1.5	1.4	1.5	1.4	-	1.6	1.3	1.4	1.7	-
Less expensive equipment required	2.3	1.6	2.7	3.0	2.3	-	2.3	2.7	2.5	1.0	-
Greater functionality	1.9	2.3	1.7	1.8	1.9	-	2.1	1.9	2.0	1.0	-
More reliable	1.8	1.4	2.4	1.6	1.8	-	1.4	2.3	1.9	1.3	-
Better service features	2.1	2.1	2.3	1.8	2.1	-	2.0	2.5	2.2	2.0	-
Requires little post purchase support	2.3	2.3	2.4	2.5	2.3	-	2.8	2.0	2.3	2.3	-
Provides voice and data communications via the same service	3.2	3.4	3.0	3.0	3.2	-	3.0	3.4	3.2	3.0	-
More scalability as company grows	4.1	3.8	4.5	-	4.1	-	4.0	4.1	4.1	4.0	-
More flexibility to add/change services	6.0	5.5	6.3	-	6.0	-	4.3	8.5	6.0	-	-
Ability to change numbering beyond local exchange	6.0	6.0	6.0	-	6.0	-	4.5	7.5	6.0	-	-
More options for LAN connectivity	2.1	1.8	2.6	1.8	2.1	-	1.6	2.6	2.2	1.5	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

	Total	IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Lower price	1.8	1.4	1.3	1.4	1.5	1.7	1.3	1.5	-	1.0	3.5	1.0	-	4.0	1.7	4.0	5.5	2.0	5.5	4.0	5.5
Better value for money	1.4	1.4	1.7	1.4	1.0	1.5	1.3	1.3	-	-	1.5	1.5	2.0	1.4	1.0	1.3	1.0	1.3	1.0	1.0	1.3
Less expensive equipment required	2.3	2.1	1.5	2.1	-	-	1.8	2.5	-	-	5.0	2.0	-	5.0	-	5.0	5.0	2.0	8.0	8.0	8.0
Greater functionality	1.9	1.7	2.5	1.8	1.0	1.3	1.7	2.0	1.0	-	2.0	2.0	-	2.7	2.0	2.4	2.5	3.0	1.8	2.5	2.5
More reliable	1.8	1.4	1.3	1.4	1.5	1.7	1.3	1.5	-	1.0	3.5	1.0	-	4.0	1.7	4.0	5.5	2.0	5.5	4.0	5.5
Better service features	2.1	2.3	1.7	2.4	-	1.0	3.3	2.2	2.0	2.0	2.0	1.3	2.0	2.0	2.3	2.0	2.0	2.3	4.0	3.0	4.0
Requires little post purchase support	2.3	2.4	2.0	2.4	-	3.0	2.4	2.3	-	-	1.5	2.3	1.0	1.0	-	2.0	3.0	1.0	2.0	-	1.0
Provides voice and data communications via the same service	3.2	2.8	1.0	2.8	-	3.0	3.3	2.6	-	2.5	4.0	3.0	3.0	4.0	5.0	4.3	4.3	3.7	5.0	5.0	4.3
More scalability as company grows	4.1	4.0	1.0	4.0	-	-	3.7	5.0	-	-	5.3	4.0	4.0	5.3	8.0	5.3	6.0	6.0	6.0	6.0	5.3
More flexibility to add/change services	6.0	3.5	-	3.5	-	-	5.0	2.0	-	-	8.5	-	-	8.5	10.0	8.5	8.5	10.0	8.5	8.5	8.5
Ability to change numbering beyond local exchange	6.0	6.0	-	6.0	-	-	6.0	-	-	-	7.5	3.0	-	7.5	6.0	7.5	6.0	9.0	7.5	7.5	7.5
More options for LAN connectivity	2.1	1.5	1.5	1.4	2.0	3.0	1.3	1.5	-	1.0	4.3	1.0	-	5.5	2.0	4.0	5.5	2.0	5.5	5.5	5.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Lower price	1.8	4.0	1.5	1.5	9.0	-	3.0	-	3.0	-	-	1.5	-	4.0	-	-	-	-	-	-	-	
Better value for money	1.4	1.7	1.0	1.5	1.5	1.0	1.3	2.0	1.0	2.0	2.0	1.5	2.0	1.0	-	-	-	-	-	-	-	
Less expensive equipment required	2.3	5.0	-	2.0	8.0	-	5.0	-	5.0	-	-	-	-	5.0	-	-	-	-	-	-	-	
Greater functionality	1.9	1.8	3.0	2.5	2.0	1.0	2.0	-	2.3	2.0	1.0	2.3	1.0	2.0	-	-	-	-	-	-	-	
More reliable	1.8	4.0	1.5	1.5	9.0	-	3.0	-	3.0	-	-	1.5	-	4.0	-	-	-	-	-	-	-	
Better service features	2.1	1.5	2.5	2.0	-	1.5	2.0	1.5	2.3	1.5	1.0	1.0	2.0	2.0	-	-	-	-	-	-	-	
Requires little post purchase support	2.3	2.0	-	2.0	1.0	2.5	2.3	1.0	2.0	2.5	1.0	2.0	1.5	3.0	-	-	-	-	-	-	-	
Provides voice and data communications via the same service	3.2	3.7	5.0	4.0	4.0	-	4.3	3.0	4.3	-	3.0	-	3.0	4.3	-	-	-	-	-	-	-	
More scalability as company grows	4.1	4.0	8.0	6.0	4.0	-	5.3	4.0	5.3	-	4.0	4.0	4.0	6.0	-	-	-	-	-	-	-	
More flexibility to add/change services	6.0	7.0	10.0	10.0	7.0	-	8.5	-	8.5	-	-	-	-	8.5	-	-	-	-	-	-	-	
Ability to change numbering beyond local exchange	6.0	6.0	6.0	9.0	6.0	3.0	7.5	3.0	7.5	-	3.0	-	-	6.0	-	-	-	-	-	-	-	
More options for LAN connectivity	2.1	4.0	2.0	1.7	9.0	-	3.5	-	3.5	-	-	1.5	-	5.5	-	-	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 57 (continuation)

<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}?

by

Base: All considering switching

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Lower price	1.8	1.3	2.2	2.2	1.0	1.5	1.7
Better value for money	1.4	1.3	1.5	1.6	1.3	1.2	1.6
Less expensive equipment required	2.3	3.0	2.3	2.2	7.0	1.3	2.0
Greater functionality	1.9	1.4	2.0	1.9	-	2.3	1.7
More reliable	1.8	1.3	2.2	2.2	1.0	1.5	1.7
Better service features	2.1	3.3	1.8	1.4	3.0a	2.7	2.0
Requires little post purchase support	2.3	2.3	2.4	2.2	-	2.4	2.7
Provides voice and data communications via the same service	3.2	2.7	3.3	3.0	3.0	3.4	3.0
More scalability as company grows	4.1	4.0	4.2	4.0	5.0	4.0	-
More flexibility to add/change services	6.0	5.0	6.3	5.0	-	7.0	-
Ability to change numbering beyond local exchange	6.0	6.0	6.0	4.5	-	7.5	-
More options for LAN connectivity	2.1	1.5	2.4	2.4	1.0	1.8	1.7

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?

by

Base: All considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	68	-	1	2	3	10	29	26	39	8	9	11	6	24	23	15
Yes - Security of alternative	32 47%	- -%	1 100%	- -%	1 33%	5 50%	12 41%	14 54%	13 33%	6 75%	7 78%	5 45%	2 33%	13 54%	8 35%	9 60%
Yes - Reliability of alternative	29 43%	- -%	1 100%	1 50%	2 67%	6 60%	10 34%	11 42%	20 51%	3 38%	1 11%	5 45%	3 50%	8 33%	10 43%	8 53%
Yes - High price of alternative	21 31%	- -%	- -%	1 50%	1 33%	- -%	13 45%	7 27%	14 36%	3 38%	2 22%	2 18%	1 17%	11 46%	5 22%	4 27%
Yes- Other	1 1%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	1 3%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%
No - None	4 6%	- -%	- -%	- -%	- -%	- -%	3 10%	1 4%	1 3%	- -%	- -%	3 27%	- -%	1 4%	2 9%	1 7%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---																
Yes	64 94%	- -%	1 100%	2 100%	3 100%	10 100%	26 90%	25 96%	38 97%	8 100%	9 100%	8 73%	6 100%	23 96%	21 91%	14 93%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?

by

Base: All considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	68	5	13	5	7	8	13	5	6	6	1	10	19	22	16
Yes - Security of alternative	32 47%	1 20%	7 54%	2 40%	3 43%	1 13%	8 62%	2 40%	5 83%	3 50%	1 100%	4 40%	10 53%	9 41%	8 50%
Yes - Reliability of alternative	29 43%	4 80%	8 62%	1 20%	2 29%	5 63%	3 23%	2 40%	3 50%	1 17%	- -%	3 30%	6 32%	14 64%	6 38%
Yes - High price of alternative	21 31%	- -%	3 23%	4 80%	2 29%	2 25%	7 54%	1 20%	1 17%	1 17%	- -%	5 50%	7 37%	5 23%	4 25%
Yes- Other	1 1%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%
No - None	4 6%	- -%	- -%	- -%	- -%	1 13%	- -%	2 40%	- -%	1 17%	- -%	1 10%	1 5%	- -%	2 13%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---															
Yes	64 94%	5 100%	13 100%	5 100%	7 100%	7 88%	13 100%	3 60%	6 100%	5 83%	1 100%	9 90%	18 95%	22 100%	14 88%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?

by

Base: All considering switching

	PERSONAL PROFILE																	
	Total	Location														Involvement		
		North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Total	68	3	9	5	3	2	4	31	3	2	62	1	4	1	58	4	-	
Yes - Security of alternative	32 47%	2 67%	4 44%	3 60%	2 67%	- -%	2 50%	12 39%	2 67%	1 50%	28 45%	1 100%	2 50%	1 100%	26 45%	3 75%	- -%	
Yes - Reliability of alternative	29 43%	- -%	7 78%	2 40%	1 33%	2 100%	1 25%	15 48%	- -%	- -%	28 45%	- -%	1 25%	- -%	24 41%	2 50%	- -%	
Yes - High price of alternative	21 31%	- -%	5 56%	3 60%	1 33%	- -%	1 25%	6 19%	2 67%	1 50%	19 31%	1 100%	1 25%	- -%	19 33%	1 25%	- -%	
Yes- Other	1 1%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%	- -%	
No - None	4 6%	- -%	- -%	- -%	- -%	- -%	- -%	3 10%	- -%	- -%	3 5%	- -%	1 25%	- -%	3 5%	1 25%	- -%	
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET ---																		
Yes	64 94%	3 100%	9 100%	5 100%	3 100%	2 100%	4 100%	28 90%	3 100%	2 100%	59 95%	1 100%	3 75%	1 100%	55 95%	3 75%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?

by

Base: All considering switching

	Total	PERSONAL PROFILE																
		Fixed line services												Mostly used fixed line				
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP (f)	Only 2e & (g)	ISDN 2/ IP 30 & (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)		
Total	68	41	38	21	24	11	-	11	5	14	11	3	14	37	31	-		
Yes - Security of alternative	32 47%	19 46%	17 45%	10 48%	11 46%	4 36%	- -%	5 45%	2 40%	7 50%	7 64%	- -%	7 50%	18 49%	14 45%	- -%		
Yes - Reliability of alternative	29 43%	18 44%	16 42%	9 43%	9 38%	5 45%	- -%	5 45%	3 60%	7 50%	5 45%	2 67%	7 50%	15 41%	14 45%	- -%		
Yes - High price of alternative	21 31%	13 32%	12 32%	7 33%	6 25%	4 36%	- -%	3 27%	3 60%	5 36%	4 36%	1 33%	5 36%	12 32%	9 29%	- -%		
Yes- Other	1 1%	1 2%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%		
No - None	4 6%	- -%	4a 11%	- -%	4 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4a 13%	- -%		
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
NET ---																		
Yes	64 94%	41b 100%	34 89%	21 100%	20 83%	11 100%	- -%	11 100%	5 100%	14 100%	11 100%	3 100%	14 100%	37b 100%	27 87%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?

by

Base: All considering switching

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	68	52	38	36	33	31	38	28	21	2	8	12	8	8	1	1
Yes - Security of alternative	32 47%	23 44%	18 47%	13 36%	17 52%	15 48%	20 53%	16 57%	10 48%	- -%	2 25%	7 58%	4 50%	5 63%	- -%	- -%
Yes - Reliability of alternative	29 43%	28 54%	21 55%	14 39%	16 48%	17 55%	18 47%	15 54%	10 48%	2 100%	5 63%	4 33%	3 38%	3 38%	- -%	1 100%
Yes - High price of alternative	21 31%	15 29%	11 29%	17 47%	10 30%	13 42%	12 32%	9 32%	6 29%	- -%	2 25%	4 33%	2 25%	4 50%	1 100%	- -%
Yes- Other	1 1%	1 2%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%
No - None	4 6%	3 6%	1 3%	3 8%	2 6%	1 3%	3 8%	1 4%	3 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---																
Yes	64 94%	49 94%	37 97%	33 92%	31 94%	30 97%	35 92%	27 96%	18 86%	2 100%	8 100%	12 100%	8 100%	8 100%	1 100%	1 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?

by

Base: All considering switching

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 channels (g)	1500 or more channels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	68	8	2	5	9	6	4	1	1	51	12	46	5	17	20	4	21	14	3	32	34	2
Yes - Security of alternative	32 47%	1 13%	1 50%	1 20%	5 56%	4 67%	2 50%	1 100%	1 100%	23 45%	6 50%	19 41%	4 80%	5 29%	13 65%	1 25%	7 33%	9 64%	1 33%	13 41%	18 53%	1 50%
Yes - Reliability of alternative	29 43%	6 75%	1 50%	2 40%	2 22%	1 17%	3 75%	1 100%	- -%	23 45%	4 33%	23 50%	- -%	12 71%	4 20%	2 50%	11 52%	5 36%	- -%	19B 59%	9 26%	1 50%
Yes - High price of alternative	21 31%	2 25%	1 50%	2 40%	3 33%	3 50%	- -%	- -%	- -%	15 29%	4 33%	13 28%	2 40%	4 24%	7 35%	2 50%	7 33%	3 21%	2 67%	6 19%	15a 44%	- -%
Yes- Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%
No - None	4 6%	- -%	1 50%	2 40%	- -%	1 17%	- -%	- -%	- -%	4 8%	- -%	4 9%	- -%	- -%	- -%	- -%	3 14%	1 7%	- -%	2 6%	1 3%	1 50%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET																						

Yes	64 94%	8 100%	1 50%	3 60%	9 100%	5 83%	4 100%	1 100%	1 100%	47 92%	12 100%	42 91%	5 100%	17 100%	20 100%	4 100%	18 86%	13 93%	3 100%	30 94%	33 97%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?

by

Base: All considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	68	28	30	10	68	-	25	31	56	10	-
Yes - Security of alternative	32 47%	13 46%	16 53%	3 30%	32 47%	-	10 40%	20 65%	30 54%	2 20%	-
Yes - Reliability of alternative	29 43%	16 57%	9 30%	4 40%	29 43%	-	16 64%	9 29%	25 45%	4 40%	-
Yes - High price of alternative	21 31%	7 25%	11 37%	3 30%	21 31%	-	3 12%	10 32%	13 23%	7 70%	-
Yes- Other	1 1%	-	-	1 10%	1 1%	-	-	1 3%	1 2%	-	-
No - None	4 6%	1 4%	1 3%	2 20%	4 6%	-	2 8%	-	2 4%	1 10%	-
Don't know	- -	- -	- -	- -	- -	-	-	-	-	-	-
NET	---										
Yes	64 94%	27 96%	29 97%	8 80%	64 94%	-	23 92%	31 100%	54 96%	9 90%	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?

by

Base: All considering switching

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plemen (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	68	40	10	34	5	8	16	12	2	2	8	8	2	7	6	7	7	5	5	4	4	
Yes - Security of alternative	32 47%	17 43%	6 60%	16 47%	1 20%	2 25%	11 69%	4 33%	- -%	- -%	5 63%	3 38%	2 100%	4 57%	3 50%	4 57%	5 71%	4 80%	3 60%	3 75%	3 75%	
Yes - Reliability of alternative	29 43%	19 48%	1 10%	17 50%	2 40%	6 75%	7 44%	5 42%	- -%	1 50%	6 75%	3 38%	1 50%	5 71%	3 50%	4 57%	2 29%	3 60%	1 20%	2 50%	2 50%	
Yes - High price of alternative	21 31%	13 33%	2 20%	11 32%	1 20%	1 13%	4 25%	6 50%	1 50%	1 50%	2 25%	4 50%	- -%	2 29%	2 33%	3 43%	3 43%	2 40%	4 80%	1 25%	2 50%	
Yes- Other	1 1%	- -%	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
No - None	4 6%	2 5%	1 10%	1 3%	1 20%	- -%	1 6%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET ---																						
Yes	64 94%	38 95%	9 90%	33 97%	4 80%	8 100%	15 94%	12 100%	1 50%	2 100%	8 100%	8 100%	2 100%	7 100%	6 100%	7 100%	7 100%	5 100%	5 100%	4 100%	4 100%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?

by

Base: All considering switching

	Total	IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	
Total	68	10	3	7	2	5	10	3	8	3	3	4	3	7	-	-	-	-	-	-	-	
Yes - Security of alternative	32 47%	5 50%	2 67%	3 43%	2 100%	2 40%	4 40%	3 100%	4 50%	1 33%	2 67%	- -%	3 100%	4 57%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Yes - Reliability of alternative	29 43%	5 50%	2 67%	6 86%	1 50%	- -%	6 60%	1 33%	5 63%	1 33%	1 33%	3 75%	1 33%	3 43%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Yes - High price of alternative	21 31%	3 30%	1 33%	1 14%	- -%	4 80%	4 40%	- -%	2 25%	2 67%	1 33%	1 25%	1 33%	3 43%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Yes- Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
No - None	4 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET ---																						
Yes	64 94%	10 100%	3 100%	7 100%	2 100%	5 100%	10 100%	3 100%	8 100%	3 100%	3 100%	4 100%	3 100%	7 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 58 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?

by

Base: All considering switching

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	68	18	49	37	4	28	10
Yes - Security of alternative	32 47%	10 56%	22 45%	18 49%	1 25%	12 43%	5 50%
Yes - Reliability of alternative	29 43%	10 56%	19 39%	15 41%	3 75%	12 43%	4 40%
Yes - High price of alternative	21 31%	3 17%	17 35%	11 30%	2 50%	11 39%	1 10%
Yes- Other	1 1%	- -%	1 2%	1 3%	- -%	- -%	- -%
No - None	4 6%	1 6%	3 6%	- -%	- -%	1 4%	3 30%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---							
Yes	64 94%	17 94%	46 94%	37 100%	4 100%	27 96%	7 70%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 59

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	68	-	1	2	3	10	29	26	39	8	9	11	6	24	23	15
Reliability of alternative	25 37%	- -%	1 100%	1 50%	2 67%	5 50%	8 28%	10 38%	19 49%	3 38%	1 11%	2 18%	3 50%	6 25%	9 39%	7 47%
Security of alternative	25 37%	- -%	- -%	- -%	- -%	5 50%	9 31%	11 42%	9 23%	5 63%	6 67%	4 36%	2 33%	10 42%	7 30%	6 40%
High price of alternative	13 19%	- -%	- -%	1 50%	1 33%	- -%	8 28%	4 15%	9 23%	- -%	2 22%	2 18%	1 17%	6 25%	5 22%	1 7%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	1 3%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%
Dont know	4 6%	- -%	- -%	- -%	- -%	- -%	3 10%	1 4%	1 3%	- -%	- -%	3 27%	- -%	1 4%	2 9%	1 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 59 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
		(a)	cturing (b)	ruction (c)	lesale/ Tra nsport/ Communi cations (d)	(e)	ncial Ser vices (f)	se rvices (g)	admin and se rvices (h)	(i)					
Total	68	5	13	5	7	8	13	5	6	6	1	10	19	22	16
Reliability of alternative	25 37%	4 80%	7 54%	– %	2 29%	4 50%	3 23%	2 40%	2 33%	1 17%	– %	3 30%	6 32%	10 45%	6 38%
Security of alternative	25 37%	1 20%	4 31%	1 20%	3 43%	1 13%	8 62%	1 20%	3 50%	3 50%	1 100%	3 30%	8 42%	7 32%	6 38%
High price of alternative	13 19%	– %	2 15%	3 60%	2 29%	2 25%	2 15%	– %	1 17%	1 17%	– %	3 30%	4 21%	4 18%	2 13%
Other	1 1%	– %	– %	1 20%	– %	– %	– %	– %	– %	– %	– %	– %	– %	1 5%	– %
Dont know	4 6%	– %	– %	– %	– %	1 13%	– %	2 40%	– %	1 17%	– %	1 10%	1 5%	– %	2 13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 59 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)
Total	68	3	9	5	3	2	4	31	3	2	62	1	4	1	58	4	-
Reliability of alternative	25 37%	- -%	6 67%	1 20%	1 33%	2 100%	1 25%	13 42%	- -%	- -%	24 39%	- -%	1 25%	- -%	21 36%	1 25%	- -%
Security of alternative	25 37%	2 67%	2 22%	1 20%	2 67%	- -%	2 50%	11 35%	2 67%	1 50%	23 37%	- -%	1 25%	1 100%	21 36%	2 50%	- -%
High price of alternative	13 19%	- -%	1 11%	3 60%	- -%	- -%	1 25%	4 13%	1 33%	1 50%	11 18%	1 100%	1 25%	- -%	12 21%	- -%	- -%
Other	1 1%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%	- -%
Dont know	4 6%	- -%	- -%	- -%	- -%	- -%	- -%	3 10%	- -%	- -%	3 5%	- -%	1 25%	- -%	3 5%	1 25%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 59 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
Total		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	68	41	38	21	24	11	–	11	5	14	11	3	14	37	31	–	
Reliability of alternative	25 37%	16 39%	13 34%	9 43%	7 29%	4 36%	– %	4 36%	3 60%	6 43%	4 36%	2 67%	6 43%	13 35%	12 39%	– %	
Security of alternative	25 37%	16 39%	13 34%	8 38%	9 38%	4 36%	– %	4 36%	– %	4 29%	4 36%	– %	4 29%	15 41%	10 32%	– %	
High price of alternative	13 19%	8 20%	8 21%	3 14%	4 17%	3 27%	– %	3 27%	2 40%	4 29%	3 27%	1 33%	4 29%	8 22%	5 16%	– %	
Other	1 1%	1 2%	– %	1 5%	– %	– %	– %	– %	– %	– %	– %	– %	– %	1 3%	– %	– %	
Dont know	4 6%	– %	4a 11%	– %	4 17%	– %	– %	– %	– %	– %	– %	– %	– %	– %	4a 13%	– %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 59 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 - (e)	20 -28 (f)	30+ (g)
Total	68	52	38	36	33	31	38	28	21	2	8	12	8	8	1	1
Reliability of alternative	25 37%	24 46%	18 47%	11 31%	12 36%	13 42%	14 37%	12 43%	6 29%	2 100%	5 63%	2 17%	3 38%	3 38%	- -%	1 100%
Security of alternative	25 37%	16 31%	13 34%	9 25%	14 42%	10 32%	16 42%	12 43%	9 43%	- -%	2 25%	6 50%	3 38%	4 50%	- -%	- -%
High price of alternative	13 19%	8 15%	6 16%	12af 33%	5 15%	7 23%	5 13%	3 11%	3 14%	- -%	1 13%	3 25%	2 25%	1 13%	1 100%	- -%
Other	1 1%	1 2%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%
Dont know	4 6%	3 6%	1 3%	3 8%	2 6%	1 3%	3 8%	1 4%	3 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 59 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 or more channels(g)	1500 nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	68	8	2	5	9	6	4	1	1	51	12	46	5	17	20	4	21	14	3	32	34	2	
Reliability of alternative	25 37%	6 75%	- %	2 40%	2 22%	- %	2 50%	1 100%	- %	20 39%	4 33%	20 43%	- %	12 71%	3 15%	1 25%	9 43%	4 29%	- %	18B 56%	7 21%	- %	
Security of alternative	25 37%	1 13%	- %	- %	5 56%	3 50%	2 50%	- %	1 100%	18 35%	5 42%	14 30%	4 80%	4 24%	11 55%	1 25%	5 24%	7 50%	1 33%	9 28%	15 44%	1 50%	
High price of alternative	13 19%	1 13%	1 50%	1 20%	2 22%	2 33%	- %	- %	- %	9 18%	2 17%	8 17%	1 20%	- %	6 30%	2 50%	4 19%	2 14%	2 67%	2 6%	11A 32%	- %	
Other	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 8%	- %	- %	1 6%	- %	- %	- %	- %	- %	1 3%	- %	- %	
Dont know	4 6%	- %	1 50%	2 40%	- %	1 17%	- %	- %	- %	4 8%	- %	4 9%	- %	- %	- %	- %	3 14%	1 7%	- %	2 6%	1 3%	1 50%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 59 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
Total	68	28	30	10	68	-	25	31	56	10	-
Reliability of alternative	25 37%	14 50%	8 27%	3 30%	25 37%	- -%	15 60%	8 26%	23 41%	2 20%	- -%
Security of alternative	25 37%	11 39%	12 40%	2 20%	25 37%	- -%	7 28%	17 55%	24 43%	1 10%	- -%
High price of alternative	13 19%	2 7%	9 30%	2 20%	13 19%	- -%	1 4%	5 16%	6 11%	6 60%	- -%
Other	1 1%	- -%	- -%	1 10%	1 1%	- -%	- -%	1 3%	1 2%	- -%	- -%
Dont know	4 6%	1 4%	1 3%	2 20%	4 6%	- -%	2 8%	- -%	2 4%	1 10%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 59 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	68	40	10	34	5	8	16	12	2	2	8	8	2	7	6	7	7	5	5	4	4
Reliability of alternative	25 37%	17 43%	1 10%	15 44%	2 40%	5 63%	6 38%	5 42%	- %	1 50%	5 63%	3 38%	- %	4 57%	3 50%	4 57%	2 29%	2 40%	1 20%	2 50%	1 25%
Security of alternative	25 37%	14 35%	6 60%	13 38%	1 20%	2 25%	9 56%	3 25%	- %	- %	2 25%	1 13%	2 100%	2 29%	2 33%	1 14%	3 43%	2 40%	1 20%	2 50%	2 50%
High price of alternative	13 19%	7 18%	1 10%	5 15%	1 20%	1 13%	- %	4 33%	1 50%	1 50%	1 13%	4 50%	- %	1 14%	1 17%	2 29%	2 29%	1 20%	3 60%	- %	1 25%
Other	1 1%	- %	1 10%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Dont know	4 6%	2 5%	1 10%	1 3%	1 20%	- %	1 6%	- %	1 50%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 59 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 1st

by

Base: All considering switching

		IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
Total	68	10	3	7	2	5	10	3	8	3	3	4	3	7	-	-	-	-	-	-	-
Reliability of alternative	25 37%	4 40%	2 67%	6 86%	- -	- -	6 60%	- -	5 63%	1 33%	- -	3 75%	- -	3 43%	- -	- -	- -	- -	- -	- -	- -
Security of alternative	25 37%	3 30%	1 33%	1 14%	2 100%	1 20%	1 10%	3 100%	2 25%	- -	2 67%	- -	2 67%	2 29%	- -	- -	- -	- -	- -	- -	- -
High price of alternative	13 19%	3 30%	- -	- -	- -	4 80%	3 30%	- -	1 13%	2 67%	1 33%	1 25%	1 33%	2 29%	- -	- -	- -	- -	- -	- -	- -
Other	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	4 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 59 (continuation)
<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 1st
by
Base: All considering switching

	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		Total
	Less than £24k (a)		Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
		£100k+ (b)					
Total	68	18	49	37	4	28	10
Reliability of alternative	25 37%	8 44%	17 35%	13 35%	3 75%	11 39%	2 20%
Security of alternative	25 37%	7 39%	18 37%	16 43%	- -%	8 29%	5 50%
High price of alternative	13 19%	2 11%	10 20%	7 19%	1 25%	8 29%	- -%
Other	1 1%	- -%	1 2%	1 3%	- -%	- -%	- -%
Dont know	4 6%	1 6%	3 6%	- -%	- -%	1 4%	3 30%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	68	-	1	2	3	10	29	26	39	8	9	11	6	24	23	15
High price of alternative	7 10%	- -%	- -%	- -%	- -%	- -%	5 17%	2 8%	5 13%	2 25%	- -%	- -%	- -%	5 21%	- -%	2 13%
Security of alternative	5 7%	- -%	1 100%	- -%	1 33%	- -%	2 7%	2 8%	3 8%	1 13%	1 11%	- -%	- -%	2 8%	1 4%	2 13%
Reliability of alternative	4 6%	- -%	- -%	- -%	- -%	1 10%	2 7%	1 4%	1 3%	- -%	- -%	3 27%	- -%	2 8%	1 4%	1 7%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	52 76%	- -%	- -%	2 100%	2 67%	9 90%	20 69%	21 81%	30 77%	5 63%	8 89%	8 73%	6 100%	15 63%	21 91%	10 67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)					
(b)	(c)	Transport/ Communi- cations (d)	(f)	(g)	(h)	(a)	(b)	(c)	(d)	(e)					
Total	68	5	13	5	7	8	13	5	6	6	1	10	19	22	16
High price of alternative	7 10%	- -%	- -%	1 20%	- -%	- -%	5 38%	1 20%	- -%	- -%	- -%	2 20%	3 16%	1 5%	1 6%
Security of alternative	5 7%	- -%	3 23%	- -%	- -%	- -%	- -%	- -%	2 33%	- -%	- -%	1 10%	2 11%	- -%	2 13%
Reliability of alternative	4 6%	- -%	1 8%	1 20%	- -%	1 13%	- -%	- -%	1 17%	- -%	- -%	- -%	- -%	4 18%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	52 76%	5 100%	9 69%	3 60%	7 100%	7 88%	8 62%	4 80%	3 50%	6 100%	1 100%	7 70%	14 74%	17 77%	13 81%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

PERSONAL PROFILE																	
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	68	3	9	5	3	2	4	31	3	2	62	1	4	1	58	4	-
High price of alternative	7 10%	- %	3 33%	- %	1 33%	- %	- %	2 6%	1 33%	- %	7 11%	- %	- %	- %	7 12%	- %	- %
Security of alternative	5 7%	- %	1 11%	1 20%	- %	- %	- %	1 3%	- %	- %	3 5%	1 100%	1 25%	- %	3 5%	1 25%	- %
Reliability of alternative	4 6%	- %	1 11%	1 20%	- %	- %	- %	2 6%	- %	- %	4 6%	- %	- %	- %	3 5%	1 25%	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Dont know	52 76%	3 100%	4 44%	3 60%	2 67%	2 100%	4 100%	26 84%	2 67%	2 100%	48 77%	- %	3 75%	1 100%	45 78%	2 50%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	68	41	38	21	24	11	-	11	5	14	11	3	14	37	31	-
High price of alternative	7 10%	4 10%	4 11%	3 14%	2 8%	1 9%	- -	- -	1 20%	1 7%	1 9%	- -	1 7%	3 8%	4 13%	- -
Security of alternative	5 7%	3 7%	2 5%	2 10%	1 4%	- -	- -	1 9%	1 20%	2 14%	2 18%	- -	2 14%	3 8%	2 6%	- -
Reliability of alternative	4 6%	2 5%	3 8%	- -	2 8%	1 9%	- -	1 9%	- -	1 7%	1 9%	- -	1 7%	2 5%	2 6%	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	52 76%	32 78%	29 76%	16 76%	19 79%	9 82%	- -	9 82%	3 60%	10 71%	7 64%	3 100%	10 71%	29 78%	23 74%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	paconferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	68	52	38	36	33	31	38	28	21	2	8	12	8	8	1	1
High price of alternative	7 10%	6 12%	4 11%	4 11%	5 15%	5 16%	6 16%	5 18%	3 14%	- -%	1 13%	1 8%	- -%	2 25%	- -%	- -%
Security of alternative	5 7%	5 10%	3 8%	3 8%	1 3%	3 10%	2 5%	3 11%	- -%	- -%	- -%	1 8%	1 13%	1 13%	- -%	- -%
Reliability of alternative	4 6%	4 8%	3 8%	3 8%	4 12%	4 13%	4 11%	3 11%	4 19%	- -%	- -%	2 17%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	52 76%	37 71%	28 74%	26 72%	23 70%	19 61%	26 68%	17 61%	14 67%	2 100%	7 88%	8 67%	7 88%	5 63%	1 100%	1 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	8	2	5	9	6	4	1	1	51	12	46	5	17	20	4	21	14	3	32	34	2		
High price of alternative	7 10%	1 13%	- -	1 20%	1 11%	1 17%	- -	- -	5 10%	2 17%	4 9%	1 20%	3 18%	1 5%	- -	3 14%	1 7%	- -	3 9%	4 12%	- -		
Security of alternative	5 7%	- -	- -	- -	- -	1 17%	- -	1 100%	5 10%	- -	5 11%	- -	1 6%	2 10%	- -	- -	2 14%	- -	3 9%	2 6%	- -		
Reliability of alternative	4 6%	- -	1 50%	- -	- -	1 17%	1 25%	- -	3 6%	- -	3 7%	- -	- -	1 5%	1 25%	2 10%	1 7%	- -	1 3%	2 6%	1 50%		
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Dont know	52 76%	7 88%	1 50%	4 80%	8 89%	3 50%	3 75%	- -	38 75%	10 83%	34 74%	4 80%	13 76%	16 80%	3 75%	16 76%	10 71%	3 100%	25 78%	26 76%	1 50%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
Total	68	28	30	10	68	-	25	31	56	10	-
High price of alternative	7 10%	5 18%	1 3%	1 10%	7 10%	- -%	2 8%	4 13%	6 11%	1 10%	- -%
Security of alternative	5 7%	2 7%	3 10%	- -%	5 7%	- -%	3 12%	2 6%	5 9%	- -%	- -%
Reliability of alternative	4 6%	2 7%	1 3%	1 10%	4 6%	- -%	1 4%	1 3%	2 4%	2 20%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	52 76%	19 68%	25 83%	8 80%	52 76%	- -%	19 76%	24 77%	43 77%	7 70%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	68	40	10	34	5	8	16	12	2	2	8	8	2	7	6	7	7	5	5	4	4
High price of alternative	7 10%	5 13%	1 10%	5 15%	- -%	- -%	4 25%	1 8%	- -%	- -%	1 13%	- -%	- -%	1 14%	1 17%	1 14%	1 14%	1 20%	1 20%	1 25%	1 25%
Security of alternative	5 7%	3 8%	- -%	3 9%	- -%	- -%	2 13%	1 8%	- -%	- -%	2 25%	2 25%	- -%	1 14%	- -%	2 29%	1 14%	1 20%	1 20%	- -%	- -%
Reliability of alternative	4 6%	2 5%	- -%	2 6%	- -%	1 13%	1 6%	- -%	- -%	- -%	1 13%	- -%	1 50%	1 14%	- -%	- -%	- -%	1 20%	- -%	- -%	1 25%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	52 76%	30 75%	9 90%	24 71%	5 100%	7 88%	9 56%	10 83%	2 100%	2 100%	4 50%	6 75%	1 50%	4 57%	5 83%	4 57%	5 71%	2 40%	3 60%	3 75%	2 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 2nd

by

Base: All considering switching

		IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total		68	10	3	7	2	5	10	3	8	3	3	4	3	7	-	-	-	-	-	-
High price of alternative		7	-	1	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-
		10%	-%	33%	14%	-%	-%	10%	-%	13%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%	-%
Security of alternative		5	2	-	1	-	1	2	-	1	1	-	-	1	1	-	-	-	-	-	-
		7%	20%	-%	14%	-%	20%	20%	-%	13%	33%	-%	-%	33%	14%	-%	-%	-%	-%	-%	-%
Reliability of alternative		4	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-
		6%	10%	-%	-%	50%	-%	-%	33%	-%	-%	33%	-%	33%	-%	-%	-%	-%	-%	-%	-%
Other		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know		52	7	2	5	1	4	7	2	6	2	2	4	1	5	-	-	-	-	-	-
		76%	70%	67%	71%	50%	80%	70%	67%	75%	67%	67%	100%	33%	71%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 60 (continuation)
<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 2nd
by
Base: All considering switching

	IP Based Services						
	Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	68	18	49	37	4	28	10
High price of alternative	7 10%	1 6%	6 12%	4 11%	– –%	3 11%	1 10%
Security of alternative	5 7%	2 11%	3 6%	2 5%	1 25%	2 7%	– –%
Reliability of alternative	4 6%	2 11%	2 4%	2 5%	– –%	1 4%	2 20%
Other	– –%	– –%	– –%	– –%	– –%	– –%	– –%
Dont know	52 76%	13 72%	38 78%	29 78%	3 75%	22 79%	7 70%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	68	-	1	2	3	10	29	26	39	8	9	11	6	24	23	15
Security of alternative	2 3%	- -%	- -%	- -%	- -%	- -%	1 3%	1 4%	1 3%	- -%	- -%	1 9%	- -%	1 4%	- -%	1 7%
High price of alternative	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%	1 7%
Reliability of alternative	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	65 96%	- -%	1 100%	2 100%	3 100%	10 100%	28 97%	24 92%	38 97%	7 88%	9 100%	10 91%	6 100%	23 96%	23 100%	13 87%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ction	olesale/	(e)	ncial	er	se	admin					
(b)	(c)	Transport/	Services	(f)	(g)	(h)	(a)	(b)	(c)	(d)	(e)				
Total	68	5	13	5	7	8	13	5	6	6	1	10	19	22	16
Security of alternative	2 3%	- -%	- -%	1 20%	- -%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	2 9%	- -%
High price of alternative	1 1%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%
Reliability of alternative	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	65 96%	5 100%	12 92%	4 80%	7 100%	8 100%	13 100%	4 80%	6 100%	6 100%	1 100%	10 100%	19 100%	20 91%	15 94%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

PERSONAL PROFILE																	
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	68	3	9	5	3	2	4	31	3	2	62	1	4	1	58	4	-
Security of alternative	2 3%	- %	1 11%	1 20%	- %	- %	- %	- %	- %	- %	2 3%	- %	- %	- %	2 3%	- %	- %
High price of alternative	1 1%	- %	1 11%	- %	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	- %	- %	1 25%	- %
Reliability of alternative	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Dont know	65 96%	3 100%	7 78%	4 80%	3 100%	2 100%	4 100%	31 100%	3 100%	2 100%	59 95%	1 100%	4 100%	1 100%	56 97%	3 75%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

		PERSONAL PROFILE														
		Fixed line services													Mostly used fixed line	
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	68	41	38	21	24	11	-	11	5	14	11	3	14	37	31	-
Security of alternative	2 3%	- -%	2 5%	- -%	1 4%	- -%	- -%	- -%	1 20%	1 7%	1 9%	- -%	1 7%	- -%	2 6%	- -%
High price of alternative	1 1%	1 2%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%
Reliability of alternative	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	65 96%	40 98%	36 95%	20 95%	23 96%	11 100%	- -	11 100%	4 80%	13 93%	10 91%	3 100%	13 93%	36 97%	29 94%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

	ISDN LINES															
	ISDN services Used									ISDN2/2e Channels						
	Total	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	68	52	38	36	33	31	38	28	21	2	8	12	8	8	1	1
Security of alternative	2 3%	2 4%	2 5%	1 3%	2 6%	2 6%	2 5%	1 4%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
High price of alternative	1 1%	1 2%	1 3%	1 3%	- -%	1 3%	1 3%	1 4%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%
Reliability of alternative	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	65 96%	49 94%	35 92%	34 94%	31 94%	28 90%	35 92%	26 93%	20 95%	2 100%	8 100%	12 100%	8 100%	7 88%	1 100%	1 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

		ISDN LINES																						
											Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		ISDN 30 channels									Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)	
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch annels (f)	600 -1470 or more channe ls (g)	1500 ch annels (h)														
Total	68	8	2	5	9	6	4	1	1	51	12	46	5	17	20	4	21	14	3	32	34	2		
Security of alternative	2 3%	- %	1 50%	1 20%	- %	- %	- %	- %	- %	- %	1 8%	- %	- %	- %	- %	- %	2 10%	- %	- %	1 3%	1 3%	- %		
High price of alternative	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	1 2%	- %	1 2%	- %	1 6%	- %	- %	- %	- %	- %	1 3%	- %	- %		
Reliability of alternative	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Dont know	65 96%	8 100%	1 50%	4 80%	9 100%	6 100%	4 100%	1 100%	1 100%	50 98%	11 92%	45 98%	5 100%	16 94%	20 100%	4 100%	19 90%	14 100%	3 100%	30 94%	33 97%	2 100%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	68	28	30	10	68	-	25	31	56	10	-
Security of alternative	2 3%	- -	1 3%	1 10%	2 3%	- -	- -	1 3%	1 2%	1 10%	- -
High price of alternative	1 1%	- -	1 3%	- -	1 1%	- -	- -	1 3%	1 2%	- -	- -
Reliability of alternative	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	65 96%	28 100%	28 93%	9 90%	65 96%	- -	25 100%	29 94%	54 96%	9 90%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	68	40	10	34	5	8	16	12	2	2	8	8	2	7	6	7	7	5	5	4	4
Security of alternative	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	1 14%	1 17%	1 14%	1 14%	1 20%	1 20%	1 25%	1 25%
High price of alternative	1 1%	1 3%	- -%	1 3%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Reliability of alternative	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	65 96%	39 98%	10 100%	33 97%	5 100%	8 100%	16 100%	11 92%	2 100%	2 100%	7 88%	8 100%	2 100%	6 86%	5 83%	6 86%	6 86%	4 80%	4 80%	3 75%	3 75%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 3rd

by

Base: All considering switching

		IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	68	10	3	7	2	5	10	3	8	3	3	4	3	7	-	-	-	-	-	-	-
Security of alternative	2 3%	- -	1 33%	1 14%	- -	- -	1 10%	- -	1 13%	- -	- -	- -	- -	1 14%	- -	- -	- -	- -	- -	- -	- -
High price of alternative	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Reliability of alternative	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	65 96%	10 100%	2 67%	6 86%	2 100%	5 100%	9 90%	3 100%	7 88%	3 100%	3 100%	4 100%	3 100%	6 86%	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 61 (continuation)
<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 3rd
by
Base: All considering switching

	IP Based Services						

	Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
	-----	-----	-----	-----	-----	-----	-----
Total	68	18	49	37	4	28	10
Security of alternative	2 3%	1 6%	1 2%	- -%	- -%	2 7%	- -%
High price of alternative	1 1%	- -%	1 2%	- -%	1 25%	- -%	- -%
Reliability of alternative	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	65 96%	17 94%	47 96%	37 100%	3 75%	26 93%	10 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 62
<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?
by
Base: All considering switching

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+		1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
	(a)	(b)	(c)	(d)	to 49	249	(g)		(a)	(b)	to 20		£1m	million	million	(d)
					(e)	(f)					(c)		(a)	to £20 million (b)	million (c)	
Yes - Security of alternative	1.1	-	1.0	1.0	1.0	1.2	1.2	1.1	1.1	1.0	1.0	1.6	1.0	1.3	1.1	1.1
Yes - High price of alternative	1.3	-	2.0	-	2.0	1.0	1.3	1.3	1.4	1.2	1.1	1.4	1.0	1.3	1.1	1.4
Yes- Other	1.4	-	-	1.0	1.0	-	1.4	1.6	1.4	2.3A	1.0	1.0	1.0	1.5	1.0	2.0c
No - None	1.0	-	-	-	-	-	1.0	-	1.0	-	-	-	-	1.0	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 62 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?

by

Base: All considering switching

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public se admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Yes - Security of alternative	1.1	1.0	1.1	2.0	1.0	1.2	1.0	1.0	1.3	1.0	-	1.0	1.0	1.3	1.0
Yes - High price of alternative	1.3	1.0	1.4f	2.0f	1.0	1.0	1.0	2.0f	1.4	1.0	1.0	1.3	1.2	1.4	1.3
Yes- Other	1.4	-	1.7	1.3	1.0	1.0	1.7	2.0	1.0	1.0	-	1.4	1.4	1.2	1.8
No - None	1.0	-	-	1.0	-	-	-	-	-	-	-	-	-	1.0	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 62 (continuation)
<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?
by
Base: All considering switching

PERSONAL PROFILE																	
Total	Location														Involvement		
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net – England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Yes – Security of alternative	1.1	–	1.1	1.5	1.0	1.0	1.0	1.1	–	–	1.1	–	1.0	–	1.1	1.5	–
Yes – High price of alternative	1.3	1.0	1.8g	2.0g	1.0	–	1.0	1.1	1.0	1.0	1.3	2.0	1.5	1.0	1.3	1.3	–
Yes– Other	1.4	–	2.0	1.0	2.0	–	1.0	1.3	1.5	1.0	1.5	1.0	1.0	–	1.4	3.0	–
No – None	1.0	1.0	–	–	–	–	–	–	–	–	1.0	–	–	–	1.0	–	–

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 62 (continuation)
<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?
by
Base: All considering switching

Total	PERSONAL PROFILE														
	Fixed line services												Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Yes - Security of alternative	1.1	1.1	1.2	1.0	1.2	1.2	-	1.2	1.0	1.1	1.2	1.0	1.1	1.1	-
Yes - High price of alternative	1.3	1.2	1.4	1.2	1.3	1.0	-	1.2	2.5 AbCdEg	1.6	1.6	-	1.6	1.2	1.4
Yes- Other	1.4	1.5	1.3	1.7	1.3	1.3	-	1.0	1.3	1.2	1.3	1.0	1.2	1.4	-
No - None	1.0	1.0	-	1.0	-	-	-	-	-	-	-	-	1.0	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 62 (continuation)
<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?
by
Base: All considering switching

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Yes - Security of alternative	1.1	1.1	1.1	1.2	1.3	1.2	1.2	1.4		1.0	1.0	1.5	1.0	1.0	-	1.0
Yes - High price of alternative	1.3	1.4	1.4	1.4	1.3	1.5	1.3	1.2		-	1.0	1.1	1.3	1.2	-	-
Yes- Other	1.4	1.5	1.5	1.4	1.5	1.5	1.7	1.8		-	1.5	1.3	1.0	2.0	1.0	-
No - None	1.0	1.0	-	1.0	-	-	-	-		-	-	1.0	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 62 (continuation)
<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?
by
Base: All considering switching

Total		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
		(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 channe ls(g)	or more chan nels(h)	(a)	(b)	(a)	(b)	Service (a)	mentary (b)	ck-up (c)	Service (a)	mentary (b)	ck-up (c)	alone (a)	-house package (b)	so lution (c)
Yes - Security of alternative	1.1	1.0	2.0	1.0	1.0	2.0	1.3	1.0	-	1.1	1.0	1.1	-	1.0	1.3	1.5A	1.2	1.2	-	1.1	1.2	2.0
Yes - High price of alternative	1.3	1.0	3.0	3.0	1.0	1.3	1.0	2.0	1.0	1.2	1.3	1.3	1.0	1.2	1.2	1.0	1.6	1.2	1.0	1.4	1.2	1.0
Yes- Other	1.4	1.5	1.0	1.5	1.3	1.3	-	-	-	1.5	1.5	1.5	1.5	2.3Bc	1.1	1.0	1.4	1.3	1.0	1.8b	1.3	-
No - None	1.0	-	-	-	-	-	-	-	-	-	1.0	-	-	1.0	-	-	-	-	-	1.0	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 62 (continuation)
<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?
by
Base: All considering switching

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect deci- sion (d)	No impact (e)
Yes - Security of alternative	1.1	1.1	1.1	1.3	1.1	-	1.1	1.1	1.1	1.5ac	-
Yes - High price of alternative	1.3	1.2	1.3	1.7	1.3	-	1.3	1.2	1.2	2.0	-
Yes- Other	1.4	1.7	1.3	1.3	1.4	-	1.7	1.6	1.6	1.1	-
No - None	1.0	-	-	1.0	1.0	-	-	1.0	1.0	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 62 (continuation)

<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?

by

Base: All considering switching

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr iaied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa ymen (g)	Video confe rencing (h)	
Yes - Security of alternative	1.1	1.1	1.0	1.1	1.0	1.2	1.1	1.0	-	1.0	1.2	1.0	2.0	1.2	1.0	1.0	1.0	1.3	1.0	1.0	1.5
Yes - High price of alternative	1.3	1.2	1.0	1.2	1.0	1.0	1.2	1.3	-	-	1.8	1.7	1.0	1.8	1.7	2.0	1.6	1.8	2.0	1.7	1.7
Yes- Other	1.4	1.5	1.5	1.6	1.0	1.0	2.0	1.5	1.0	1.0	1.5	1.0	-	1.5	1.5	1.3	1.3	1.5	1.3	2.0	1.5
No - None	1.0	-	1.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 62 (continuation)
<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?
by
Base: All considering switching

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Yes - Security of alternative	1.1	1.2	1.0	1.0	2.0	-	1.0	2.0	1.0	1.0	2.0	1.0	2.0	1.0	-	-	-	-	-	-
Yes - High price of alternative	1.3	1.4	2.0	2.0	1.0	1.5	2.0	1.0	1.8	2.0	1.0	-	1.3	1.8	-	-	-	-	-	-
Yes- Other	1.4	1.0	2.0	2.0	-	1.0	1.3	-	1.5	1.0	1.0	1.0	1.0	1.3	-	-	-	-	-	-
No - None	1.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 62 (continuation)
<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}?
by
Base: All considering switching

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Yes - Security of alternative	1.1	1.2	1.1	1.0	1.1	1.5	
Yes - High price of alternative	1.3	1.4	1.2	2.0	1.5	1.0	
Yes- Other	1.4	1.3	1.5	2.0	1.3	2.0	
No - None	1.0	-	1.0	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 63

<B10>If the price of {MAIN SERVICE} increased by 10% across all suppliers, to what extent would this influence your decision to stay or switch away from {MAIN SERVICE}? by

Base: All with ISDN

	Total	PERSONAL PROFILE														
		Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20	(c)	£1m	to £20 million	million	(d)
					(e)	(f)						(a)	(b)	(c)		
Total	181	-	6	11	17	41	62	61	126	14	14	18	20	87	43	29
We would definitely switch away from {MAIN SERVICE}	27 15%	- -%	2 33%	1 9%	3 18%	3 7%	12 19%	9 15%	15 12%	3 21%	2 14%	6 33%	4 20%	7 8%	10b 23%	6 21%
We would be more likely to switch away from {MAINSERVICE}	64 35%	- -%	1 17%	2 18%	3 18%	9 22%	25 40%	27e 44%	43 34%	6 43%	8 57%	4 22%	6 30%	31 36%	16 37%	11 38%
This would be a consideration, but unlikely to affect our decision to stay	60 33%	- -%	1 17%	5 45%	6 35%	19f 46%	16 26%	19 31%	42 33%	3 21%	4 29%	7 39%	7 35%	30 34%	12 28%	10 34%
Would have no impact - would keep {MAIN SERVICE}	18 10%	- -%	1 17%	2 18%	3 18%	7G 17%	8G 13%	- -%	18 14%	- -%	- -%	- -%	1 5%	16c 18%	1 2%	- -%
Don't know	12 7%	- -%	1 17%	1 9%	2 12%	3 7%	1 2%	6f 10%	8 6%	2 14%	- -%	1 6%	2 10%	3 3%	4 9%	2 7%
NET ---																
Likely to switch away	91 50%	- -%	3 50%	3 27%	6 35%	12 29%	37E 60%	36E 59%	58 46%	9 64%	10 71%	10 56%	10 50%	38 44%	26 60%	17 59%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 63 (continuation)

<B10>If the price of {MAIN SERVICE} increased by 10% across all suppliers, to what extent would this influence your decision to stay or switch away from {MAIN SERVICE}?

by

Base: All with ISDN

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	181	7	37	11	21	14	25	30	18	18	3	16	36	54	72
We would definitely switch away from {MAIN SERVICE}	27 15%	4 57%	4 11%	1 9%	4 19%	3 21%	6 24%	1 3%	2 11%	2 11%	- -%	3 19%	8 22%	8 15%	8 11%
We would be more likely to to switch away from {MAINSERVICE}	64 35%	3 43%	17 46%	2 18%	9 43%	5 36%	7 28%	9 30%	7 39%	5 28%	2 67%	8 50%	16e 44%	20 37%	18 25%
This would be a consideration, but unlikely to affect our decision to stay	60 33%	- -%	12 32%	4 36%	6 29%	5 36%	6 24%	14 47%	6 33%	7 39%	- -%	5 31%	6 17%	19 35%	30C 42%
Would have no impact - would keep {MAIN SERVICE}	18 10%	- -%	3 8%	3 27%	2 10%	1 7%	2 8%	4 13%	2 11%	1 6%	- -%	- -%	4 11%	4 7%	10 14%
Don't know	12 7%	- -%	1 3%	1 9%	- -%	- -%	4 16%	2 7%	1 6%	3 17%	1 33%	- -%	2 6%	3 6%	6 8%
NET ---															
Likely to switch away	91 50%	7 100%	21 57%	3 27%	13 62%	8 57%	13 52%	10 33%	9 50%	7 39%	2 67%	11 69%	24E 67%	28 52%	26 36%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 63 (continuation)

<B10>If the price of {MAIN SERVICE} increased by 10% across all suppliers, to what extent would this influence your decision to stay or switch away from {MAIN SERVICE}?

by

Base: All with ISDN

	PERSONAL PROFILE																	
	Total	Location														Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	181	6	20	11	6	13	10	56	33	12	167	6	7	1	106	12	7	
We would definitely switch away from {MAIN SERVICE}	27 15%	1 17%	4 20%	1 9%	- -%	1 8%	1 10%	14h 25%	2 6%	- -%	24 14%	- -%	3 43%	- -%	21 20%	2 17%	- -%	
We would be more likely to switch away from {MAINSERVICE}	64 35%	3 50%	7 35%	5 45%	3 50%	3 23%	4 40%	18 32%	9 27%	6 50%	58 35%	4 67%	1 14%	1 100%	43 41%	4 33%	3 43%	
This would be a consideration, but unlikely to affect our decision to stay	60 33%	1 17%	9 45%	4 36%	2 33%	6 46%	3 30%	17 30%	12 36%	3 25%	57 34%	2 33%	1 14%	- -%	32 30%	5 42%	2 29%	
Would have no impact - would keep {MAIN SERVICE}	18 10%	- -%	- -%	- -%	1 17%	2 15%	2 20%	4 7%	6 18%	1 8%	16 10%	- -%	2 29%	- -%	7 7%	- -%	1 14%	
Don't know	12 7%	1 17%	- -%	1 9%	- -%	1 8%	- -%	3 5%	4 12%	2 17%	12 7%	- -%	- -%	- -%	3 3%	1 8%	1 14%	
NET	---																	
Likely to switch away	91 50%	4 67%	11 55%	6 55%	3 50%	4 31%	5 50%	32h 57%	11 33%	6 50%	82 49%	4 67%	4 57%	1 100%	64 60%	6 50%	3 43%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 63 (continuation)

<B10>If the price of {MAIN SERVICE} increased by 10% across all suppliers, to what extent would this influence your decision to stay or switch away from {MAIN SERVICE}?

by

Base: All with ISDN

	Total	PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	181	100	100	63	73	19	-	22	12	30	22	8	30	93	88	-
We would definitely switch away from {MAIN SERVICE}	27 15%	19 19%	12 12%	9 14%	7 10%	4 21%	- -%	7 32%	2 17%	8d 27%	6 27%	2 25%	8d 27%	17 18%	10 11%	- -%
We would be more likely to switch away from {MAINSERVICE}	64 35%	31 31%	40 40%	20 32%	30 41%	7 37%	- -%	6 27%	5 42%	9 30%	7 32%	2 25%	9 30%	29 31%	35 40%	- -%
This would be a consideration, but unlikely to affect our decision to stay	60 33%	31 31%	34 34%	20 32%	26 36%	5 26%	- -%	7 32%	4 33%	10 33%	7 32%	3 38%	10 33%	28 30%	32 36%	- -%
Would have no impact - would keep {MAIN SERVICE}	18 10%	14d 14%	7 7%	10d 16%	3 4%	3 16%	- -%	1 5%	1 8%	2 7%	1 5%	1 13%	2 7%	14b 15%	4 5%	- -%
Don't know	12 7%	5 5%	7 7%	4 6%	7 10%	- -%	- -%	1 5%	- -%	1 3%	1 5%	- -%	1 3%	5 5%	7 8%	- -%
NET ---																
Likely to switch away	91 50%	50 50%	52 52%	29 46%	37 51%	11 58%	- -%	13 59%	7 58%	17 57%	13 59%	4 50%	17 57%	46 49%	45 51%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 63 (continuation)
<B10>If the price of {MAIN SERVICE} increased by 10% across all suppliers, to what extent would this influence your decision to stay or switch away from {MAIN SERVICE}?
by
Base: All with ISDN

	ISDN LINES															
	ISDN services Used									ISDN2/2e Channels						
	Total	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	181	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
We would definitely switch away from {MAIN SERVICE}	27 15%	23 16%	15 16%	15 15%	17 22%	13 19%	15 19%	13 23%	10 18%	3 33%	3 12%	5 22%	4 25%	2 18%	- -%	- -%
We would be more likely to switch away from {MAINSERVICE}	64 35%	50 34%	32 34%	32 32%	28 35%	23 34%	32 40%	22 39%	20 36%	1 11%	11 44%	8 35%	3 19%	4 36%	- -%	2 40%
This would be a consideration, but unlikely to affect our decision to stay	60 33%	52 35%	33 35%	40 40%	26 33%	23 34%	22 28%	15 27%	19 35%	2 22%	7 28%	7 30%	6 38%	4 36%	2 100%	2 40%
Would have no impact - would keep {MAIN SERVICE}	18 10%	15 10%	9 10%	7 7%	6 8%	6 9%	8 10%	4 7%	2 4%	1 11%	3 12%	3 13%	3 19%	1 9%	- -%	1 20%
Don't know	12 7%	8 5%	5 5%	6 6%	2 3%	2 3%	3 4%	2 4%	4 7%	2 22%	1 4%	- -%	- -%	- -%	- -%	- -%
NET	---															
Likely to switch away	91 50%	73 49%	47 50%	47 47%	45 57%	36 54%	47 59%	35 63%	30 55%	4 44%	14 56%	13 57%	7 44%	6 55%	- -%	2 40%
95 percent as lower case or *, 99 percent as UPPER CASE or **																

Table 63 (continuation)

<B10>If the price of {MAIN SERVICE} increased by 10% across all suppliers, to what extent would this influence your decision to stay or switch away from {MAIN SERVICE}?

by

Base: All with ISDN

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channels (g)	1500 or more ch nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	181	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
We would definitely switch away from {MAIN SERVICE}	27 15%	3 12%	1 13%	2 13%	2 11%	1 8%	1 14%	1 100%	- -%	21 19%	4 10%	21 26%	- -%	11 19%	7 22%	- -%	7 12%	5 18%	- -%	14 18%	11 14%	1 8%	
We would be more likely to to switch away from {MAINSERVICE}	64 35%	8 31%	2 25%	6 38%	11 58%	6 50%	4 57%	- -%	2 67%	37 34%	20 49%	26 32%	9 53%	13 23%	13 41%	5 83%	21 36%	14 50%	4 44%	24 31%	34 44%	5 38%	
This would be a consideration, but unlikely to affect our decision to stay	60 33%	12 46%	4 50%	6 38%	6 32%	4 33%	1 14%	- -%	1 33%	38 35%	9 22%	28 35%	4 24%	21 37%	9 28%	1 17%	24 41%	6 21%	4 44%	24 31%	26 34%	5 38%	
Would have no impact - would keep {MAIN SERVICE}	18 10%	3 12%	1 13%	1 6%	- -%	- -%	- -%	- -%	- -%	8 7%	6 15%	4 5%	2 12%	10 18%	2 6%	- -%	5 9%	2 7%	- -%	13B 17%	2 3%	1 8%	
Don't know	12 7%	- -%	- -%	1 6%	- -%	1 8%	1 14%	- -%	- -%	5 5%	2 5%	2 2%	2 12%	2 4%	1 3%	- -%	1 2%	1 4%	1 11%	2 3%	4 5%	1 8%	
NET ---																							
Likely to switch away	91 50%	11 42%	3 38%	8 50%	13 68%	7 58%	5 71%	1 100%	2 67%	58 53%	24 59%	47 58%	9 53%	24 42%	20 63%	5 83%	28 48%	19 68%	4 44%	38 49%	45 58%	6 46%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 63 (continuation)

<B10>If the price of {MAIN SERVICE} increased by 10% across all suppliers, to what extent would this influence your decision to stay or switch away from {MAIN SERVICE}?

by

Base: All with ISDN

ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	181	37	66	71	68	92	27	64	91	60	18
We would definitely switch away from {MAIN SERVICE}	27 15%	16BC 43%	6 9%	5 7%	25B 37%	2 2%	27 100%	- -%	27BD 30%	- -%	- -%
We would be more likely to to switch away from {MAINSERVICE}	64 35%	12 32%	36aC 55%	15 21%	31b 46%	26 28%	- -%	64CD 100%	64D 70%	- -%	- -%
This would be a consideration, but unlikely to affect our decision to stay	60 33%	6 16%	19 29%	32Ab 45%	10 15%	42A 46%	- -%	- -%	- -%	60BC 100%	- -%
Would have no impact - would keep {MAIN SERVICE}	18 10%	1 3%	2 3%	15aB 21%	- -%	18A 20%	- -%	- -%	- -%	- -%	18 100%
Don't know	12 7%	2 5%	3 5%	4 6%	2 3%	4 4%	- -%	- -%	- -%	- -%	- -%
NET ---											
Likely to switch away	91 50%	28C 76%	42C 64%	20 28%	56B 82%	28 30%	27 100%	64D 100%	91D 100%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 63 (continuation)

<B10>If the price of {MAIN SERVICE} increased by 10% across all suppliers, to what extent would this influence your decision to stay or switch away from {MAIN SERVICE}?

by

Base: All with ISDN

		IP Based Services																					

		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used									
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plemen (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa (f) yments (g)	Video confe rencing (h)		
		-----		-----		-----					-----			-----									
Total	181	80	54	41	28	11	24	16	6	22	13	19	5	17	18	16	10	8	10	6	6		
We would definitely switch away from {MAIN SERVICE}	27 15%	15b 19%	3 6%	13 32%	2 7%	6 55%	5 21%	3 19%	1 17%	- -%	4 31%	5 26%	1 20%	3 18%	4 22%	3 19%	4 40%	2 25%	- -%	2 33%	- -%		
We would be more likely to switch away from {MAINSERVICE}	64 35%	32 40%	18 33%	19 46%	9 32%	3 27%	15 63%	9 56%	- -%	5 23%	4 31%	6 32%	- -%	6 35%	4 22%	7 44%	4 40%	2 25%	5 50%	3 50%	3 50%		
This would be a consideration, but unlikely to affect our decision to stay	60 33%	29 36%	16 30%	8 20%	15 54%	1 9%	4 17%	4 25%	5 83%	15 68%	4 31%	7 37%	3 60%	7 41%	8 44%	4 25%	1 10%	4 50%	4 40%	1 17%	3 50%		
Would have no impact - would keep {MAIN SERVICE}	18 10%	2 3%	10A 19%	- -%	2 7%	1 9%	- -%	- -%	- -%	1 5%	1 8%	- -%	- -%	1 6%	1 6%	1 6%	- -%	- -%	1 10%	- -%	- -%		
Don't know	12 7%	2 3%	7a 13%	1 2%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	1 5%	1 20%	- -%	1 6%	1 6%	1 10%	- -%	- -%	- -%	- -%		
NET ---																							
Likely to switch away	91 50%	47b 59%	21 39%	32 78%	11 39%	9 82%	20 83%	12 75%	1 17%	5 23%	8 62%	11 58%	1 20%	9 53%	8 44%	10 63%	8 80%	4 50%	5 50%	5 83%	3 50%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 63 (continuation)

<B10>If the price of {MAIN SERVICE} increased by 10% across all suppliers, to what extent would this influence your decision to stay or switch away from {MAIN SERVICE}?

by

Base: All with ISDN

	IP Based Services																					
	Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	
Total	181	21	7	16	8	5	17	10	15	7	4	4	4	18	2	-	-	-	-	-	-	
We would definitely switch away from {MAIN SERVICE}	27 15%	6 29%	2 29%	6 38%	- %	2 40%	6 35%	2 20%	5 33%	2 29%	1 25%	3 75%	1 25%	4 22%	- %	- %	- %	- %	- %	- %	- %	
We would be more likely to switch away from {MAINSERVICE}	64 35%	5 24%	3 43%	3 19%	3 38%	2 40%	5 29%	2 20%	5 33%	3 43%	- %	1 25%	2 50%	5 28%	- %	- %	- %	- %	- %	- %	- %	
This would be a consideration, but unlikely to affect our decision to stay	60 33%	9 43%	- %	6 38%	3 38%	1 20%	4 24%	5 50%	5 33%	1 14%	3 75%	- %	1 25%	8 44%	1 50%	- %	- %	- %	- %	- %	- %	
Would have no impact - would keep {MAIN SERVICE}	18 10%	1 5%	1 14%	- %	2 25%	- %	2 12%	- %	- %	1 14%	- %	- %	- %	1 6%	1 50%	- %	- %	- %	- %	- %	- %	
Don't know	12 7%	- %	1 14%	1 6%	- %	- %	- %	1 10%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
NET ---																						
Likely to switch away	91 50%	11 52%	5 71%	9 56%	3 38%	4 80%	11 65%	4 40%	10 67%	5 71%	1 25%	4 100%	3 75%	9 50%	- %	- %	- %	- %	- %	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 63 (continuation)

<B10>If the price of {MAIN SERVICE} increased by 10% across all suppliers, to what extent would this influence your decision to stay or switch away from {MAIN SERVICE}? by

Base: All with ISDN

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	181	91	82	57	30	54	40
We would definitely switch away from {MAIN SERVICE}	27 15%	10 11%	17 21%	17b 30%	2 7%	9 17%	3 8%
We would be more likely to to switch away from {MAINSERVICE}	64 35%	24 26%	39A 48%	22 39%	6 20%	27 50%	12 30%
This would be a consideration, but unlikely to affect our decision to stay	60 33%	38B 42%	18 22%	14 25%	12 40%	14 26%	17 43%
Would have no impact - would keep {MAIN SERVICE}	18 10%	13 14%	5 6%	2 4%	9A 30%	1 2%	6a 15%
Don't know	12 7%	6 7%	3 4%	2 4%	1 3%	3 6%	2 5%
NET ---							
Likely to switch away	91 50%	34 37%	56A 68%	39B 68%	8 27%	36B 67%	15 38%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}? by

Base: All that would definitely not switch away

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	154	-	4	10	14	38	50	52	111	11	12	12	16	80	33	23
11	(11.0) 12 8%	- -	1 25%	- -	1 7%	1 3%	5 10%	5 10%	9 8%	- -	- -	1 8%	1 6%	4 5%	3 9%	3 13%
12	(12.0) 5 3%	- -	1 25%	- -	1 7%	- -	3 6%	1 2%	5 5%	- -	- -	- -	1 6%	3 4%	1 3%	- -
14	(14.0) 1 1%	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	1 8%	- -	- -	1 1%	- -	- -
15	(15.0) 31 20%	- -	- -	4 40%	4 29%	5 13%	10 20%	12 23%	23 21%	2 18%	1 8%	4 33%	3 19%	15 19%	6 18%	7 30%
18	(18.0) 2 1%	- -	- -	- -	- -	- -	- -	2 4%	2 2%	- -	- -	- -	- -	- -	2b 6%	- -
20	(20.0) 35 23%	- -	2 50%	2 20%	4 29%	11 29%	9 18%	11 21%	27 24%	2 18%	4 33%	2 17%	5 31%	19 24%	7 21%	4 17%
21	(21.0) 1 1%	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	1 8%	- -	- -	1 3%	- -
22	(22.0) 1 1%	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	- -	1 6%	- -	- -	- -
23	(23.0) 2 1%	- -	- -	- -	- -	- -	1 2%	1 2%	1 1%	- -	1 8%	- -	- -	1 1%	1 3%	- -
24	(24.0) 1 1%	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	1 8%	- -	- -	- -	1 4%
25	(25.0) 13 8%	- -	- -	- -	- -	6 16%	4 8%	3 6%	8 7%	2 18%	1 8%	- -	- -	10 13%	1 3%	2 9%
30	(30.0) 12 8%	- -	- -	2 20%	2 14%	4 11%	2 4%	4 8%	9 8%	2 18%	- -	1 8%	2 13%	4 5%	3 9%	2 9%
33	(33.0) 2 1%	- -	- -	- -	- -	- -	2 4%	- -	2 2%	- -	- -	- -	- -	1 1%	- -	1 4%
35	(35.0) 3 2%	- -	- -	- -	- -	- -	1 2%	2 4%	- -	1 9%	2 17%	- -	- -	1 1%	1 3%	1 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All that would definitely not switch away

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	154	-	4	10	14	38	50	52	111	11	12	12	16	80	33	23
40	(40.0)	5 3%	- -%	- -%	- -%	2 5%	- -%	3 6%	2 2%	1 9%	1 8%	- -%	2 13%	1 1%	1 3%	1 4%
44	(44.0)	1 1%	- -%	- -%	1 10%	1 7%	- -%	- -%	1 1%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%
45	(45.0)	5 3%	- -%	- -%	- -%	1 3%	3 6%	1 2%	4 4%	- -%	1 8%	- -%	- -%	4 5%	1 3%	- -%
50	(50.0)	10 6%	- -%	- -%	1 10%	1 7%	4 11%	1 2%	4 8%	- -%	- -%	1 8%	- -%	7 9%	3 9%	- -%
54	(54.0)	1 1%	- -%	- -%	- -%	- -%	1 2%	- -%	1 1%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%
70	(70.0)	1 1%	- -%	- -%	- -%	- -%	1 2%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%
75	(75.0)	2 1%	- -%	- -%	- -%	- -%	2 4%	- -%	1 1%	1 9%	- -%	- -%	- -%	2 3%	- -%	- -%
78	(78.0)	1 1%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 3%	- -%
80	(80.0)	1 1%	- -%	- -%	- -%	1 3%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%
100	(100.0)	3 2%	- -%	- -%	- -%	2 5%	1 2%	- -%	3 3%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%
200	(200.0)	2 1%	- -%	- -%	- -%	1 3%	1 2%	- -%	2 2%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%
Don't know	1 1%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 1%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%
Median	20.00	-	16.00	20.00	20.00	25.00	20.00	20.00	20.00	25.00	21.50	20.00	20.00	20.00	20.00	20.00
Mean score	29.3	-	15.8	25.4	22.6	36.3g	31.8	23.5	30.2	30.0	26.0	26.2	23.4	33.3	26.9	23.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All that would definitely not switch away

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	154	3	33	10	17	11	19	29	16	16	3	13	28	46	64
11	(11.0) 12 8%	- -%	2 6%	- -%	1 6%	1 9%	2 11%	3 10%	2 13%	1 6%	1 33%	- -%	1 4%	5 11%	5 8%
12	(12.0) 5 3%	- -%	2 6%	1 10%	- -%	1 9%	- -%	1 3%	- -%	- -%	- -%	- -%	2 7%	2 4%	1 2%
14	(14.0) 1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	1 4%	- -%	- -%
15	(15.0) 31 20%	1 33%	3 9%	3 30%	4 24%	3 27%	5 26%	5 17%	2 13%	5 31%	1 33%	2 15%	4 14%	9 20%	15 23%
18	(18.0) 2 1%	- -%	1 3%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	2 7%	- -%	- -%
20	(20.0) 35 23%	1 33%	9 27%	- -%	3 18%	4 36%	4 21%	7 24%	5 31%	2 13%	1 33%	4 31%	4 14%	10 22%	16 25%
21	(21.0) 1 1%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%
22	(22.0) 1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	1 4%	- -%	- -%
23	(23.0) 2 1%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	1 6%	- -%	- -%	2 7%	- -%	- -%
24	(24.0) 1 1%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%
25	(25.0) 13 8%	- -%	4 12%	2 20%	1 6%	- -%	1 5%	3 10%	- -%	2 13%	- -%	1 8%	3 11%	4 9%	5 8%
30	(30.0) 12 8%	- -%	3 9%	- -%	3 18%	- -%	2 11%	3 10%	- -%	1 6%	- -%	- -%	- -%	6 13%	6 9%
33	(33.0) 2 1%	- -%	- -%	- -%	2 12%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	1 4%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by
Base: All that would definitely not switch away

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	154	3	33	10	17	11	19	29	16	16	3	13	28	46	64
35	(35.0) 2%	- -	1 3%	- -	- -	- -	- -	- -	1 6%	1 6%	- -	1 8%	- -	- -	2 3%
40	(40.0) 3%	1 33%	1 3%	- -	- -	- -	1 5%	1 3%	1 6%	- -	- -	1 8%	- -	2 4%	2 3%
44	(44.0) 1%	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -
45	(45.0) 3%	- -	3 9%	- -	- -	1 9%	1 5%	- -	- -	- -	- -	- -	3 11%	2 4%	- -
50	(50.0) 6%	- -	1 3%	2 20%	- -	- -	1 5%	3 10%	2 13%	1 6%	- -	2 15%	1 4%	2 4%	5 8%
54	(54.0) 1%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 4%	- -	- -
70	(70.0) 1%	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -	- -	1 4%	- -	- -
75	(75.0) 1%	- -	- -	- -	- -	- -	- -	1 3%	1 6%	- -	- -	- -	1 4%	- -	1 2%
78	(78.0) 1%	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -
80	(80.0) 1%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -
100	(100.0) 2%	- -	- -	- -	- -	- -	- -	1 3%	- -	2 13%	- -	- -	- -	1 2%	2 3%
200	(200.0) 1%	- -	1 3%	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 3%
Don't know	1 1%	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	1 2%
Median	20.00	20.00	20.00	25.00	24.00	20.00	20.00	20.00	20.00	21.50	15.00	25.00	21.00	20.00	20.00

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)
<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?
by
Base: All that would definitely not switch away

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+	
	(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)	than	5 years	9 years	to 19	years	
Total		(b)	(c)	nsport/ Tra nsport/ Communi cations (d)		Services (f)	rvices (g)	and se rvices (h)		2 years (a)	(b)	(c)	years (d)	years (e)	
Total	154	3	33	10	17	11	19	29	16	16	3	13	28	46	64
Mean score	29.3	25.0	32.5	32.1	36.1	19.5	23.3	27.9	27.4	32.1	15.3	29.8	28.0	27.0	32.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All that would definitely not switch away

		PERSONAL PROFILE																
		Location													Involvement			
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	154	5	16	10	6	12	9	42	31	12	143	6	4	1	85	10	7	
11	(11.0)	12 8%	- %	2 13%	- %	- %	- %	- %	3 7%	5 16%	2 17%	12 8%	- %	- %	- %	3 4%	- %	3 43%
12	(12.0)	5 3%	1 20%	- %	- %	- %	1 8%	- %	1 2%	1 3%	1 8%	5 3%	- %	- %	- %	3 4%	1 10%	- %
14	(14.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	1 8%	1 1%	- %	- %	- %	1 1%	- %	- %
15	(15.0)	31 20%	1 20%	5 31%	3 30%	- %	3 25%	1 11%	2 5%	10 32%	2 17%	27 19%	3 50%	1 25%	- %	15 18%	2 20%	2 29%
18	(18.0)	2 1%	- %	- %	- %	- %	- %	- %	- %	- %	2 17%	2 1%	- %	- %	- %	2 2%	- %	- %
20	(20.0)	35 23%	3 60%	5 31%	1 10%	4 67%	1 8%	1 11%	12 29%	6 19%	1 8%	34 24%	1 17%	- %	- %	16 19%	5 50%	1 14%
21	(21.0)	1 1%	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	1 1%	- %	- %	- %	1 1%	- %	- %
22	(22.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 17%	- %	- %	- %	- %	- %
23	(23.0)	2 1%	- %	- %	- %	- %	- %	- %	1 2%	1 3%	- %	2 1%	- %	- %	- %	2 2%	- %	- %
24	(24.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	1 3%	- %	1 1%	- %	- %	- %	1 1%	- %	- %
25	(25.0)	13 8%	- %	3 19%	- %	2 33%	1 8%	1 11%	4 10%	1 3%	1 8%	13 9%	- %	- %	- %	9 11%	1 10%	- %
30	(30.0)	12 8%	- %	- %	1 10%	- %	4 33%	2 22%	3 7%	1 3%	1 8%	12 8%	- %	- %	- %	7 8%	- %	- %
33	(33.0)	2 1%	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	1 1%	- %	1 25%	- %	2 2%	- %	- %
35	(35.0)	3 2%	- %	- %	- %	- %	- %	2 22%	- %	- %	- %	2 1%	- %	- %	1 100%	2 2%	1 10%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All that would definitely not switch away

		PERSONAL PROFILE																
		Location											Involvement					
Total		North East England (a)	North West England and the (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total		154	5	16	10	6	12	9	42	31	12	143	6	4	1	85	10	7
40	(40.0)	5 3%	- %	- %	1 10%	- %	1 8%	- %	3 7%	- %	- %	5 3%	- %	- %	- %	3 4%	- %	- %
44	(44.0)	1 1%	- %	- %	1 10%	- %	- %	- %	- %	- %	- %	1 1%	- %	- %	- %	- %	- %	- %
45	(45.0)	5 3%	- %	- %	2 20%	- %	- %	- %	3 7%	- %	- %	5 3%	- %	- %	- %	5 6%	- %	- %
50	(50.0)	10 6%	- %	- %	- %	- %	- %	1 11%	5 12%	3 10%	- %	9 6%	- %	1 25%	- %	5 6%	- %	1 14%
54	(54.0)	1 1%	- %	- %	1 10%	- %	- %	- %	- %	- %	- %	1 1%	- %	- %	- %	1 1%	- %	- %
70	(70.0)	1 1%	- %	- %	- %	- %	1 8%	- %	- %	- %	- %	1 1%	- %	- %	- %	1 1%	- %	- %
75	(75.0)	2 1%	- %	- %	- %	- %	- %	- %	- %	- %	1 8%	1 1%	1 17%	- %	- %	2 2%	- %	- %
78	(78.0)	1 1%	- %	- %	- %	- %	- %	1 11%	- %	- %	- %	1 1%	- %	- %	- %	1 1%	- %	- %
80	(80.0)	1 1%	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	1 1%	- %	- %	- %	1 1%	- %	- %
100	(100.0)	3 2%	- %	1 6%	- %	- %	- %	- %	1 2%	- %	- %	2 1%	- %	1 25%	- %	- %	- %	- %
200	(200.0)	2 1%	- %	- %	- %	- %	- %	- %	1 2%	1 3%	- %	2 1%	- %	- %	- %	1 1%	- %	- %
Don't know		1 1%	- %	- %	- %	- %	- %	- %	- %	1 3%	- %	1 1%	- %	- %	- %	1 1%	- %	- %
Median		20.00	20.00	20.00	35.00	20.00	27.50	30.00	25.00	15.00	16.50	20.00	17.50	41.50	35.00	23.00	20.00	15.00
Mean score		29.3	17.4	23.3	32.3	21.7	27.7	35.3	34.9	26.3	22.0	28.7	27.0	49.5	35.0	30.4	20.2	19.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by
Base: All that would definitely not switch away

		PERSONAL PROFILE															

		Total	Fixed line services												Mostly used fixed line		
			ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & (g)	ISDN 30 & (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)

Total		154	81	88	54	66	15	-	15	10	22	16	6	22	76	78	-
11	(11.0)	12 8%	6 7%	7 8%	4 7%	5 8%	1 7%	- %	2 13%	2 20%	3 14%	2 13%	1 17%	3 14%	5 7%	7 9%	- %
12	(12.0)	5 3%	2 2%	3 3%	2 4%	2 3%	- %	- %	- %	1 10%	1 5%	1 6%	- %	1 5%	2 3%	3 4%	- %
14	(14.0)	1 1%	- %	1 1%	- %	1 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 1%	- %
15	(15.0)	31 20%	17 21%	17 19%	12 22%	13 20%	3 20%	- %	3 20%	2 20%	4 18%	3 19%	1 17%	4 18%	17 22%	14 18%	- %
18	(18.0)	2 1%	2 2%	- %	- %	- %	- %	- %	2 13%	- %	2 9%	2 13%	- %	2 9%	2 3%	- %	- %
20	(20.0)	35 23%	17 21%	21 24%	13 24%	17 26%	3 20%	- %	2 13%	2 20%	3 14%	2 13%	1 17%	3 14%	16 21%	19 24%	- %
21	(21.0)	1 1%	1 1%	1 1%	- %	- %	1 7%	- %	- %	- %	- %	- %	- %	- %	1 1%	- %	- %
22	(22.0)	1 1%	- %	1 1%	- %	1 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 1%	- %
23	(23.0)	2 1%	2 2%	1 1%	1 2%	- %	1 7%	- %	- %	- %	- %	- %	- %	- %	2 3%	- %	- %
24	(24.0)	1 1%	1 1%	- %	- %	- %	- %	- %	1 7%	- %	1 5%	1 6%	- %	1 5%	1 1%	- %	- %
25	(25.0)	13 8%	6 7%	7 8%	6 11%	7 11%	- %	- %	- %	- %	- %	- %	- %	- %	6 8%	7 9%	- %
30	(30.0)	12 8%	7 9%	5 6%	6 11%	3 5%	- %	- %	1 7%	2 20%	3 14%	2 13%	1 17%	3 14%	7 9%	5 6%	- %
33	(33.0)	2 1%	1 1%	2 2%	- %	1 2%	1 7%	- %	- %	- %	- %	- %	- %	- %	1 1%	1 1%	- %
35	(35.0)	3 2%	1 1%	2 2%	1 2%	2 3%	- %	- %	- %	- %	- %	- %	- %	- %	1 1%	2 3%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All that would definitely not switch away

PERSONAL PROFILE																	
	Total	Fixed line services												Mostly used fixed line			
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	154	81	88	54	66	15	-	15	10	22	16	6	22	76	78	-	
40	(40.0)	5 3%	2 2%	4 5%	1 2%	3 5%	1 7%	- -	- -	- -	- -	- -	- -	1 1%	4 5%	- -	
44	(44.0)	1 1%	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	
45	(45.0)	5 3%	3 4%	2 2%	1 2%	2 3%	- -	- -	2 13%	- -	2 9%	2 13%	- -	2 9%	3 4%	2 3%	- -
50	(50.0)	10 6%	5 6%	6 7%	2 4%	5 8%	1 7%	- -	2 13%	- -	2 9%	- -	2 33%	2 9%	4 5%	6 8%	- -
54	(54.0)	1 1%	- -	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -
70	(70.0)	1 1%	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	
75	(75.0)	2 1%	- -	2 2%	- -	1 2%	- -	- -	1 10%	1 5%	1 6%	- -	1 5%	- -	2 3%	- -	- -
78	(78.0)	1 1%	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	
80	(80.0)	1 1%	1 1%	1 1%	- -	- -	1 7%	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -
100	(100.0)	3 2%	2 2%	2 2%	1 2%	1 2%	1 7%	- -	- -	- -	- -	- -	- -	2 3%	1 1%	- -	
200	(200.0)	2 1%	2 2%	1 1%	1 2%	- -	1 7%	- -	- -	- -	- -	- -	- -	2 3%	- -	- -	
Don't know	1 1%	- -	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	
Median	20.00	20.00	20.00	20.00	20.00	21.00	-	20.00	17.50	20.00	19.00	25.00	20.00	20.00	20.00	-	
Mean score	29.3	31.8	29.5	29.1	26.3	44.2d	-	25.8	23.9	26.4	25.3	29.3	26.4	31.3	27.3	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All that would definitely not switch away

		ISDN LINES															
		ISDN services Used									ISDN2/2e Channels						
		Total	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total		154	125	79	85	62	54	65	43	45	6	22	18	12	9	2	5
11	(11.0)	12 8%	9 7%	5 6%	9 11%	6 10%	5 9%	9 14%	4 9%	5 11%	1 17%	1 5%	- -	- -	- -	1 50%	1 20%
12	(12.0)	5 3%	4 3%	3 4%	4 5%	1 2%	3 6%	2 3%	1 2%	1 2%	- -	1 5%	- -	- -	- -	- -	- -
14	(14.0)	1 1%	- -	- -	- -	1 2%	- -	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -
15	(15.0)	31 20%	29 23%	21 27%	22 26%	16 26%	10 19%	12 18%	6 14%	11 24%	3 50%	5 23%	4 22%	2 17%	- -	- -	2 40%
18	(18.0)	2 1%	2 2%	1 1%	1 1%	1 2%	- -	2 3%	2 5%	1 2%	- -	- -	2 11%	- -	- -	- -	- -
20	(20.0)	35 23%	28 22%	19 24%	15 18%	13 21%	12 22%	13 20%	9 21%	10 22%	1 17%	5 23%	3 17%	3 25%	2 22%	- -	1 20%
21	(21.0)	1 1%	1 1%	- -	- -	1 2%	1 2%	1 2%	1 2%	1 2%	- -	- -	1 6%	- -	- -	- -	- -
22	(22.0)	1 1%	1 1%	- -	1 1%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
23	(23.0)	2 1%	1 1%	2 3%	1 1%	1 2%	1 2%	2 3%	1 2%	- -	- -	- -	1 6%	1 8%	- -	- -	- -
24	(24.0)	1 1%	1 1%	1 1%	1 1%	1 2%	1 2%	1 2%	1 2%	1 2%	- -	- -	- -	- -	1 11%	- -	- -
25	(25.0)	13 8%	11 9%	9 11%	7 8%	3 5%	6 11%	5 8%	4 9%	3 7%	- -	1 5%	- -	2 17%	3 33%	- -	- -
30	(30.0)	12 8%	11 9%	4 5%	5 6%	5 8%	4 7%	4 6%	4 9%	4 9%	1 17%	4 18%	2 11%	- -	- -	- -	- -
33	(33.0)	2 1%	1 1%	1 1%	1 1%	- -	1 2%	1 2%	- -	- -	- -	1 5%	- -	- -	- -	- -	- -
35	(35.0)	3 2%	2 2%	2 3%	1 1%	2 3%	- -	1 2%	1 2%	- -	- -	1 5%	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by
Base: All that would definitely not switch away

		ISDN LINES															
		ISDN services Used									ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 - (e)	20 -28 (f)	30+ (g)	
-----		-----									-----						
Total		154	125	79	85	62	54	65	43	45	6	22	18	12	9	2	5
40	(40.0)	5 3%	5 4%	2 3%	3 4%	2 3%	2 4%	2 3%	2 5%	2 4%	- %	- %	- %	1 8%	1 11%	- %	- %
44	(44.0)	1 1%	- %	- %	1 1%	- %	- %	- %	- %	- %	- %	- %	1 6%	- %	- %	- %	- %
45	(45.0)	5 3%	4 3%	3 4%	4 5%	2 3%	3 6%	1 2%	2 5%	1 2%	- %	- %	1 6%	1 8%	- %	1 50%	- %
50	(50.0)	10 6%	7 6%	3 4%	5 6%	3 5%	3 6%	4 6%	2 5%	4 9%	- %	2 9%	2 11%	1 8%	- %	- %	- %
54	(54.0)	1 1%	1 1%	- %	- %	1 2%	- %	- %	1 2%	- %	- %	- %	- %	- %	- %	- %	- %
70	(70.0)	1 1%	- %	1 1%	1 1%	1 2%	1 2%	1 2%	1 2%	1 2%	- %	- %	- %	1 8%	- %	- %	- %
75	(75.0)	2 1%	1 1%	1 1%	2 2%	- %	- %	1 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %
78	(78.0)	1 1%	- %	- %	- %	- %	- %	1 2%	- %	- %	- %	- %	- %	- %	1 11%	- %	- %
80	(80.0)	1 1%	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 20%
100	(100.0)	3 2%	2 2%	- %	1 1%	1 2%	- %	1 2%	- %	- %	- %	- %	1 6%	- %	- %	- %	- %
200	(200.0)	2 1%	2 2%	1 1%	- %	- %	1 2%	1 2%	- %	- %	- %	1 5%	- %	- %	1 11%	- %	- %
Don't know		1 1%	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Median		20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	15.00	20.00	20.50	24.00	25.00	28.00	15.00
Mean score		29.3	28.3	25.7	25.5	24.8	27.5	28.5	25.4	24.1	17.7	32.3	30.5	30.7	50.8	28.0	28.2

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by
Base: All that would definitely not switch away

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service mentary (a)	Supple service (b)	A ba ck-up (c)	Primary Service mentary (a)	Supple service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	ch nels(f)	or more chan nels(g)	chan nels(h)													
Total		154	23	7	14	17	11	6	-	3	88	37	60	17	46	25	6	51	23	9	63	66	12
11	(11.0)	12 8%	1 4%	1 14%	1 7%	2 12%	-	1 17%	-	1 33%	8 9%	2 5%	5 8%	1 6%	4 9%	1 4%	-	5 10%	1 4%	-	8b 13%	1 2%	1 8%
12	(12.0)	5 3%	2 9%	-	1 7%	-	-	-	-	-	-	5A 14%	-	-	2 4%	-	-	2 4%	1 4%	-	2 3%	3 5%	-
14	(14.0)	1 1%	-	-	-	1 6%	-	-	-	-	1 1%	-	-	1 6%	-	-	-	-	1 4%	-	-	1 2%	-
15	(15.0)	31 20%	4 17%	2 29%	4 29%	5 29%	-	-	-	1 33%	16 18%	10 27%	11 18%	1 6%	12 26%	4 16%	1 17%	11 22%	3 13%	2 22%	9 14%	12 18%	6 50%
18	(18.0)	2 1%	-	-	-	-	-	-	-	-	-	2a 5%	-	-	-	2 8%	-	-	-	-	-	2 3%	-
20	(20.0)	35 23%	7 30%	1 14%	3 21%	4 24%	1 9%	1 17%	-	1 33%	17 19%	8 22%	14 23%	1 6%	10 22%	6 24%	-	10 20%	6 26%	3 33%	13 21%	17 26%	2 17%
21	(21.0)	1 1%	-	-	-	-	1 9%	-	-	-	1 1%	-	1 2%	-	-	-	1 17%	-	1 4%	-	-	-	1 8%
22	(22.0)	1 1%	-	-	-	1 6%	-	-	-	-	-	1 3%	-	-	-	-	-	-	1 4%	-	-	1 2%	-
23	(23.0)	2 1%	-	-	-	-	-	1 17%	-	-	2 2%	-	1 2%	1 6%	1 2%	1 4%	-	-	1 4%	-	1 2%	1 2%	-
24	(24.0)	1 1%	-	-	-	-	-	-	-	-	1 1%	-	1 2%	-	1 2%	-	-	-	-	-	-	1 2%	-
25	(25.0)	13 8%	2 9%	1 14%	1 7%	1 6%	1 9%	-	-	-	7 8%	3 8%	5 8%	-	3 7%	3 12%	-	6 12%	1 4%	-	10b 16%	3 5%	-
30	(30.0)	12 8%	1 4%	-	-	1 6%	2 18%	1 17%	-	-	9b 10%	-	4 7%	5 29%	5 11%	1 4%	1 17%	3 6%	-	2 22%	4 6%	7 11%	1 8%
33	(33.0)	2 1%	1 4%	-	-	-	-	1 17%	-	-	1 1%	1 3%	1 2%	-	-	-	1 17%	1 2%	1 4%	-	-	2 3%	-
35	(35.0)	3 2%	-	-	-	1 6%	1 9%	-	-	-	2 2%	1 3%	1 2%	-	-	1 4%	-	1 2%	-	1 11%	1 2%	1 2%	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All that would definitely not switch away

		ISDN LINES																						
		ISDN 30 channels										Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)	
			(a)	(b)	(c)	annels (d)	annels (e)	ch nels(f)	channe ls(g)	or more chan nels(h)														
Total		154	23	7	14	17	11	6	-	3	88	37	60	17	46	25	6	51	23	9	63	66	12	
40	(40.0)	5 3%	1 4%	1 14%	- 6%	1 9%	1 9%	- -	- -	- -	3 3%	2 5%	1 2%	2 12%	1 2%	1 4%	- -	3 6%	1 4%	- -	3 5%	2 3%	- -	
44	(44.0)	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 2%	- -	- -	1 4%	- -	- -	- -	- -	- -	1 2%	- -	
45	(45.0)	5 3%	- -	- -	1 7%	- -	1 9%	- -	- -	- -	4 5%	1 3%	3 5%	1 6%	- -	2 8%	1 17%	1 2%	1 4%	- -	- -	5a 8%	- -	
50	(50.0)	10 6%	- -	1 14%	2 14%	- -	1 9%	1 17%	- -	- -	6 7%	1 3%	5 8%	1 6%	3 7%	- -	1 17%	2 4%	2 9%	1 11%	4 6%	3 5%	1 8%	
54	(54.0)	1 1%	- -	- -	- -	- -	1 9%	- -	- -	- -	1 1%	- -	- -	1 6%	- -	- -	- -	- -	1 4%	- -	- -	1 2%	- -	
70	(70.0)	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 2%	- -	- -	1 4%	- -	- -	- -	- -	1 2%	- -	- -	
75	(75.0)	2 1%	1 4%	- -	- -	- -	1 9%	- -	- -	- -	2 2%	- -	2 3%	- -	- -	- -	- -	1 2%	1 4%	- -	1 2%	1 2%	- -	
78	(78.0)	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 2%	- -	- -	1 4%	- -	- -	- -	- -	- -	1 2%	- -	
80	(80.0)	1 1%	1 4%	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 2%	- -	1 2%	- -	- -	1 2%	- -	- -	1 2%	- -	- -	
100	(100.0)	3 2%	2 9%	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	1 6%	1 2%	- -	- -	2 4%	- -	- -	3 5%	- -	- -	
200	(200.0)	2 1%	- -	- -	1 7%	- -	- -	- -	- -	- -	2 2%	- -	1 2%	1 6%	2 4%	- -	- -	1 2%	- -	- -	2 3%	- -	- -	
Don't know		1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	- -	- -	
Median		20.00	20.00	20.00	20.00	20.00	35.00	26.50	-	15.00	23.00	18.00	20.50	30.00	20.00	20.00	31.50	20.00	20.00	20.00	20.00	20.00	15.00	
Mean score		29.3	32.3	25.1	36.6	20.2	38.6Dh	27.8	-	15.3	32.9b	20.8	32.1	44.8	32.4	28.5	32.3	31.4	27.8	26.1	34.6	26.9	20.2	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by
Base: All that would definitely not switch away

ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	154	21	60	66	43	90	-	64	64	60	18
11	(11.0)	12 8%	1 5%	3 5%	5 8%	2 5%	5 6%	-	6 9%	6 9%	3 5%
12	(12.0)	5 3%	-	3 5%	2 3%	-	5 6%	-	2 3%	2 3%	-
14	(14.0)	1 1%	-	1 2%	-	-	1 2%	-	1 2%	1 2%	-
15	(15.0)	31 20%	4 19%	10 17%	15 23%	6 14%	18 20%	-	13 20%	13 20%	11 18%
18	(18.0)	2 1%	-	2 3%	-	-	-	2 3%	2 3%	-	-
20	(20.0)	35 23%	6 29%	13 22%	15 23%	9 21%	23 26%	-	13 20%	13 20%	19 32%
21	(21.0)	1 1%	-	1 2%	-	1 2%	-	-	1 2%	1 2%	-
22	(22.0)	1 1%	-	1 2%	-	-	1 1%	-	-	-	1 2%
23	(23.0)	2 1%	1 5%	1 2%	-	2b 5%	-	-	2 3%	2 3%	-
24	(24.0)	1 1%	-	1 2%	-	1 2%	-	-	1 2%	1 2%	-
25	(25.0)	13 8%	2 10%	5 8%	6 9%	4 9%	8 9%	-	6 9%	6 9%	5 8%
30	(30.0)	12 8%	2 10%	3 5%	7 11%	1 2%	10 11%	-	2 3%	2 3%	9bc 15%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All that would definitely not switch away

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	154	21	60	66	43	90	-	64	64	60	18	
33	(33.0)	2 1%	- %	2 3%	- %	2b 5%	- %	- %	2 3%	2 3%	- %	- %
35	(35.0)	3 2%	- %	2 3%	- %	2b 5%	- %	- %	2 3%	2 3%	1 2%	- %
40	(40.0)	5 3%	- %	4 7%	1 2%	1 2%	4 4%	- %	3 5%	3 5%	2 3%	- %
44	(44.0)	1 1%	1 5%	- %	- %	1 2%	- %	- %	- %	- %	1 2%	- %
45	(45.0)	5 3%	2 10%	2 3%	1 2%	4b 9%	1 1%	- %	2 3%	2 3%	3 5%	- %
50	(50.0)	10 6%	1 5%	3 5%	6 9%	3 7%	6 7%	- %	2 3%	2 3%	3 5%	3 17%
54	(54.0)	1 1%	- %	- %	1 2%	- %	1 1%	- %	1 2%	1 2%	- %	- %
70	(70.0)	1 1%	- %	- %	1 2%	- %	1 1%	- %	- %	- %	- %	1 6%
75	(75.0)	2 1%	- %	2 3%	- %	1 2%	1 1%	- %	2 3%	2 3%	- %	- %
78	(78.0)	1 1%	- %	1 2%	- %	1 2%	- %	- %	- %	- %	1 2%	- %
80	(80.0)	1 1%	1 5%	- %	- %	1 2%	- %	- %	1 2%	1 2%	- %	- %
100	(100.0)	3 2%	- %	- %	3 5%	- %	3 3%	- %	- %	- %	1 2%	2 11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)
<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?
by
Base: All that would definitely not switch away

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	154	21	60	66	43	90	-	64	64	60	18
200	(200.0)	2	-	-	2	-	-	-	-	-	2
		1%	-%	-%	3%	-%	-%	-%	-%	-%	11%
Don't know		1	-	-	1	-	-	-	-	-	1
		1%	-%	-%	2%	-%	-%	-%	-%	-%	6%
Median	20.00	20.00	20.00	20.00	24.00	20.00	-	20.00	20.00	20.00	25.00
Mean score	29.3	28.0	26.6	33.4	30.5	31.1	-	25.4	25.4	27.0	56.8BCD

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All that would definitely not switch away

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have to (c)	plan to im plemen (d)	Not trial ed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa ymen (g)	Video confe rencing (h)	
Total		154	65	51	28	26	5	19	13	5	22	9	14	4	14	14	13	6	6	10	4	6
11	(11.0)	12 8%	4 6%	4 8%	1 4%	1 4%	1 20%	- -	- -	1 20%	1 5%	- -	2 14%	- -	1 7%	1 7%	2 15%	- -	1 17%	2 20%	- -	1 17%
12	(12.0)	5 3%	- -	4a 8%	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	1 7%	1 7%	1 8%	- -	- -	1 10%	- -	- -
14	(14.0)	1 1%	1 2%	- -	1 4%	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
15	(15.0)	31 20%	12 18%	9 18%	4 14%	5 19%	1 20%	3 16%	2 15%	1 20%	5 23%	1 11%	3 21%	1 25%	3 21%	4 29%	4 31%	3 50%	3 50%	3 30%	2 50%	2 33%
18	(18.0)	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 14%	- -	2 14%	2 14%	1 8%	1 17%	- -	- -	1 25%	- -
20	(20.0)	35 23%	16 25%	12 24%	5 18%	8 31%	1 20%	6 32%	3 23%	- -	6 27%	2 22%	3 21%	1 25%	2 14%	2 14%	2 15%	- -	- -	1 10%	- -	1 17%
21	(21.0)	1 1%	1 2%	- -	1 4%	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
22	(22.0)	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
23	(23.0)	2 1%	2 3%	- -	2 7%	- -	- -	2 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
24	(24.0)	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	1 7%	- -	1 8%	1 17%	- -	1 10%	1 25%	1 17%
25	(25.0)	13 8%	9 14%	3 6%	5 18%	3 12%	1 20%	3 16%	1 8%	1 20%	3 14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
30	(30.0)	12 8%	6 9%	2 4%	2 7%	4 15%	- -	2 11%	- -	1 20%	3 14%	1 11%	1 7%	1 25%	2 14%	3 21%	1 8%	1 17%	1 17%	- -	- -	
33	(33.0)	2 1%	1 2%	1 2%	1 4%	- -	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All that would definitely not switch away

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total		154	65	51	28	26	5	19	13	5	22	9	14	4	14	14	13	6	6	10	4	6
35	(35.0)	3 2%	- %	3a 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
40	(40.0)	5 3%	2 3%	3 6%	1 4%	1 4%	- %	- %	1 8%	- %	1 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
44	(44.0)	1 1%	1 2%	- %	1 4%	- %	- %	- %	1 8%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
45	(45.0)	5 3%	3 5%	- %	1 4%	2 8%	1 20%	- %	1 8%	1 20%	- %	1 11%	1 7%	1 25%	1 7%	- %	- %	- %	1 17%	1 10%	- %	1 17%
50	(50.0)	10 6%	2 3%	4 8%	1 4%	1 4%	- %	1 5%	- %	- %	1 5%	1 11%	1 7%	- %	1 7%	1 7%	- %	- %	- %	- %	- %	- %
54	(54.0)	1 1%	1 2%	- %	1 4%	- %	- %	- %	1 8%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
70	(70.0)	1 1%	- %	1 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
75	(75.0)	2 1%	1 2%	- %	- %	- %	- %	- %	- %	- %	1 5%	1 11%	1 7%	- %	- %	- %	1 8%	- %	- %	1 10%	- %	- %
78	(78.0)	1 1%	1 2%	- %	- %	- %	- %	- %	1 8%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
80	(80.0)	1 1%	1 2%	- %	1 4%	- %	- %	1 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
100	(100.0)	3 2%	- %	2 4%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
200	(200.0)	2 1%	1 2%	1 2%	- %	1 4%	- %	- %	- %	- %	1 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know		1 1%	- %	1 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Median	20.00	20.00	20.00	24.00	20.00	20.00	21.00	25.00	25.00	20.00	24.00	19.00	25.00	19.00	18.00	15.00	16.50	15.00	15.00	16.50	17.50	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)
<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?
by
Base: All that would definitely not switch away

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total																					
Total	154	65	51	28	26	5	19	13	5	22	9	14	4	14	14	13	6	6	10	4	6
Mean score	29.3	29.4	31.0	28.0	31.6	23.2	26.2	32.5	25.2	33.5	32.3	25.9	27.5	23.1	21.4	21.6	19.5	21.8	24.3	18.0	21.7

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All that would definitely not switch away

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total		154	15	5	10	8	3	11	8	10	5	3	1	3	14	2	-	-	-	-	-	-
11	(11.0)	12 8%	3 20%	- -	1 10%	1 13%	- -	1 9%	1 13%	- -	1 20%	1 33%	- -	- -	1 7%	1 50%	- -	- -	- -	- -	- -	
12	(12.0)	5 3%	- -	1 20%	- -	1 13%	- -	1 9%	- -	- -	1 20%	- -	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	
14	(14.0)	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
15	(15.0)	31 20%	1 7%	2 40%	3 30%	- -	1 33%	1 9%	2 25%	3 30%	- -	- -	1 100%	- -	2 14%	- -	- -	- -	- -	- -	- -	
18	(18.0)	2 1%	- -	2 40%	2 20%	- -	- -	2 18%	- -	2 20%	- -	- -	- -	- -	2 14%	- -	- -	- -	- -	- -	- -	
20	(20.0)	35 23%	3 20%	- -	- -	3 38%	- -	1 9%	2 25%	2 20%	1 20%	- -	- -	1 33%	2 14%	- -	- -	- -	- -	- -	- -	
21	(21.0)	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
22	(22.0)	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
23	(23.0)	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
24	(24.0)	1 1%	1 7%	- -	- -	1 13%	- -	1 9%	- -	1 10%	- -	- -	- -	- -	1 7%	- -	- -	- -	- -	- -	- -	
25	(25.0)	13 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
30	(30.0)	12 8%	2 13%	- -	3 30%	- -	- -	- -	2 25%	1 10%	1 20%	- -	- -	- -	3 21%	- -	- -	- -	- -	- -	- -	
33	(33.0)	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All that would definitely not switch away

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage				
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at all
					(a)	(b)	(c)			(c)		(b)	(c)	(d)		(a)	(b)	(c)	(a)	(b)	(c)		
Total		154	15	5	10	8	3	11	8	10	5	3	1	3	14	2	-	-	-	-	-	-	
35	(35.0)	3 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
40	(40.0)	5 3%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
44	(44.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
45	(45.0)	5 3%	2 13%	- %	- %	1 13%	1 33%	1 9%	1 13%	- %	- %	2 67%	- %	1 33%	1 7%	- %	- %	- %	- %	- %	- %		
50	(50.0)	10 6%	2 13%	- %	1 10%	1 13%	- %	2 18%	- %	1 10%	- %	- %	- %	- %	2 14%	- %	- %	- %	- %	- %	- %		
54	(54.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
70	(70.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
75	(75.0)	2 1%	1 7%	- %	- %	- %	1 33%	1 9%	- %	- %	1 20%	- %	- %	1 33%	- %	- %	- %	- %	- %	- %	- %		
78	(78.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
80	(80.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
100	(100.0)	3 2%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
200	(200.0)	2 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Don't know		1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Median		20.00	24.00	15.00	18.00	20.00	45.00	20.00	20.00	19.00	20.00	45.00	15.00	45.00	22.00	11.50	-	-	-	-	-		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)
<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?
by
Base: All that would definitely not switch away

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	
Total	154	15	5	10	8	3	11	8	10	5	3	1	3	14	2	-	-	-	-	-	-
Mean score	29.3	30.5	15.6	23.2	25.3	45.0	30.7	23.3	22.5	29.6	33.7	15.0	46.7	26.9	11.5	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by
Base: All that would definitely not switch away

IP Based Services								
	Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	154	81	65	40	28	45	37	
11	(11.0) 8%	12 8%	5 6%	6 9%	- -%	4 14%	2 4%	5 14%
12	(12.0) 3%	5 3%	4 5%	1 2%	2 5%	- -%	2 4%	1 3%
14	(14.0) 1%	1 1%	- -%	1 2%	- -%	- -%	- -%	1 3%
15	(15.0) 20%	31 20%	16 20%	13 20%	9 23%	6 21%	10 22%	6 16%
18	(18.0) 1%	2 1%	- -%	2 3%	- -%	- -%	- -%	- -%
20	(20.0) 23%	35 23%	25B 31%	8 12%	10 25%	5 18%	14 31%	6 16%
21	(21.0) 1%	1 1%	- -%	1 2%	1 3%	- -%	- -%	1 3%
22	(22.0) 1%	1 1%	- -%	1 2%	- -%	- -%	1 2%	- -%
23	(23.0) 1%	2 1%	- -%	2 3%	2 5%	- -%	1 2%	- -%
24	(24.0) 1%	1 1%	- -%	1 2%	1 3%	- -%	- -%	- -%
25	(25.0) 8%	13 8%	10 12%	3 5%	4 10%	2 7%	- -%	6A 16%
30	(30.0) 8%	12 8%	7 9%	3 5%	1 3%	3 11%	3 7%	1 3%
33	(33.0) 1%	2 1%	- -%	2 3%	1 3%	- -%	1 2%	1 3%
35	(35.0) 2%	3 2%	1 1%	2 3%	1 3%	- -%	1 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 64 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All that would definitely not switch away

		IP Based Services							
		Total		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
				Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total		154	81	65	40	28	45	37	
40	(40.0)	5 3%	2 2%	3 5%	1 3%	1 4%	2 4%	2 5%	
44	(44.0)	1 1%	1 1%	- -	1 3%	- -	- -	- -	
45	(45.0)	5 3%	1 1%	4 6%	3 8%	- -	2 4%	- -	
50	(50.0)	10 6%	4 5%	5 8%	1 3%	3 11%	2 4%	3 8%	
54	(54.0)	1 1%	- -	1 2%	- -	- -	1 2%	- -	
70	(70.0)	1 1%	- -	1 2%	- -	1 4%	- -	- -	
75	(75.0)	2 1%	1 1%	1 2%	- -	- -	2 4%	- -	
78	(78.0)	1 1%	- -	1 2%	1 3%	- -	- -	- -	
80	(80.0)	1 1%	- -	1 2%	1 3%	- -	1 2%	- -	
100	(100.0)	3 2%	2 2%	1 2%	- -	1 4%	- -	2 5%	
200	(200.0)	2 1%	1 1%	1 2%	- -	2 7%	- -	1 3%	
Don't know		1 1%	1 1%	- -	- -	- -	- -	1 3%	
Median		20.00	20.00	22.00	20.00	20.00	20.00	20.00	
Mean score		29.3	27.3	32.4	26.9	40.5	27.4	32.1	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by
Base: All respondents

PERSONAL PROFILE																	
		Company Size								No.Sites				Turnover			
Total		1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total		181	-	6	11	17	41	62	61	126	14	14	18	20	87	43	29
10	(10.0)	27 15%	- %	2 33%	1 9%	3 18%	3 7%	12 19%	9 15%	15 12%	3 21%	2 14%	6 33%	4 20%	7 8%	10b 23%	6 21%
11	(11.0)	12 7%	- %	1 17%	- %	1 6%	1 2%	5 8%	5 8%	9 7%	- %	- %	1 6%	1 5%	4 5%	3 7%	3 10%
12	(12.0)	5 3%	- %	1 17%	- %	1 6%	- %	3 5%	1 2%	5 4%	- %	- %	- %	1 5%	3 3%	1 2%	- %
14	(14.0)	1 1%	- %	- %	- %	- %	- %	1 2%	- %	- %	- %	1 7%	- %	- %	1 1%	- %	- %
15	(15.0)	31 17%	- %	- %	4 36%	4 24%	5 12%	10 16%	12 20%	23 18%	2 14%	1 7%	4 22%	3 15%	15 17%	6 14%	7 24%
18	(18.0)	2 1%	- %	- %	- %	- %	- %	- %	2 3%	2 2%	- %	- %	- %	- %	- %	2b 5%	- %
20	(20.0)	35 19%	- %	2 33%	2 18%	4 24%	11 27%	9 15%	11 18%	27 21%	2 14%	4 29%	2 11%	5 25%	19 22%	7 16%	4 14%
21	(21.0)	1 1%	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	- %	1 6%	- %	- %	1 2%	- %
22	(22.0)	1 1%	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	- %	- %	1 5%	- %	- %	- %
23	(23.0)	2 1%	- %	- %	- %	- %	- %	1 2%	1 2%	1 1%	- %	1 7%	- %	- %	1 1%	1 2%	- %
24	(24.0)	1 1%	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	- %	1 6%	- %	- %	- %	1 3%
25	(25.0)	13 7%	- %	- %	- %	- %	6 15%	4 6%	3 5%	8 6%	2 14%	1 7%	- %	- %	10 11%	1 2%	2 7%
30	(30.0)	12 7%	- %	- %	2 18%	2 12%	4 10%	2 3%	4 7%	9 7%	2 14%	- %	1 6%	2 10%	4 5%	3 7%	2 7%
33	(33.0)	2 1%	- %	- %	- %	- %	- %	2 3%	- %	2 2%	- %	- %	- %	- %	1 1%	- %	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1m to £20m (b)	£21m to £100m (c)	£101m+ (d)
Total	181	-	6	11	17	41	62	61	126	14	14	18	20	87	43	29
35	(35.0)	3 2%	- -	- -	- -	- -	1 2%	2 3%	- -	1 7%	2 14%	- -	- -	1 1%	1 2%	1 3%
40	(40.0)	5 3%	- -	- -	- -	2 5%	- -	3 5%	2 2%	1 7%	1 7%	- -	2 10%	1 1%	1 2%	1 3%
44	(44.0)	1 1%	- -	- -	1 9%	1 6%	- -	- -	1 1%	- -	- -	- -	1 5%	- -	- -	- -
45	(45.0)	5 3%	- -	- -	- -	1 2%	3 5%	1 2%	4 3%	- -	1 7%	- -	- -	4 5%	1 2%	- -
50	(50.0)	10 6%	- -	- -	1 9%	1 6%	4 10%	1 2%	8 6%	- -	- -	1 6%	- -	7 8%	3 7%	- -
54	(54.0)	1 1%	- -	- -	- -	- -	1 2%	- -	1 1%	- -	- -	- -	- -	1 1%	- -	- -
70	(70.0)	1 1%	- -	- -	- -	- -	1 2%	- -	1 1%	- -	- -	- -	- -	- -	1 2%	- -
75	(75.0)	2 1%	- -	- -	- -	- -	2 3%	- -	1 1%	1 7%	- -	- -	- -	2 2%	- -	- -
78	(78.0)	1 1%	- -	- -	- -	- -	1 2%	- -	- -	- -	- -	1 6%	- -	- -	1 2%	- -
80	(80.0)	1 1%	- -	- -	- -	1 2%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	1 3%
100	(100.0)	3 2%	- -	- -	- -	2 5%	1 2%	- -	3 2%	- -	- -	- -	- -	3 3%	- -	- -
200	(200.0)	2 1%	- -	- -	- -	1 2%	1 2%	- -	2 2%	- -	- -	- -	- -	2 2%	- -	- -
Don't know	1 1%	- -	- -	- -	- -	- -	1 2%	- -	1 1%	- -	- -	- -	- -	1 1%	- -	- -
Median	20.00	-	11.50	20.00	15.00	25.00	15.00	20.00	20.00	22.50	20.00	15.00	20.00	20.00	18.00	15.00
Mean score	26.4	-	13.8	24.0	20.4	34.4G	27.5	21.5	27.8	25.7	23.7	20.8	20.7	31.4	23.0	20.7

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

PERSONAL PROFILE																
		Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)	
Total		181	7	37	11	21	14	25	30	18	18	3	16	36	54	72
10	(10.0)	27 15%	4 57%	4 11%	1 9%	4 19%	3 21%	24 6%	1 3%	2 11%	2 11%	- -%	3 19%	8 22%	8 15%	8 11%
11	(11.0)	12 7%	- -%	2 5%	- -%	1 5%	1 7%	2 8%	3 10%	2 11%	1 6%	1 33%	- -%	1 3%	5 9%	5 7%
12	(12.0)	5 3%	- -%	2 5%	1 9%	- -%	1 7%	- -%	1 3%	- -%	- -%	- -%	- -%	2 6%	2 4%	1 1%
14	(14.0)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	1 3%	- -%	- -%
15	(15.0)	31 17%	1 14%	3 8%	3 27%	4 19%	3 21%	5 20%	5 17%	2 11%	5 28%	1 33%	2 13%	4 11%	9 17%	15 21%
18	(18.0)	2 1%	- -%	1 3%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	2e 6%	- -%	- -%
20	(20.0)	35 19%	1 14%	9 24%	- -%	3 14%	4 29%	4 16%	7 23%	5 28%	2 11%	1 33%	4 25%	4 11%	10 19%	16 22%
21	(21.0)	1 1%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%
22	(22.0)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	1 3%	- -%	- -%
23	(23.0)	2 1%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	1 6%	- -%	- -%	2e 6%	- -%	- -%
24	(24.0)	1 1%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%
25	(25.0)	13 7%	- -%	4 11%	2 18%	1 5%	- -%	1 4%	3 10%	- -%	2 11%	- -%	1 6%	3 8%	4 7%	5 7%
30	(30.0)	12 7%	- -%	3 8%	- -%	3 14%	- -%	2 8%	3 10%	- -%	1 6%	- -%	- -%	- -%	6c 11%	6 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	181	7	37	11	21	14	25	30	18	18	3	16	36	54	72
33	(33.0)	2 1%	- -%	- -%	- -%	2 10%	- -%	- -%	- -%	- -%	- -%	1 6%	1 3%	- -%	- -%
35	(35.0)	3 2%	- -%	1 3%	- -%	- -%	- -%	- -%	1 6%	1 6%	- -%	1 6%	- -%	- -%	2 3%
40	(40.0)	5 3%	1 14%	1 3%	- -%	- -%	1 4%	1 3%	1 6%	- -%	- -%	1 6%	- -%	2 4%	2 3%
44	(44.0)	1 1%	- -%	- -%	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%
45	(45.0)	5 3%	- -%	3 8%	- -%	1 7%	1 4%	- -%	- -%	- -%	- -%	- -%	3e 8%	2 4%	- -%
50	(50.0)	10 6%	- -%	1 3%	2 18%	- -%	1 4%	3 10%	2 11%	1 6%	- -%	2 13%	1 3%	2 4%	5 7%
54	(54.0)	1 1%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%
70	(70.0)	1 1%	- -%	- -%	1 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%
75	(75.0)	2 1%	- -%	- -%	- -%	- -%	- -%	1 3%	1 6%	- -%	- -%	- -%	1 3%	- -%	1 1%
78	(78.0)	1 1%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%
80	(80.0)	1 1%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%
100	(100.0)	3 2%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	2 11%	- -%	- -%	- -%	1 2%	2 3%
200	(200.0)	2 1%	- -%	1 3%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

	PERSONAL PROFILE															
	Total	Sector										Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public se admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)	
Total	181	7	37	11	21	14	25	30	18	18	3	16	36	54	72	
Don't know	1 1%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	
Median	20.00	10.00	20.00	25.00	20.00	15.00	15.00	20.00	20.00	20.00	15.00	20.00	19.00	20.00	20.00	
Mean score	26.4	16.4	30.1	30.1e	31.1	17.4	20.0	27.3	25.4	29.7	15.3	26.1	24.0	24.5	29.5	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

		PERSONAL PROFILE																
		Location														Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total		181	6	20	11	6	13	10	56	33	12	167	6	7	1	106	12	7
10	(10.0)	27 15%	1 17%	4 20%	1 9%	- %	1 8%	1 10%	14h 25%	2 6%	- %	24 14%	- %	3 43%	- %	21 20%	2 17%	- %
11	(11.0)	12 7%	- %	2 10%	- %	- %	- %	- %	3 5%	5 15%	2 17%	12 7%	- %	- %	- %	3 3%	- %	3 43%
12	(12.0)	5 3%	1 17%	- %	- %	- %	1 8%	- %	1 2%	1 3%	1 8%	5 3%	- %	- %	- %	3 3%	1 8%	- %
14	(14.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	1 8%	1 1%	- %	- %	- %	1 1%	- %	- %
15	(15.0)	31 17%	1 17%	5 25%	3 27%	- %	3 23%	1 10%	2 4%	10G 30%	2 17%	27g 16%	3 50%	1 14%	- %	15 14%	2 17%	2 29%
18	(18.0)	2 1%	- %	- %	- %	- %	- %	- %	- %	- %	2 17%	2 1%	- %	- %	- %	2 2%	- %	- %
20	(20.0)	35 19%	3 50%	5 25%	1 9%	4 67%	1 8%	1 10%	12 21%	6 18%	1 8%	34 20%	1 17%	- %	- %	16 15%	5 42%	1 14%
21	(21.0)	1 1%	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	1 1%	- %	- %	- %	1 1%	- %	- %
22	(22.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 17%	- %	- %	- %	- %	- %
23	(23.0)	2 1%	- %	- %	- %	- %	- %	- %	1 2%	1 3%	- %	2 1%	- %	- %	- %	2 2%	- %	- %
24	(24.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	1 3%	- %	1 1%	- %	- %	- %	1 1%	- %	- %
25	(25.0)	13 7%	- %	3 15%	- %	2 33%	1 8%	1 10%	4 7%	1 3%	1 8%	13 8%	- %	- %	- %	9 8%	1 8%	- %
30	(30.0)	12 7%	- %	- %	1 9%	- %	4 31%	2 20%	3 5%	1 3%	1 8%	12 7%	- %	- %	- %	7 7%	- %	- %
33	(33.0)	2 1%	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	1 1%	- %	1 14%	- %	2 2%	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

		PERSONAL PROFILE																
		Location														Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	181	6	20	11	6	13	10	56	33	12	167	6	7	1	106	12	7	
35	(35.0)	3 2%	- %	- %	- %	- %	- %	2 20%	- %	- %	- %	2 1%	- %	1 100%	2 2%	1 8%	- %	
40	(40.0)	5 3%	- %	- %	1 9%	- %	1 8%	- %	3 5%	- %	- %	5 3%	- %	- %	3 3%	- %	- %	
44	(44.0)	1 1%	- %	- %	1 9%	- %	- %	- %	- %	- %	- %	1 1%	- %	- %	- %	- %	- %	
45	(45.0)	5 3%	- %	- %	2 18%	- %	- %	- %	3 5%	- %	- %	5 3%	- %	- %	5 5%	- %	- %	
50	(50.0)	10 6%	- %	- %	- %	- %	- %	1 10%	5 9%	3 9%	- %	9 5%	- %	1 14%	5 5%	- %	1 14%	
54	(54.0)	1 1%	- %	- %	1 9%	- %	- %	- %	- %	- %	- %	1 1%	- %	- %	1 1%	- %	- %	
70	(70.0)	1 1%	- %	- %	- %	- %	1 8%	- %	- %	- %	- %	1 1%	- %	- %	1 1%	- %	- %	
75	(75.0)	2 1%	- %	- %	- %	- %	- %	- %	- %	- %	1 8%	1 1%	1 17%	- %	2 2%	- %	- %	
78	(78.0)	1 1%	- %	- %	- %	- %	- %	1 10%	- %	- %	- %	1 1%	- %	- %	1 1%	- %	- %	
80	(80.0)	1 1%	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	1 1%	- %	- %	1 1%	- %	- %	
100	(100.0)	3 2%	- %	1 5%	- %	- %	- %	- %	1 2%	- %	- %	2 1%	- %	1 14%	- %	- %	- %	
200	(200.0)	2 1%	- %	- %	- %	- %	- %	- %	1 2%	1 3%	- %	2 1%	- %	- %	1 1%	- %	- %	
Don't know		1 1%	- %	- %	- %	- %	- %	- %	- %	1 3%	- %	1 1%	- %	- %	1 1%	- %	- %	
Median		20.00	17.50	15.00	30.00	20.00	25.00	30.00	20.00	15.00	16.50	20.00	17.50	15.00	35.00	20.00	20.00	15.00
Mean score		26.4	16.2	20.6	30.3	21.7a	26.3	32.8	28.7	25.3	22.0	26.0	27.0	32.6	35.0	26.3	18.5	19.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
		Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both IP ISDN (e)	Only IP (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total		181	100	100	63	73	19	-	22	12	30	22	8	30	93	88	-
10	(10.0)	27 15%	19 19%	12 12%	9 14%	7 10%	4 21%	- -	7 32%	2 17%	8d 27%	6 27%	2 25%	8d 27%	17 18%	10 11%	- -
11	(11.0)	12 7%	6 6%	7 7%	4 6%	5 7%	1 5%	- -	2 9%	2 17%	3 10%	2 9%	1 13%	3 10%	5 5%	7 8%	- -
12	(12.0)	5 3%	2 2%	3 3%	2 3%	2 3%	- -	- -	- -	1 8%	1 3%	1 5%	- -	1 3%	2 2%	3 3%	- -
14	(14.0)	1 1%	- -	1 1%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -
15	(15.0)	31 17%	17 17%	17 17%	12 19%	13 18%	3 16%	- -	3 14%	2 17%	4 13%	3 14%	1 13%	4 13%	17 18%	14 16%	- -
18	(18.0)	2 1%	2 2%	- -	- -	- -	- -	- -	2 9%	- -	2Bcd 7%	2 9%	- -	2Bcd 7%	2 2%	- -	- -
20	(20.0)	35 19%	17 17%	21 21%	13 21%	17 23%	3 16%	- -	2 9%	2 17%	3 10%	2 9%	1 13%	3 10%	16 17%	19 22%	- -
21	(21.0)	1 1%	1 1%	1 1%	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -
22	(22.0)	1 1%	- -	1 1%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -
23	(23.0)	2 1%	2 2%	1 1%	1 2%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	2 2%	- -	- -
24	(24.0)	1 1%	1 1%	- -	- -	- -	- -	- -	1 5%	- -	1 3%	1 5%	- -	1 3%	1 1%	- -	- -
25	(25.0)	13 7%	6 6%	7 7%	6 10%	7 10%	- -	- -	- -	- -	- -	- -	- -	- -	6 6%	7 8%	- -
30	(30.0)	12 7%	7 7%	5 5%	6 10%	3 4%	- -	- -	1 5%	2 17%	3 10%	2 9%	1 13%	3 10%	7 8%	5 6%	- -
33	(33.0)	2 1%	1 1%	2 2%	- -	1 1%	1 5%	- -	- -	- -	- -	- -	- -	- -	1 1%	1 1%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
	Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	181	100	100	63	73	19	-	22	12	30	22	8	30	93	88	-
35	(35.0)	3 2%	1 1%	2 2%	1 2%	2 3%	- -	- -	- -	- -	- -	- -	- -	1 1%	2 2%	- -
40	(40.0)	5 3%	2 2%	4 4%	1 2%	3 4%	1 5%	- -	- -	- -	- -	- -	- -	1 1%	4 5%	- -
44	(44.0)	1 1%	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -
45	(45.0)	5 3%	3 3%	2 2%	1 2%	2 3%	- -	- -	2 9%	- -	2 9%	- -	2 7%	3 3%	2 2%	- -
50	(50.0)	10 6%	5 5%	6 6%	2 3%	5 7%	1 5%	- -	2 9%	- -	2 7%	- -	2 7%	4 4%	6 7%	- -
54	(54.0)	1 1%	- -	1 1%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -
70	(70.0)	1 1%	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -
75	(75.0)	2 1%	- -	2 2%	- -	1 1%	- -	- -	1 8%	1 3%	1 5%	- -	1 3%	- -	2 2%	- -
78	(78.0)	1 1%	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -
80	(80.0)	1 1%	1 1%	1 1%	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	1 1%	- -
100	(100.0)	3 2%	2 2%	2 2%	1 2%	1 1%	1 5%	- -	- -	- -	- -	- -	- -	2 2%	1 1%	- -
200	(200.0)	2 1%	2 2%	1 1%	1 2%	- -	1 5%	- -	- -	- -	- -	- -	- -	2 2%	- -	- -
Don't know	1 1%	- -	1 1%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -
Median	20.00	20.00	20.00	20.00	20.00	20.00	-	15.00	15.00	15.00	15.00	17.50	15.00	20.00	20.00	-
Mean score	26.4	27.7	27.1	26.4	24.7	37.0	-	20.8	21.6	22.0	21.1	24.5	22.0	27.4	25.3	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

		ISDN LINES															
		ISDN services Used									ISDN2/2e Channels						
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total		181	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
10	(10.0)	27 15%	23 16%	15 16%	15 15%	17 22%	13 19%	15 19%	13 23%	10 18%	3 33%	3 12%	5 22%	4 25%	2 18%	- -%	- -%
11	(11.0)	12 7%	9 6%	5 5%	9 9%	6 8%	5 7%	9 11%	4 7%	5 9%	1 11%	1 4%	- -%	- -%	- -%	1 50%	1 20%
12	(12.0)	5 3%	4 3%	3 3%	4 4%	1 1%	3 4%	2 3%	1 2%	1 2%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%
14	(14.0)	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
15	(15.0)	31 17%	29 20%	21 22%	22 22%	16 20%	10 15%	12 15%	6 11%	11 20%	3 33%	5 20%	4 17%	2 13%	- -%	- -%	2 40%
18	(18.0)	2 1%	2 1%	1 1%	1 1%	1 1%	- -%	2 3%	2 4%	1 2%	- -%	- -%	2 9%	- -%	- -%	- -%	- -%
20	(20.0)	35 19%	28 19%	19 20%	15 15%	13 16%	12 18%	13 16%	9 16%	10 18%	1 11%	5 20%	3 13%	3 19%	2 18%	- -%	1 20%
21	(21.0)	1 1%	1 1%	- -%	- -%	1 1%	1 1%	1 1%	1 2%	1 2%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%
22	(22.0)	1 1%	1 1%	- -%	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
23	(23.0)	2 1%	1 1%	2 2%	1 1%	1 1%	1 1%	2 3%	1 2%	- -%	- -%	- -%	1 4%	1 6%	- -%	- -%	- -%
24	(24.0)	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 2%	1 2%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%
25	(25.0)	13 7%	11 7%	9 10%	7 7%	3 4%	6 9%	5 6%	4 7%	3 5%	- -%	1 4%	- -%	2 13%	3 27%	- -%	- -%
30	(30.0)	12 7%	11 7%	4 4%	5 5%	5 6%	4 6%	4 5%	4 7%	4 7%	1 11%	4 16%	2 9%	- -%	- -%	- -%	- -%
33	(33.0)	2 1%	1 1%	1 1%	1 1%	- -%	1 1%	1 1%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

		ISDN LINES														
		ISDN services Used									ISDN2/2e Channels					
		Total	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 - 28 (e)	30+ (f)
Total		181	148	94	100	79	67	80	56	55	9	25	23	16	11	5
35	(35.0)	3 2%	2 1%	2 2%	1 1%	2 3%	- -	1 1%	1 2%	- -	- -	1 4%	- -	- -	- -	- -
40	(40.0)	5 3%	5 3%	2 2%	3 3%	2 3%	2 3%	2 3%	2 4%	2 4%	- -	- -	- -	1 6%	1 9%	- -
44	(44.0)	1 1%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	1 4%	- -	- -	- -
45	(45.0)	5 3%	4 3%	3 3%	4 4%	2 3%	3 4%	1 1%	2 4%	1 2%	- -	- -	1 4%	1 6%	- -	1 50%
50	(50.0)	10 6%	7 5%	3 3%	5 5%	3 4%	3 4%	4 5%	2 4%	4 7%	- -	2 8%	2 9%	1 6%	- -	- -
54	(54.0)	1 1%	1 1%	- -	- -	1 1%	- -	- -	1 2%	- -	- -	- -	- -	- -	- -	- -
70	(70.0)	1 1%	- -	1 1%	1 1%	1 1%	1 1%	1 1%	1 2%	1 2%	- -	- -	- -	1 6%	- -	- -
75	(75.0)	2 1%	1 1%	1 1%	2 2%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -
78	(78.0)	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	1 9%	- -
80	(80.0)	1 1%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 20%
100	(100.0)	3 2%	2 1%	- -	1 1%	1 1%	- -	1 1%	- -	- -	- -	- -	1 4%	- -	- -	- -
200	(200.0)	2 1%	2 1%	1 1%	- -	- -	1 1%	1 1%	- -	- -	- -	1 4%	- -	- -	1 9%	- -
Don't know		1 1%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Median		20.00	20.00	20.00	16.50	15.00	20.00	19.00	20.00	18.00	15.00	20.00	20.00	20.00	25.00	15.00
Mean score		26.4	25.5	23.2	23.2	21.6	24.1	25.0	21.8	21.5	15.1	29.6	26.0	25.5	43.4	28.2

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

ISDN LINES																						
	Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	181	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13
10	(10.0)	27 15%	3 12%	1 13%	2 13%	2 11%	1 8%	1 14%	1 100%	21 19%	4 10%	21 26%	- -	11 19%	7 22%	- -	7 12%	5 18%	- -	14 18%	11 14%	1 8%
11	(11.0)	12 7%	1 4%	1 13%	1 6%	2 11%	- -	1 14%	- -	8 7%	2 5%	5 6%	1 6%	4 7%	1 3%	- -	5 9%	1 4%	- -	8b 10%	1 1%	1 8%
12	(12.0)	5 3%	2 8%	- -	1 6%	- -	- -	- -	- -	- -	5A 12%	- -	- -	2 4%	- -	- -	2 3%	1 4%	- -	2 3%	3 4%	- -
14	(14.0)	1 1%	- -	- -	- -	1 5%	- -	- -	- -	1 1%	- -	- -	1 6%	- -	- -	- -	- -	1 4%	- -	- -	1 1%	- -
15	(15.0)	31 17%	4 15%	2 25%	4 25%	5 26%	- -	- -	1 33%	16 15%	10 24%	11 14%	1 6%	12 21%	4 13%	1 17%	11 19%	3 11%	2 22%	9 12%	12 16%	6 46%
18	(18.0)	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	2a 5%	- -	- -	- -	2 6%	- -	- -	- -	- -	- -	2 3%	- -
20	(20.0)	35 19%	7 27%	1 13%	3 19%	4 21%	1 8%	1 14%	- -	17 16%	8 20%	14 17%	1 6%	10 18%	6 19%	- -	10 17%	6 21%	3 33%	13 17%	17 22%	2 15%
21	(21.0)	1 1%	- -	- -	- -	- -	1 8%	- -	- -	1 1%	- -	1 1%	- -	- -	- -	1 17%	- -	1 4%	- -	- -	- -	1 8%
22	(22.0)	1 1%	- -	- -	- -	1 5%	- -	- -	- -	- -	1 2%	- -	- -	- -	- -	- -	- -	1 4%	- -	- -	1 1%	- -
23	(23.0)	2 1%	- -	- -	- -	- -	- -	1 14%	- -	2 2%	- -	1 1%	1 6%	1 2%	1 3%	- -	- -	1 4%	- -	1 1%	1 1%	- -
24	(24.0)	1 1%	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -	1 1%	- -
25	(25.0)	13 7%	2 8%	1 13%	1 6%	1 5%	1 8%	- -	- -	7 6%	3 7%	5 6%	- -	3 5%	3 9%	- -	6 10%	1 4%	- -	10b 13%	3 4%	- -
30	(30.0)	12 7%	1 4%	- -	- -	1 5%	2 17%	1 14%	- -	9 8%	- -	4 5%	5 29%	5 9%	1 3%	1 17%	3 5%	- -	2 22%	4 5%	7 9%	1 8%
33	(33.0)	2 1%	1 4%	- -	- -	- -	- -	1 14%	- -	1 1%	1 2%	1 1%	- -	- -	- -	1 17%	1 2%	1 4%	- -	- -	2 3%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

		ISDN LINES																						
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary service	A ba ck-up	Primary Service	Supple mentary service	A ba ck-up	Stan dalone	-house package	In lution	Hosted so lution
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	ch nels(f)	or -1470 channe ls (g)	chan nels(h)														
Total		181	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
35	(35.0)	3 2%	- %	- %	- %	1 5%	1 8%	- %	- %	- %	2 2%	1 2%	1 1%	- %	- %	1 3%	- %	1 2%	- %	1 11%	1 1%	1 1%	- %	
40	(40.0)	5 3%	1 4%	1 13%	- %	1 5%	1 8%	- %	- %	- %	3 3%	2 5%	1 1%	2 12%	1 2%	1 3%	- %	3 5%	1 4%	- %	3 4%	2 3%	- %	
44	(44.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	1 1%	- %	1 1%	- %	- %	1 3%	- %	- %	- %	- %	- %	1 1%	- %	
45	(45.0)	5 3%	- %	- %	1 6%	- %	1 8%	- %	- %	- %	4 4%	1 2%	3 4%	1 6%	- %	2 6%	1 17%	1 2%	1 4%	- %	- %	5a 6%	- %	
50	(50.0)	10 6%	- %	1 13%	2 13%	- %	1 8%	1 14%	- %	- %	6 6%	1 2%	5 6%	1 6%	3 5%	- %	1 17%	2 3%	2 7%	1 11%	4 5%	3 4%	1 8%	
54	(54.0)	1 1%	- %	- %	- %	- %	1 8%	- %	- %	- %	1 1%	- %	- %	1 6%	- %	- %	- %	- %	1 4%	- %	- %	1 1%	- %	
70	(70.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	1 1%	- %	1 1%	- %	- %	1 3%	- %	- %	- %	- %	1 1%	- %	- %	
75	(75.0)	2 1%	1 4%	- %	- %	- %	1 8%	- %	- %	- %	2 2%	- %	2 2%	- %	- %	- %	- %	1 2%	1 4%	- %	1 1%	1 1%	- %	
78	(78.0)	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	1 1%	- %	1 1%	- %	- %	1 3%	- %	- %	- %	- %	- %	1 1%	- %	
80	(80.0)	1 1%	1 4%	- %	- %	- %	- %	- %	- %	- %	1 1%	- %	1 1%	- %	1 2%	- %	- %	1 2%	- %	- %	1 1%	- %	- %	
100	(100.0)	3 2%	2 8%	- %	- %	- %	- %	- %	- %	- %	1 1%	- %	- %	1 6%	1 2%	- %	- %	2 3%	- %	- %	3 4%	- %	- %	
200	(200.0)	2 1%	- %	- %	1 6%	- %	- %	- %	- %	- %	2 2%	- %	1 1%	1 6%	2 4%	- %	- %	1 2%	- %	- %	2 3%	- %	- %	
Don't know		1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	- %	- %	- %	
Median		20.00	20.00	17.50	17.50	15.00	32.50	23.00	10.00	15.00	20.00	15.00	20.00	30.00	15.00	20.00	31.50	20.00	20.00	20.00	20.00	20.00	15.00	
Mean score		26.4	29.7	23.3	33.3	19.1	36.3D	25.3	10.0	15.3	28.5	19.7	26.4	44.8a	28.1	24.4	32.3	28.8	24.6	26.1	30.1	24.5	19.4	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	181	37	66	71	68	92	27	64	91	60	18
10	(10.0) 27 15%	16BC 43%	6 9%	5 7%	25B 37%	2 2%	27 100%	- -	27BD 30%	- -	- -
11	(11.0) 12 7%	1 3%	3 5%	5 7%	2 3%	5 5%	- -	6 9%	6 7%	3 5%	- -
12	(12.0) 5 3%	- -	3 5%	2 3%	- -	5 5%	- -	2 3%	2 2%	- -	3 17%
14	(14.0) 1 1%	- -	1 2%	- -	1 1%	- -	- -	1 2%	1 1%	- -	- -
15	(15.0) 31 17%	4 11%	10 15%	15 21%	6 9%	18 20%	- -	13 20%	13 14%	11 18%	4 22%
18	(18.0) 2 1%	- -	2 3%	- -	- -	- -	- -	2 3%	2 2%	- -	- -
20	(20.0) 35 19%	6 16%	13 20%	15 21%	9 13%	23 25%	- -	13 20%	13 14%	19c 32%	- -
21	(21.0) 1 1%	- -	1 2%	- -	1 1%	- -	- -	1 2%	1 1%	- -	- -
22	(22.0) 1 1%	- -	1 2%	- -	- -	1 1%	- -	- -	- -	1 2%	- -
23	(23.0) 2 1%	1 3%	1 2%	- -	2 3%	- -	- -	2 3%	2 2%	- -	- -
24	(24.0) 1 1%	- -	1 2%	- -	1 1%	- -	- -	1 2%	1 1%	- -	- -
25	(25.0) 13 7%	2 5%	5 8%	6 8%	4 6%	8 9%	- -	6 9%	6 7%	5 8%	2 11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

ISDN LINES												

		Total	Ever Switched			Considering switch		Considering switch				
			In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total		181	37	66	71	68	92	27	64	91	60	18
30	(30.0)	12 7%	2 5%	3 5%	7 10%	1 1%	10a 11%	- -	2 3%	2 2%	9bC 15%	- -
33	(33.0)	2 1%	- -	2 3%	- -	2 3%	- -	- -	2 3%	2 2%	- -	- -
35	(35.0)	3 2%	- -	2 3%	- -	2 3%	- -	- -	2 3%	2 2%	1 2%	- -
40	(40.0)	5 3%	- -	4 6%	1 1%	1 1%	4 4%	- -	3 5%	3 3%	2 3%	- -
44	(44.0)	1 1%	1 3%	- -	- -	1 1%	- -	- -	- -	- -	1 2%	- -
45	(45.0)	5 3%	2 5%	2 3%	1 1%	4 6%	1 1%	- -	2 3%	2 2%	3 5%	- -
50	(50.0)	10 6%	1 3%	3 5%	6 8%	3 4%	6 7%	- -	2 3%	2 2%	3 5%	3 17%
54	(54.0)	1 1%	- -	- -	1 1%	- -	1 1%	- -	1 2%	1 1%	- -	- -
70	(70.0)	1 1%	- -	- -	1 1%	- -	1 1%	- -	- -	- -	- -	1 6%
75	(75.0)	2 1%	- -	2 3%	- -	1 1%	1 1%	- -	2 3%	2 2%	- -	- -
78	(78.0)	1 1%	- -	1 2%	- -	1 1%	- -	- -	- -	- -	1 2%	- -
80	(80.0)	1 1%	1 3%	- -	- -	1 1%	- -	- -	1 2%	1 1%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)
<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?
by
Base: All respondents

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	181	37	66	71	68	92	27	64	91	60	18
100	(100.0) 3 2%	- -%	- -%	3 4%	- -%	3 3%	- -%	- -%	- -%	1 2%	2 11%
200	(200.0) 2 1%	- -%	- -%	2 3%	- -%	2 2%	- -%	- -%	- -%	- -%	2 11%
Don't know	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	1 6%
Median	20.00	15.00	20.00	20.00	17.50	20.00	10.00	20.00	15.00	20.00	25.00
Mean score	26.4	20.2	25.1	31.8	22.9	30.7	10.0	25.4A	20.8A	27.0Ac	56.8ABCD

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

IP Based Services																						
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	181	80	54	41	28	11	24	16	6	22	13	19	5	17	18	16	10	8	10	6	6	
10	(10.0)	27 15%	15b 19%	3 6%	13 32%	2 7%	6 55%	5 21%	3 19%	1 17%	- -%	4 31%	5 26%	1 20%	3 18%	4 22%	3 19%	4 40%	2 25%	- -%	2 33%	- -%
11	(11.0)	12 7%	4 5%	4 7%	1 2%	1 4%	1 9%	- -%	- -%	1 17%	1 5%	- -%	2 11%	- -%	1 6%	1 6%	2 13%	- -%	1 13%	2 20%	- -%	1 17%
12	(12.0)	5 3%	- -%	4a 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 6%	1 6%	1 6%	- -%	- -%	1 10%	- -%	- -%
14	(14.0)	1 1%	1 1%	- -%	1 2%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
15	(15.0)	31 17%	12 15%	9 17%	4 10%	5 18%	1 9%	3 13%	2 13%	1 17%	5 23%	1 8%	3 16%	1 20%	3 18%	4 22%	4 25%	3 30%	3 38%	3 30%	2 33%	2 33%
18	(18.0)	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 11%	- -%	2 12%	2 11%	1 6%	1 10%	- -%	- -%	1 17%	- -%
20	(20.0)	35 19%	16 20%	12 22%	5 12%	8 29%	1 9%	6 25%	3 19%	- -%	6 27%	2 15%	3 16%	1 20%	2 12%	2 11%	2 13%	- -%	- -%	1 10%	- -%	1 17%
21	(21.0)	1 1%	1 1%	- -%	1 2%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
22	(22.0)	1 1%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
23	(23.0)	2 1%	2 3%	- -%	2 5%	- -%	- -%	2 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
24	(24.0)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 6%	- -%	1 6%	1 10%	- -%	1 10%	1 17%	1 17%
25	(25.0)	13 7%	9 11%	3 6%	5 12%	3 11%	1 9%	3 13%	1 6%	1 17%	3 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
30	(30.0)	12 7%	6 8%	2 4%	2 5%	4 14%	- -%	2 8%	- -%	1 17%	3 14%	1 8%	1 5%	1 20%	2 12%	3 17%	1 6%	1 10%	1 13%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total		181	80	54	41	28	11	24	16	6	22	13	19	5	17	18	16	10	8	10	6	6
33	(33.0)	2 1%	1 1%	1 2%	1 2%	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
35	(35.0)	3 2%	- -	3a 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
40	(40.0)	5 3%	2 3%	3 6%	1 2%	1 4%	- -	- -	1 6%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
44	(44.0)	1 1%	1 1%	- -	1 2%	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
45	(45.0)	5 3%	3 4%	- -	1 2%	2 7%	1 9%	- -	1 6%	1 17%	- -	1 8%	1 5%	1 20%	1 6%	- -	- -	- -	1 13%	1 10%	- -	1 17%
50	(50.0)	10 6%	2 3%	4 7%	1 2%	1 4%	- -	1 4%	- -	- -	1 5%	1 8%	1 5%	- -	1 6%	1 6%	- -	- -	- -	- -	- -	
54	(54.0)	1 1%	1 1%	- -	1 2%	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
70	(70.0)	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
75	(75.0)	2 1%	1 1%	- -	- -	- -	- -	- -	- -	1 5%	1 8%	1 5%	- -	- -	- -	1 6%	- -	- -	- -	1 10%	- -	- -
78	(78.0)	1 1%	1 1%	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
80	(80.0)	1 1%	1 1%	- -	1 2%	- -	- -	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
100	(100.0)	3 2%	- -	2 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
200	(200.0)	2 1%	1 1%	1 2%	- -	1 4%	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)
<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?
by
Base: All respondents

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	181	80	54	41	28	11	24	16	6	22	13	19	5	17	18	16	10	8	10	6	6
Don't know	1 1%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Median	20.00	20.00	20.00	20.00	10.00	20.00	20.00	20.00	20.00	20.00	20.00	15.00	20.00	18.00	15.00	15.00	15.00	15.00	15.00	15.00	17.50
Mean score	26.4	25.7	29.8	22.3	30.0	16.0	22.8	28.3	22.7	33.5	25.5	21.7	24.0	20.8	18.8	19.4	15.7	18.9	24.3	15.3	21.7

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not all (c)	
Total		181	21	7	16	8	5	17	10	15	7	4	4	4	18	2	-	-	-	-	-	-
10	(10.0)	27 15%	6 29%	2 29%	6 38%	- -	2 40%	6 35%	2 20%	5 33%	2 29%	1 25%	3 75%	1 25%	4 22%	- -	- -	- -	- -	- -	- -	
11	(11.0)	12 7%	3 14%	- -	1 6%	1 13%	- -	1 6%	1 10%	- -	1 14%	1 25%	- -	- -	1 6%	1 50%	- -	- -	- -	- -	- -	
12	(12.0)	5 3%	- -	1 14%	- -	1 13%	- -	1 6%	- -	- -	1 14%	- -	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	
14	(14.0)	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
15	(15.0)	31 17%	1 5%	2 29%	3 19%	- -	1 20%	1 6%	2 20%	3 20%	- -	- -	1 25%	- -	2 11%	- -	- -	- -	- -	- -	- -	
18	(18.0)	2 1%	- -	2 29%	2 13%	- -	- -	2 12%	- -	2 13%	- -	- -	- -	- -	2 11%	- -	- -	- -	- -	- -	- -	
20	(20.0)	35 19%	3 14%	- -	- -	3 38%	- -	1 6%	2 20%	2 13%	1 14%	- -	- -	1 25%	2 11%	- -	- -	- -	- -	- -	- -	
21	(21.0)	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
22	(22.0)	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
23	(23.0)	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
24	(24.0)	1 1%	1 5%	- -	- -	1 13%	- -	1 6%	- -	1 7%	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	
25	(25.0)	13 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
30	(30.0)	12 7%	2 10%	- -	3 19%	- -	- -	- -	2 20%	1 7%	1 14%	- -	- -	- -	3 17%	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
Total		Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	
Total		181	21	7	16	8	5	17	10	15	7	4	4	4	18	2	-	-	-	-	-	-
33	(33.0)	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
35	(35.0)	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
40	(40.0)	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
44	(44.0)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
45	(45.0)	5 3%	2 10%	- -%	- 13%	1 20%	1 6%	1 10%	- -%	- -%	2 50%	- -%	1 25%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
50	(50.0)	10 6%	2 10%	- -%	1 6%	1 13%	- -%	2 12%	- -%	1 7%	- -%	- -%	- -%	2 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
54	(54.0)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
70	(70.0)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
75	(75.0)	2 1%	1 5%	- -%	- -%	1 20%	1 6%	- -%	- -%	1 14%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
78	(78.0)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
80	(80.0)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
100	(100.0)	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
200	(200.0)	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)
<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}? by
Base: All respondents

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	181	21	7	16	8	5	17	10	15	7	4	4	4	18	2	-	-	-	-	-
Don't know	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Median	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean score	20.00	20.00	15.00	15.00	20.00	15.00	17.50	15.00	12.00	28.00	10.00	32.50	19.00	11.50	-	-	-	-	-	-
Mean score	26.4	24.6	14.0	18.3	25.3	31.0	23.4	20.6	18.3	24.0	27.8	11.3	37.5	23.1	11.5	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

		IP Based Services						
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
Total		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
-----		-----	-----	-----	-----	-----	-----	
Total		181	91	82	57	30	54	40
10	(10.0)	27 15%	10 11%	17 21%	17b 30%	2 7%	9 17%	3 8%
11	(11.0)	12 7%	5 5%	6 7%	- -%	4A 13%	2 4%	5 13%
12	(12.0)	5 3%	4 4%	1 1%	2 4%	- -%	2 4%	1 3%
14	(14.0)	1 1%	- -%	1 1%	- -%	- -%	- -%	1 3%
15	(15.0)	31 17%	16 18%	13 16%	9 16%	6 20%	10 19%	6 15%
18	(18.0)	2 1%	- -%	2 2%	- -%	- -%	- -%	- -%
20	(20.0)	35 19%	25B 27%	8 10%	10 18%	5 17%	14 26%	6 15%
21	(21.0)	1 1%	- -%	1 1%	1 2%	- -%	- -%	1 3%
22	(22.0)	1 1%	- -%	1 1%	- -%	- -%	1 2%	- -%
23	(23.0)	2 1%	- -%	2 2%	2 4%	- -%	1 2%	- -%
24	(24.0)	1 1%	- -%	1 1%	1 2%	- -%	- -%	- -%
25	(25.0)	13 7%	10 11%	3 4%	4 7%	2 7%	- -%	6A 15%
30	(30.0)	12 7%	7 8%	3 4%	1 2%	3 10%	3 6%	1 3%
33	(33.0)	2 1%	- -%	2 2%	1 2%	- -%	1 2%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 65 (continuation)

<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}?

by

Base: All respondents

		IP Based Services						
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
				Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
		Total		Less than £24k (a)	£100k+ (b)			
Total		181	91	82	57	30	54	40
35	(35.0)	3 2%	1 1%	2 2%	1 2%	- -	1 2%	- -
40	(40.0)	5 3%	2 2%	3 4%	1 2%	1 3%	2 4%	2 5%
44	(44.0)	1 1%	1 1%	- -	1 2%	- -	- -	- -
45	(45.0)	5 3%	1 1%	4 5%	3 5%	- -	2 4%	- -
50	(50.0)	10 6%	4 4%	5 6%	1 2%	3 10%	2 4%	3 8%
54	(54.0)	1 1%	- -	1 1%	- -	- -	1 2%	- -
70	(70.0)	1 1%	- -	1 1%	- -	1 3%	- -	- -
75	(75.0)	2 1%	1 1%	1 1%	- -	- -	2 4%	- -
78	(78.0)	1 1%	- -	1 1%	1 2%	- -	- -	- -
80	(80.0)	1 1%	- -	1 1%	1 2%	- -	1 2%	- -
100	(100.0)	3 2%	2 2%	1 1%	- -	1 3%	- -	2 5%
200	(200.0)	2 1%	1 1%	1 1%	- -	2a 7%	- -	1 3%
Don't know		1 1%	1 1%	- -	- -	- -	- -	1 3%
Median		20.00	20.00	20.00	20.00	20.00	20.00	20.00
Mean score		26.4	25.4	27.7	21.8	38.5a	24.5	30.4

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66

<B11> How sure are you that you would make this decision in a real situation?

by

Base: All with ISDN

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	million	million	(d)	
					(e)	(f)				(c)		(a)	to £20 million	– £100 million	(b)	(c)
Total	181	–	6	11	17	41	62	61	126	14	14	18	20	87	43	29
Definitely certain	27	–	1	2	3	6	9	9	16	3	2	5	4	9	6	8
	15%	–%	17%	18%	18%	15%	15%	15%	13%	21%	14%	28%	20%	10%	14%	28%
Probably certain	110	–	4	6	10	22	41	37	80	8	10	10	11	57	28	14
	61%	–%	67%	55%	59%	54%	66%	61%	63%	57%	71%	56%	55%	66%	65%	48%
Probably uncertain	29	–	–	1	1	6	10	12	17	3	2	1	1	15	6	6
	16%	–%	–%	9%	6%	15%	16%	20%	13%	21%	14%	6%	5%	17%	14%	21%
Definitely uncertain	2	–	–	–	–	–	1	1	1	–	–	1	–	–	1	1
	1%	–%	–%	–%	–%	–%	2%	2%	1%	–%	–%	6%	–%	–%	2%	3%
Don't know	13	–	1	2	3	7Fg	1	2	12	–	–	1	4	6	2	–
	7%	–%	17%	18%	18%	17%	2%	3%	10%	–%	–%	6%	20%	7%	5%	–%
NET																

Certain	137	–	5	8	13	28	50	46	96	11	12	15	15	66	34	22
	76%	–%	83%	73%	76%	68%	81%	75%	76%	79%	86%	83%	75%	76%	79%	76%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: All with ISDN

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	181	7	37	11	21	14	25	30	18	18	3	16	36	54	72
Definitely certain	27 15%	4 57%	4 11%	1 9%	2 10%	3 21%	4 16%	4 13%	3 17%	2 11%	— —%	2 13%	5 14%	8 15%	12 17%
Probably certain	110 61%	3 43%	23 62%	8 73%	12 57%	10 71%	16 64%	17 57%	7 39%	14 78%	2 67%	11 69%	24 67%	28 52%	45 63%
Probably uncertain	29 16%	— —%	8 22%	1 9%	6 29%	1 7%	3 12%	5 17%	5 28%	— —%	— —%	3 19%	5 14%	11 20%	10 14%
Definitely uncertain	2 1%	— —%	— —%	— —%	1 5%	— —%	1 4%	— —%	— —%	— —%	— —%	— —%	— —%	1 2%	1 1%
Don't know	13 7%	— —%	2 5%	1 9%	— —%	— —%	1 4%	4 13%	3 17%	2 11%	1 33%	— —%	2 6%	6 11%	4 6%
NET															

Certain	137 76%	7 100%	27 73%	9 82%	14 67%	13 93%	20 80%	21 70%	10 56%	16 89%	2 67%	13 81%	29 81%	36 67%	57 79%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)
<B11> How sure are you that you would make this decision in a real situation?
by
Base: All with ISDN

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	181	6	20	11	6	13	10	56	33	12	167	6	7	1	106	12	7
Definitely certain	27 15%	- -%	6 30%	- -%	1 17%	2 15%	1 10%	12 21%	4 12%	- -%	26 16%	- -%	1 14%	- -%	18 17%	3 25%	1 14%
Probably certain	110 61%	4 67%	12 60%	8 73%	4 67%	8 62%	5 50%	33 59%	21 64%	7 58%	102 61%	4 67%	3 43%	1 100%	73 69%	6 50%	3 43%
Probably uncertain	29 16%	1 17%	2 10%	2 18%	1 17%	3 23%	3 30%	8 14%	5 15%	2 17%	27 16%	1 17%	1 14%	- -%	10 9%	3 25%	1 14%
Definitely uncertain	2 1%	- -%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	- -%	1 1%	1 17%	- -%	- -%	2 2%	- -%	- -%
Don't know	13 7%	1 17%	- -%	1 9%	- -%	- -%	- -%	3 5%	3 9%	3 25%	11 7%	- -%	2 29%	- -%	3 3%	- -%	2 29%
NET																	

Certain	137 76%	4 67%	18 90%	8 73%	5 83%	10 77%	6 60%	45 80%	25 76%	7 58%	128 77%	4 67%	4 57%	1 100%	91 86%	9 75%	4 57%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)
<B11> How sure are you that you would make this decision in a real situation?
by
Base: All with ISDN

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & (g)	ISDN 30 & (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	181	100	100	63	73	19	-	22	12	30	22	8	30	93	88	-
Definitely certain	27 15%	17 17%	14 14%	10 16%	7 10%	4 21%	- -	4 18%	4 33%	7 23%	5 23%	2 25%	7 23%	15 16%	12 14%	- -
Probably certain	110 61%	57 57%	65 65%	35 56%	51 70%	12 63%	- -	13 59%	5 42%	15 50%	9 41%	6 75%	15 50%	54 58%	56 64%	- -
Probably uncertain	29 16%	14 14%	18 18%	7 11%	12 16%	3 16%	- -	4 18%	3 25%	7 23%	7 32%	- -	7 23%	12 13%	17 19%	- -
Definitely uncertain	2 1%	1 1%	1 1%	1 2%	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	1 1%	- -
Don't know	13 7%	11Bd 11%	2 2%	10BD 16%	2 3%	- -	- -	1 5%	- -	1 3%	1 5%	- -	1 3%	11b 12%	2 2%	- -
NET																

Certain	137 76%	74 74%	79 79%	45 71%	58 79%	16 84%	- -	17 77%	9 75%	22 73%	14 64%	8 100%	22 73%	69 74%	68 77%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: All with ISDN

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	181	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
Definitely certain	27 15%	25 17%	15 16%	17 17%	12 15%	14 21%	18 23%	9 16%	12 22%	3 33%	3 12%	2 9%	3 19%	2 18%	- -%	3 60%
Probably certain	110 61%	90 61%	59 63%	56 56%	49 62%	41 61%	43 54%	33 59%	32 58%	5 56%	16 64%	15 65%	9 56%	7 64%	1 50%	2 40%
Probably uncertain	29 16%	22 15%	15 16%	21 21%	12 15%	11 16%	12 15%	10 18%	8 15%	- -%	3 12%	3 13%	3 19%	1 9%	1 50%	- -%
Definitely uncertain	2 1%	1 1%	1 1%	- -%	1 1%	- -%	1 1%	1 2%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%
Don't know	13 7%	10 7%	4 4%	6 6%	5 6%	1 1%	6 8%	3 5%	3 5%	1 11%	3 12%	3 13%	1 6%	- -%	- -%	- -%
NET																

Certain	137 76%	115 78%	74 79%	73 73%	61 77%	55 82%	61 76%	42 75%	44 80%	8 89%	19 76%	17 74%	12 75%	9 82%	1 50%	5 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: All with ISDN

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 or more channe ls(g)	1500 chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	181	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
Definitely certain	27 15%	6 23%	1 13%	4 25%	1 5%	- %	1 14%	- %	- %	19 17%	4 10%	17 21%	2 12%	13 23%	3 9%	- %	11 19%	2 7%	1 11%	15 19%	8 10%	2 15%	
Probably certain	110 61%	16 62%	6 75%	10 63%	13 68%	7 58%	4 57%	1 100%	3 100%	69 63%	26 63%	52 64%	11 65%	30 53%	22 69%	5 83%	35 60%	21 75%	5 56%	48 62%	50 65%	6 46%	
Probably uncertain	29 16%	4 15%	1 13%	2 13%	5 26%	4 33%	1 14%	- %	- %	15 14%	8 20%	8 10%	3 18%	8 14%	5 16%	- %	12 21%	4 14%	2 22%	10 13%	14 18%	1 8%	
Definitely uncertain	2 1%	- %	- %	- %	- %	- %	1 14%	- %	- %	1 1%	1 2%	1 1%	- %	- %	1 3%	- %	- %	- %	1 11%	- %	1 1%	1 8%	
Don't know	13 7%	- %	- %	- %	- %	1 8%	- %	- %	- %	5 5%	2 5%	3 4%	1 6%	6 11%	1 3%	1 17%	- %	1 4%	- %	4 5%	4 5%	3 23%	
NET ---																							
Certain	137 76%	22 85%	7 88%	14 88%	14 74%	7 58%	5 71%	1 100%	3 100%	88 81%	30 73%	69 85%	13 76%	43 75%	25 78%	5 83%	46 79%	23 82%	6 67%	63 82%	58 75%	8 62%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)
<B11> How sure are you that you would make this decision in a real situation?
by
Base: All with ISDN

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	181	37	66	71	68	92	27	64	91	60	18
Definitely certain	27 15%	13BC 35%	5 8%	9 13%	17b 25%	10 11%	15 56%	6 9%	21bD 23%	3 5%	3 17%
Probably certain	110 61%	21 57%	40 61%	47 66%	43 63%	55 60%	11 41%	47 73%	58 64%	35 58%	10 56%
Probably uncertain	29 16%	1 3%	13a 20%	11a 15%	6 9%	18 20%	1 4%	9 14%	10 11%	17C 28%	1 6%
Definitely uncertain	2 1%	- -%	2 3%	- -%	1 1%	1 1%	- -%	- -%	- -%	2 3%	- -%
Don't know	13 7%	2 5%	6 9%	4 6%	1 1%	8a 9%	- -%	2 3%	2 2%	3 5%	4 22%
NET											

Certain	137 76%	34B 92%	45 68%	56 79%	60B 88%	65 71%	26 96%	53d 83%	79D 87%	38 63%	13 72%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: All with ISDN

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	181	80	54	41	28	11	24	16	6	22	13	19	5	17	18	16	10	8	10	6	6	
Definitely certain	27 15%	13 16%	6 11%	10 24%	3 11%	5 45%	4 17%	2 13%	2 33%	- %	6 46%	3 16%	1 20%	4 24%	5 28%	5 31%	1 10%	1 13%	3 30%	2 33%	1 17%	
Probably certain	110 61%	58b 73%	30 56%	30 73%	20 71%	6 55%	20 83%	12 75%	3 50%	16 73%	5 38%	11 58%	2 40%	8 47%	8 44%	9 56%	6 60%	5 63%	6 60%	3 50%	4 67%	
Probably uncertain	29 16%	5 6%	13A 24%	1 2%	3 11%	- %	- %	1 6%	- %	4 18%	2 15%	4 21%	2 40%	4 24%	4 22%	1 6%	3 30%	2 25%	1 10%	- %	1 17%	
Definitely uncertain	2 1%	1 1%	1 2%	- %	- %	- %	- %	1 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Don't know	13 7%	3 4%	4 7%	- %	2 7%	- %	- %	- %	1 17%	2 9%	- %	1 5%	- %	1 6%	1 6%	1 6%	- %	- %	- %	1 17%	- %	
NET ---																						
Certain	137 76%	71B 89%	36 67%	40 98%	23 82%	11 100%	24 100%	14 88%	5 83%	16 73%	11 85%	14 74%	3 60%	12 71%	13 72%	14 88%	7 70%	6 75%	9 90%	5 83%	5 83%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: All with ISDN

		IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	181	21	7	16	8	5	17	10	15	7	4	4	4	18	2	-	-	-	-	-	-
Definitely certain	27 15%	4 19%	3 43%	5 31%	2 25%	-	7 41%	-	5 33%	2 29%	-	3 75%	-	3 17%	1 50%	-	-	-	-	-	-
Probably certain	110 61%	13 62%	1 14%	7 44%	4 50%	4 80%	8 47%	6 60%	8 53%	3 43%	2 50%	1 25%	3 75%	9 50%	1 50%	-	-	-	-	-	-
Probably uncertain	29 16%	4 19%	2 29%	3 19%	2 25%	1 20%	1 6%	4 40%	1 7%	2 29%	2 50%	-	1 25%	5 28%	-	-	-	-	-	-	-
Definitely uncertain	2 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	13 7%	-	1 14%	1 6%	-	-	1 6%	-	1 7%	-	-	-	-	1 6%	-	-	-	-	-	-	-
NET	---																				
Certain	137 76%	17 81%	4 57%	12 75%	6 75%	4 80%	15 88%	6 60%	13 87%	5 71%	2 50%	4 100%	3 75%	12 67%	2 100%	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 66 (continuation)
<B11> How sure are you that you would make this decision in a real situation?
by
Base: All with ISDN

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	181	91	82	57	30	54	40
Definitely certain	27 15%	10 11%	17 21%	11 19%	6 20%	8 15%	6 15%
Probably certain	110 61%	60 66%	46 56%	38 67%	16 53%	39 72%	22 55%
Probably uncertain	29 16%	14 15%	13 16%	6 11%	4 13%	7 13%	9 23%
Definitely uncertain	2 1%	- -%	2 2%	1 2%	- -%	- -%	1 3%
Don't know	13 7%	7 8%	4 5%	1 2%	4a 13%	- -%	2 5%
NET ---							
Certain	137 76%	70 77%	63 77%	49 86%	22 73%	47b 87%	28 70%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67

<B12a> How long do you envisage continuing to use ISDN 2/2e services for?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
Less than six months	7 7%	- -%	1 20%	1 10%	2 13%	2 7%	2 6%	1 4%	6 8%	- -%	- -%	1 14%	3 21%	2 4%	- -%	2 18%
Six months to a year	22 22%	- -%	2 40%	3 30%	5 33%	2 7%	8 24%	7 28%	13 17%	4 50%	1 25%	3 43%	6 43%	9 17%	5 23%	2 18%
A year to two years	28 28%	- -%	1 20%	- -%	1 7%	7 26%	14 42%	6 24%	23 29%	1 13%	2 50%	1 14%	2 14%	13 25%	11 50%	2 18%
Two to five years	23 23%	- -%	- -%	5 50%	5 33%	8 30%	4 12%	6 24%	18 23%	2 25%	1 25%	2 29%	1 7%	15 29%	3 14%	3 27%
Six to ten years	4 4%	- -%	- -%	- -%	- -%	2 7%	2 6%	- -%	4 5%	- -%	- -%	- -%	1 7%	3 6%	- -%	- -%
More than ten years	3 3%	- -%	- -%	- -%	- -%	1 4%	1 3%	1 4%	2 3%	- -%	- -%	- -%	- -%	2 4%	- -%	1 9%
Don't know	13 13%	- -%	1 20%	1 10%	2 13%	5 19%	2 6%	4 16%	12 15%	1 13%	- -%	- -%	1 7%	8 15%	3 14%	1 9%
NET																

Under 2 years	57 57%	- -%	4 80%	4 40%	8 53%	11 41%	24 73%	14 56%	42 54%	5 63%	3 75%	5 71%	11 79%	24 46%	16 73%	6 55%
2+ years	30 30%	- -%	- -%	5 50%	5 33%	11 41%	7 21%	7 28%	24 31%	2 25%	1 25%	2 29%	2 14%	20 38%	3 14%	4 36%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)

<B12a> How long do you envisage continuing to use ISDN 2/2e services for?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE															
	Sector										Number of years trading				
	Total	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	ncial	er	se	admin					
		(b)	(c)	Transport/ Communications (d)		(f)	(g)	(h)			2 years (a)	(b)	(c)	years (d)	(e)
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
Less than six months	7 7%	1 33%	2 11%	– –%	– –%	1 14%	1 7%	– –%	– –%	2 20%	– –%	1 13%	1 6%	3 8%	2 6%
Six months to a year	22 22%	2 67%	3 16%	4 50%	3 21%	3 43%	5 36%	1 6%	– –%	1 10%	– –%	4 50%	6 33%	7 19%	5 14%
A year to two years	28 28%	– –%	9 47%	2 25%	4 29%	2 29%	4 29%	1 6%	2 25%	4 40%	1 50%	2 25%	6 33%	10 27%	9 26%
Two to five years	23 23%	– –%	3 16%	1 13%	4 29%	1 14%	2 14%	8 47%	3 38%	1 10%	1 50%	1 13%	3 17%	7 19%	11 31%
Six to ten years	4 4%	– –%	– –%	– –%	– –%	– –%	– –%	2 12%	2 25%	– –%	– –%	– –%	– –%	1 3%	3 9%
More than ten years	3 3%	– –%	1 5%	– –%	1 7%	– –%	– –%	1 6%	– –%	– –%	– –%	– –%	– –%	– –%	3 9%
Don't know	13 13%	– –%	1 5%	1 13%	2 14%	– –%	2 14%	4 24%	1 13%	2 20%	– –%	– –%	2 11%	9e 24%	2 6%
NET	---														
Under 2 years	57 57%	3 100%	14 74%	6 75%	7 50%	6 86%	10 71%	2 12%	2 25%	7 70%	1 50%	7 88%	13 72%	20 54%	16 46%
2+ years	30 30%	– –%	4 21%	1 13%	5 36%	1 14%	2 14%	11 65%	5 63%	1 10%	1 50%	1 13%	3 17%	8 22%	17d 49%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)

<B12a> How long do you envisage continuing to use ISDN 2/2e services for?

by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scot land (l)	No rthern Ireland (m)	All sites (a)	Some sites (b)
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
Less than six months	7 7%	- %	1 11%	- %	- %	- %	- %	5 17%	1 4%	- %	7 8%	- %	- %	- %	5 9%	- %	- %
Six months to a year	22 22%	2 50%	2 22%	1 17%	3 100%	- %	- %	8 27%	3 13%	1 14%	20 22%	- %	2 33%	- %	16 28%	- %	- %
A year to two years	28 28%	2 50%	1 11%	2 33%	- %	1 20%	2 40%	9 30%	6 26%	2 29%	25 27%	1 100%	1 17%	1 100%	21 36%	- %	- %
Two to five years	23 23%	- %	5 56%	- %	- %	2 40%	2 40%	4 13%	8 35%	1 14%	22 24%	- %	1 17%	- %	9 16%	2 67%	2 50%
Six to ten years	4 4%	- %	- %	- %	- %	- %	1 20%	2 7%	1 4%	- %	4 4%	- %	- %	- %	1 2%	- %	1 25%
More than ten years	3 3%	- %	- %	1 17%	- %	- %	- %	1 3%	1 4%	- %	3 3%	- %	- %	- %	1 2%	- %	- %
Don't know	13 13%	- %	- %	2 33%	- %	2 40%	- %	1 3%	3 13%	3 43%	11 12%	- %	2 33%	- %	5 9%	1 33%	1 25%
NET																	

Under 2 years	57 57%	4 100%	4 44%	3 50%	3 100%	1 20%	2 40%	22 73%	10 43%	3 43%	52 57%	1 100%	3 50%	1 100%	42 72%	- %	- %
2+ years	30 30%	- %	5 56%	1 17%	- %	2 40%	3 60%	7 23%	10 43%	1 14%	29 32%	- %	1 17%	- %	11 19%	2 67%	3 75%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)

<B12a> How long do you envisage continuing to use ISDN 2/2e services for?

by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)	
Total																	
Total	100	100	19	63	—	19	—	22	4	22	14	8	22	93	7	—	
Less than six months	7 7%	7 7%	2 11%	4 6%	— —%	2 11%	— —%	1 5%	— —%	1 5%	— —%	1 13%	1 5%	5 5%	2 29%	— —%	
Six months to a year	22 22%	22 22%	4 21%	13 21%	— —%	4 21%	— —%	6 27%	1 25%	6 27%	5 36%	1 13%	6 27%	21 23%	1 14%	— —%	
A year to two years	28 28%	28 28%	6 32%	17 27%	— —%	6 32%	— —%	6 27%	1 25%	6 27%	5 36%	1 13%	6 27%	27 29%	1 14%	— —%	
Two to five years	23 23%	23 23%	5 26%	14 22%	— —%	5 26%	— —%	6 27%	2 50%	6 27%	2 14%	4 50%	6 27%	20 22%	3 43%	— —%	
Six to ten years	4 4%	4 4%	1 5%	2 3%	— —%	1 5%	— —%	1 5%	— —%	1 5%	— —%	1 13%	1 5%	4 4%	— —%	— —%	
More than ten years	3 3%	3 3%	1 5%	2 3%	— —%	1 5%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	3 3%	— —%	— —%	
Don't know	13 13%	13 13%	— —%	11 17%	— —%	— —%	— —%	2 9%	— —%	2 9%	2 14%	— —%	2 9%	13 14%	— —%	— —%	
NET	---																
Under 2 years	57 57%	57 57%	12 63%	34 54%	— —%	12 63%	— —%	13 59%	2 50%	13 59%	10 71%	3 38%	13 59%	53 57%	4 57%	— —%	
2+ years	30 30%	30 30%	7 37%	18 29%	— —%	7 37%	— —%	7 32%	2 50%	7 32%	2 14%	5 63%	7 32%	27 29%	3 43%	— —%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)

<B12a> How long do you envisage continuing to use ISDN 2/2e services for?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
Less than six months	7 7%	7 9%	2 4%	5 9%	4 10%	3 8%	2 4%	1 3%	2 8%	3 33%	1 4%	- -	1 6%	1 9%	- -	1 20%
Six months to a year	22 22%	14 17%	12 24%	10 17%	11 28%	8 22%	12 26%	11a 34%	5 19%	1 11%	3 12%	8 35%	3 19%	4 36%	- -	- -
A year to two years	28 28%	24 29%	14 28%	21 36%	9 23%	11 31%	16 34%	8 25%	9 35%	1 11%	8 32%	5 22%	10 63%	2 18%	1 50%	- -
Two to five years	23 23%	21 26%	14 28%	12 21%	8 21%	12f 33%	7 15%	8 25%	7 27%	2 22%	7 28%	3 13%	1 6%	3 27%	- -	4 80%
Six to ten years	4 4%	4 5%	3 6%	3 5%	3 8%	- -	3 6%	1 3%	1 4%	1 11%	1 4%	1 4%	1 6%	- -	- -	- -
More than ten years	3 3%	2 2%	1 2%	1 2%	- -	- -	2 4%	- -	- -	- -	1 4%	- -	- -	1 9%	1 50%	- -
Don't know	13 13%	10 12%	4 8%	6 10%	4 10%	2 6%	5 11%	3 9%	2 8%	1 11%	4 16%	6 26%	- -	- -	- -	- -
NET	---															
Under 2 years	57 57%	45 55%	28 56%	36 62%	24 62%	22 61%	30 64%	20 63%	16 62%	5 56%	12 48%	13 57%	14 88%	7 64%	1 50%	1 20%
2+ years	30 30%	27 33%	18 36%	16 28%	11 28%	12 33%	12 26%	9 28%	8 31%	3 33%	9 36%	4 17%	2 13%	4 36%	1 50%	4 80%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)

<B12a> How long do you envisage continuing to use ISDN 2/2e services for?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 or more channe ls(g)	1500 nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7	
Less than six months	7 7%	2 33%	- -	- -	- -	- -	- -	- -	- -	5 8%	- -	5 11%	- -	7b 12%	- -	- -	2 25%	- -	- -	4 10%	3 7%	- -	
Six months to a year	22 22%	- -	- -	- -	2 67%	1 33%	- -	- -	- -	13 22%	6 29%	12 27%	1 14%	9 16%	11a 34%	2 33%	1 13%	3 43%	- -	10 24%	10 22%	2 29%	
A year to two years	28 28%	2 33%	- -	1 50%	- -	1 33%	2 100%	- -	- -	18 30%	7 33%	13 29%	1 14%	13 23%	11 34%	4 67%	1 13%	2 29%	3 75%	6 14%	20A 44%	- -	
Two to five years	23 23%	1 17%	1 100%	- -	1 33%	1 33%	- -	- -	1 100%	16 27%	2 10%	13 29%	1 14%	14 25%	7 22%	- -	2 25%	2 29%	1 25%	14B 33%	4 9%	3 43%	
Six to ten years	4 4%	1 17%	- -	- -	- -	- -	- -	- -	- -	2 3%	1 5%	- -	2 29%	4 7%	- -	- -	1 13%	- -	- -	2 5%	1 2%	- -	
More than ten years	3 3%	- -	- -	1 50%	- -	- -	- -	- -	- -	1 2%	- -	- -	1 14%	3 5%	- -	- -	1 13%	- -	- -	1 2%	2 4%	- -	
Don't know	13 13%	- -	- -	- -	- -	- -	- -	- -	- -	5 8%	5 24%	2 4%	1 14%	7 12%	3 9%	- -	- -	- -	- -	5 12%	5 11%	2 29%	
NET ---																							
Under 2 years	57 57%	4 67%	- -	1 50%	2 67%	2 67%	2 100%	- -	- -	36 60%	13 62%	30 67%	2 29%	29 51%	22 69%	6 100%	4 50%	5 71%	3 75%	20 48%	33a 73%	2 29%	
2+ years	30 30%	2 33%	1 100%	1 50%	1 33%	1 33%	- -	- -	1 100%	19 32%	3 14%	13 29%	4 57%	21 37%	7 22%	- -	4 50%	2 29%	1 25%	17B 40%	7 16%	3 43%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)

<B12a> How long do you envisage continuing to use ISDN 2/2e services for?

by

Base: All with ISDN2/ISDN2e

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	100	22	37	38	41	48	19	31	50	31	14	
Less than six months	7 7%	5 23%	2 5%	— —%	5 12%	1 2%	5 26%	1 3%	6d 12%	— —%	— —%	
Six months to a year	22 22%	9 41%	9 24%	4 11%	20B 49%	2 4%	10 53%	10D 32%	20D 40%	1 3%	1 7%	
A year to two years	28 28%	4 18%	13 35%	11 29%	12 29%	12 25%	2 11%	11 35%	13 26%	13 42%	1 7%	
Two to five years	23 23%	2 9%	7 19%	13 34%	4 10%	18A 38%	2 11%	6 19%	8 16%	9 29%	5 36%	
Six to ten years	4 4%	— —%	— —%	4b 11%	— —%	4 8%	— —%	— —%	— —%	1 3%	3 21%	
More than ten years	3 3%	— —%	— —%	2 5%	— —%	2 4%	— —%	— —%	— —%	2 6%	1 7%	
Don't know	13 13%	2 9%	6 16%	4 11%	— —%	9A 19%	— —%	3 10%	3 6%	5 16%	3 21%	
NET ---												
Under 2 years	57 57%	18 82%	24c 65%	15 39%	37B 90%	15 31%	17 89%	22d 71%	39D 78%	14 45%	2 14%	
2+ years	30 30%	2 9%	7 19%	19B 50%	4 10%	24A 50%	2 11%	6 19%	8 16%	12c 39%	9 64%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)

<B12a> How long do you envisage continuing to use ISDN 2/2e services for?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																					

		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used									
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
		-----		-----		-----					-----			-----								-----	
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4		
Less than six months	7 7%	4 10%	2 8%	4 18%	- -	1 20%	3 21%	- -	- -	- -	1 13%	1 6%	- -	1 9%	- -	1 8%	- -	- -	- -	- -	- -		
Six months to a year	22 22%	10 25%	3 12%	9 41%	1 8%	1 20%	7 50%	2 22%	- -	- -	3 38%	3 19%	1 25%	2 18%	3 25%	3 23%	4 50%	2 33%	1 14%	2 50%	1 25%		
A year to two years	28 28%	9 23%	8 32%	5 23%	3 23%	1 20%	2 14%	4 44%	- -	2 18%	2 25%	5 31%	2 50%	3 27%	2 17%	3 23%	2 25%	2 33%	2 29%	1 25%	1 25%		
Two to five years	23 23%	11 28%	5 20%	3 14%	5 38%	2 40%	- -	3 33%	- -	6 55%	2 25%	5 31%	1 25%	3 27%	4 33%	4 31%	1 13%	2 33%	4 57%	- -	2 50%		
Six to ten years	4 4%	- -	3 12%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	1 8%	- -	- -	- -	- -	- -		
More than ten years	3 3%	1 3%	2 8%	- -	1 8%	- -	- -	- -	- -	1 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Don't know	13 13%	5 13%	2 8%	1 5%	3 23%	- -	2 14%	- -	1 100%	2 18%	- -	2 13%	- -	2 18%	2 17%	1 8%	1 13%	- -	- -	1 25%	- -		
NET ---																							
Under 2 years	57 57%	23 58%	13 52%	18 82%	4 31%	3 60%	12 86%	6 67%	- -	2 18%	6 75%	9 56%	3 75%	6 55%	5 42%	7 54%	6 75%	4 67%	3 43%	3 75%	2 50%		
2+ years	30 30%	12 30%	10 40%	3 14%	6 46%	2 40%	- -	3 33%	- -	7 64%	2 25%	5 31%	1 25%	3 27%	5 42%	5 38%	1 13%	2 33%	4 57%	- -	2 50%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)

<B12a> How long do you envisage continuing to use ISDN 2/2e services for?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage				
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	removed	all	mentary	ck-up	at all	mentary	ck-up	at all
					(a)	service	(c)			(c)		(b)	(c)	(d)		(a)	(b)	(c)	(a)	(b)	(c)		
Total		100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-	
Less than six months		7	1	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	
		7%	6%	-%	8%	-%	-%	8%	-%	-%	25%	-%	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Six months to a year		22	5	1	4	1	1	4	2	5	-	1	2	1	3	-	-	-	-	-	-	-	
		22%	29%	25%	33%	17%	25%	31%	25%	42%	-%	25%	50%	33%	23%	-%	-%	-%	-%	-%	-%	-%	
A year to two years		28	5	1	2	2	2	2	4	1	2	2	-	2	3	-	-	-	-	-	-	-	
		28%	29%	25%	17%	33%	50%	15%	50%	8%	50%	50%	-%	67%	23%	-%	-%	-%	-%	-%	-%	-%	
Two to five years		23	5	-	2	3	1	4	1	3	1	1	1	-	4	1	-	-	-	-	-	-	
		23%	29%	-%	17%	50%	25%	31%	13%	25%	25%	25%	25%	-%	31%	100%	-%	-%	-%	-%	-%	-%	
Six to ten years		4	1	-	1	-	-	-	1	1	-	-	-	-	1	-	-	-	-	-	-	-	
		4%	6%	-%	8%	-%	-%	-%	13%	8%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	
More than ten years		3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know		13	-	2	2	-	-	2	-	2	-	-	-	-	2	-	-	-	-	-	-	-	
		13%	-%	50%	17%	-%	-%	15%	-%	17%	-%	-%	-%	-%	15%	-%	-%	-%	-%	-%	-%	-%	
NET																							

Under 2 years		57	11	2	7	3	3	7	6	6	3	3	3	3	6	-	-	-	-	-	-	-	
		57%	65%	50%	58%	50%	75%	54%	75%	50%	75%	75%	75%	100%	46%	-%	-%	-%	-%	-%	-%	-%	
2+ years		30	6	-	3	3	1	4	2	4	1	1	1	-	5	1	-	-	-	-	-	-	
		30%	35%	-%	25%	50%	25%	31%	25%	33%	25%	25%	25%	-%	38%	100%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 67 (continuation)
<B12a> How long do you envisage continuing to use ISDN 2/2e services for?
by
Base: All with ISDN2/ISDN2e

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	100	52	44	57	30	11	8
Less than six months	7 7%	2 4%	5 11%	7b 12%	- -	2 18%	- -
Six months to a year	22 22%	11 21%	11 25%	22B 39%	- -	2 18%	2 25%
A year to two years	28 28%	14 27%	14 32%	28B 49%	- -	6 55%	- -
Two to five years	23 23%	14 27%	7 16%	- -	23A 77%	1 9%	4 50%
Six to ten years	4 4%	2 4%	2 5%	- -	4A 13%	- -	1 13%
More than ten years	3 3%	- -	2 5%	- -	3a 10%	- -	1 13%
Don't know	13 13%	9 17%	3 7%	- -	- -	- -	- -
NET	---						
Under 2 years	57 57%	27 52%	30 68%	57B 100%	- -	10 91%	2 25%
2+ years	30 30%	16 31%	11 25%	- -	30A 100%	1 9%	6 75%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68

<B12b> How long do you envisage continuing to use ISDN 30 services for?

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
Less than six months	5 5%	- -%	- -%	- -%	- -%	3 16%	2 6%	- -%	5 8%	- -%	- -%	- -%	- -%	1 2%	- -%	4 17%
Six months to a year	17 17%	- -%	- -%	- -%	- -%	2 11%	5 14%	10 23%	9 15%	1 14%	6 50%	- -%	2 33%	6 14%	3 12%	6 25%
A year to two years	32 32%	- -%	- -%	- -%	- -%	3 16%	12 34%	17 39%	16 26%	5 71%	3 25%	6 46%	2 33%	12 28%	14 54%	4 17%
Two to five years	27 27%	- -%	1 100%	1 100%	2 100%	7 37%	11 31%	7 16%	21 34%	- -%	1 8%	3 23%	2 33%	16 37%	5 19%	4 17%
Six to ten years	6 6%	- -%	- -%	- -%	- -%	- -%	2 6%	4 9%	2 3%	- -%	1 8%	3 23%	- -%	1 2%	1 4%	4 17%
More than ten years	7 7%	- -%	- -%	- -%	- -%	1 5%	2 6%	4 9%	5 8%	1 14%	- -%	1 8%	- -%	3 7%	2 8%	2 8%
Don't know	6 6%	- -%	- -%	- -%	- -%	3 16%	1 3%	2 5%	4 6%	- -%	1 8%	- -%	- -%	4 9%	1 4%	- -%
NET																

Under 2 years	54 54%	- -%	- -%	- -%	- -%	8 42%	19 54%	27 61%	30 48%	6 86%	9 75%	6 46%	4 67%	19 44%	17 65%	14 58%
2+ years	40 40%	- -%	1 100%	1 100%	2 100%	8 42%	15 43%	15 34%	28 45%	1 14%	2 17%	7 54%	2 33%	20 47%	8 31%	10 42%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)

<B12b> How long do you envisage continuing to use ISDN 30 services for?

by

Base: All with ISDN30

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
Less than six months	5 5%	- -%	3 14%	- -%	1 8%	- -%	- -%	- -%	- -%	1 9%	- -%	1 9%	- -%	4 19%	- -%
Six months to a year	17 17%	2 40%	4 19%	- -%	- -%	2 22%	4 33%	2 13%	2 17%	1 9%	1 100%	5 45%	2 10%	2 10%	7 15%
A year to two years	32 32%	2 40%	4 19%	1 33%	5 42%	3 33%	3 25%	6 40%	4 33%	4 36%	- -%	3 27%	10 48%	6 29%	13 28%
Two to five years	27 27%	- -%	5 24%	1 33%	5 42%	4 44%	3 25%	4 27%	3 25%	2 18%	- -%	2 18%	7 33%	7 33%	11 24%
Six to ten years	6 6%	- -%	- -%	- -%	1 8%	- -%	1 8%	2 13%	1 8%	1 9%	- -%	- -%	1 5%	1 5%	4 9%
More than ten years	7 7%	1 20%	2 10%	- -%	- -%	- -%	1 8%	1 7%	1 8%	1 9%	- -%	- -%	1 5%	- -%	6 13%
Don't know	6 6%	- -%	3 14%	1 33%	- -%	- -%	- -%	- -%	1 8%	1 9%	- -%	- -%	- -%	1 5%	5 11%
NET ---															
Under 2 years	54 54%	4 80%	11 52%	1 33%	6 50%	5 56%	7 58%	8 53%	6 50%	6 55%	1 100%	9 82%	12 57%	12 57%	20 43%
2+ years	40 40%	1 20%	7 33%	1 33%	6 50%	4 44%	5 42%	7 47%	5 42%	4 36%	- -%	2 18%	9 43%	8 38%	21 46%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)

<B12b> How long do you envisage continuing to use ISDN 30 services for?

by

Base: All with ISDN30

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3
Less than six months	5 5%	- -%	- -%	- -%	- -%	- -%	- -%	3 8%	- -%	1 14%	4 4%	- -%	1 50%	- -%	5 8%	- -%	- -%
Six months to a year	17 17%	1 50%	3 23%	2 40%	- -%	3 38%	1 20%	5 14%	- -%	2 29%	17 18%	- -%	- -%	- -%	15 24%	- -%	- -%
A year to two years	32 32%	- -%	2 15%	2 40%	2 67%	3 38%	2 40%	14 38%	2 15%	2 29%	29 31%	3 60%	- -%	- -%	19 30%	6 67%	2 67%
Two to five years	27 27%	1 50%	2 15%	1 20%	1 33%	2 25%	1 20%	9 24%	7 54%	2 29%	26 28%	- -%	1 50%	- -%	14 22%	1 11%	- -%
Six to ten years	6 6%	- -%	2 15%	- -%	- -%	- -%	- -%	3 8%	- -%	- -%	5 5%	1 20%	- -%	- -%	5 8%	1 11%	- -%
More than ten years	7 7%	- -%	3 23%	- -%	- -%	- -%	- -%	2 5%	2 15%	- -%	7 8%	- -%	- -%	- -%	4 6%	- -%	1 33%
Don't know	6 6%	- -%	1 8%	- -%	- -%	- -%	1 20%	1 3%	2 15%	- -%	5 5%	1 20%	- -%	- -%	1 2%	1 11%	- -%
NET ---																	
Under 2 years	54 54%	1 50%	5 38%	4 80%	2 67%	6 75%	3 60%	22 59%	2 15%	5 71%	50 54%	3 60%	1 50%	- -%	39 62%	6 67%	2 67%
2+ years	40 40%	1 50%	7 54%	1 20%	1 33%	2 25%	1 20%	14 38%	9 69%	2 29%	38 41%	1 20%	1 50%	- -%	23 37%	2 22%	1 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)

<B12b> How long do you envisage continuing to use ISDN 30 services for?

by

Base: All with ISDN30

		PERSONAL PROFILE														
		Fixed line services													Mostly used fixed line	
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	100	19	100	—	73	19	—	4	12	12	8	4	12	12	88	—
Less than six months	5 5%	4 21%	5 5%	— —%	1 1%	4 21%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	2 17%	3 3%	— —%
Six months to a year	17 17%	2 11%	17 17%	— —%	14 19%	2 11%	— —%	2 50%	3 25%	3 25%	1 13%	2 50%	3 25%	2 17%	15 17%	— —%
A year to two years	32 32%	5 26%	32 32%	— —%	23 32%	5 26%	— —%	1 25%	5 42%	5 42%	4 50%	1 25%	5 42%	4 33%	28 32%	— —%
Two to five years	27 27%	4 21%	27 27%	— —%	21 29%	4 21%	— —%	— —%	2 17%	2 17%	2 25%	— —%	2 17%	2 17%	25 28%	— —%
Six to ten years	6 6%	2 11%	6 6%	— —%	4 5%	2 11%	— —%	1 25%	1 8%	1 8%	— —%	1 25%	1 8%	1 8%	5 6%	— —%
More than ten years	7 7%	2 11%	7 7%	— —%	5 7%	2 11%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	1 8%	6 7%	— —%
Don't know	6 6%	— —%	6 6%	— —%	5 7%	— —%	— —%	— —%	1 8%	1 8%	1 13%	— —%	1 8%	— —%	6 7%	— —%
NET ---																
Under 2 years	54 54%	11 58%	54 54%	— —%	38 52%	11 58%	— —%	3 75%	8 67%	8 67%	5 63%	3 75%	8 67%	8 67%	46 52%	— —%
2+ years	40 40%	8 42%	40 40%	— —%	30 41%	8 42%	— —%	1 25%	3 25%	3 25%	2 25%	1 25%	3 25%	4 33%	36 41%	— —%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)

<B12b> How long do you envisage continuing to use ISDN 30 services for?

by

Base: All with ISDN30

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
Less than six months	5 5%	4 5%	3 5%	4 7%	2 4%	3 7%	4 9%	3 9%	3 8%	1 100%	1 25%	1 25%	- -	- -	- -	1 33%
Six months to a year	17 17%	14 17%	10 18%	8 14%	9 18%	9 22%	5 11%	9 26%	5 13%	- -	1 25%	- -	1 33%	- -	- -	- -
A year to two years	32 32%	26 31%	20 35%	20 36%	19 37%	13 32%	20 43%	8 24%	14 36%	- -	1 25%	1 25%	2 67%	- -	- -	- -
Two to five years	27 27%	23 27%	13 23%	15 27%	13 25%	11 27%	11 23%	9 26%	10 26%	- -	1 25%	1 25%	- -	1 33%	- -	1 33%
Six to ten years	6 6%	6 7%	5 9%	4 7%	4 8%	3 7%	5 11%	4 12%	4 10%	- -	- -	- -	- -	1 33%	- -	1 33%
More than ten years	7 7%	7 8%	3 5%	3 5%	2 4%	1 2%	2 4%	1 3%	3 8%	- -	- -	1 25%	- -	1 33%	- -	- -
Don't know	6 6%	4 5%	3 5%	2 4%	2 4%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET	---															
Under 2 years	54 54%	44 52%	33 58%	32 57%	30 59%	25 61%	29 62%	20 59%	22 56%	1 100%	3 75%	2 50%	3 100%	- -	- -	1 33%
2+ years	40 40%	36 43%	21 37%	22 39%	19 37%	15 37%	18 38%	14 41%	17 44%	- -	1 25%	2 50%	- -	3 100%	- -	2 67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)

<B12b> How long do you envisage continuing to use ISDN 30 services for?

by

Base: All with ISDN30

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 or more channels(g)	1500 nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8
Less than six months	5 5%	5 19%	- -	- -	- -	- -	- -	- -	- -	4 6%	1 5%	3 6%	- -	3 33%	- -	1 33%	4 7%	- -	1 11%	3 7%	2 5%	- -
Six months to a year	17 17%	4 15%	1 13%	3 19%	4 21%	2 17%	- -	1 100%	1 33%	13 20%	4 18%	9 19%	4 33%	1 11%	1 14%	- -	10 17%	5 18%	2 22%	7 16%	9 23%	1 13%
A year to two years	32 32%	6 23%	2 25%	8 50%	6 32%	5 42%	4 57%	- -	- -	19 30%	7 32%	15 31%	4 33%	- -	4 57%	1 33%	15 26%	11 39%	4 44%	14 31%	15 38%	1 13%
Two to five years	27 27%	7 27%	2 25%	4 25%	8 42%	2 17%	1 14%	- -	- -	16 25%	8 36%	12 25%	2 17%	2 22%	1 14%	1 33%	14 24%	11 39%	1 11%	14 31%	7 18%	4 50%
Six to ten years	6 6%	- -	1 13%	1 6%	- -	1 8%	2 29%	- -	1 33%	5 8%	1 5%	4 8%	1 8%	1 11%	1 14%	- -	4 7%	1 4%	1 11%	2 4%	2 5%	2 25%
More than ten years	7 7%	2 8%	2 25%	- -	- -	1 8%	- -	- -	1 33%	5 8%	- -	4 8%	1 8%	2 22%	- -	- -	7 12%	- -	- -	4 9%	2 5%	- -
Don't know	6 6%	2 8%	- -	- -	1 5%	1 8%	- -	- -	- -	2 3%	1 5%	1 2%	- -	- -	- -	- -	4 7%	- -	- -	1 2%	2 5%	- -
NET ---																						
Under 2 years	54 54%	15 58%	3 38%	11 69%	10 53%	7 58%	4 57%	1 100%	1 33%	36 56%	12 55%	27 56%	8 67%	4 44%	5 71%	2 67%	29 50%	16 57%	7 78%	24 53%	26 67%	2 25%
2+ years	40 40%	9 35%	5 63%	5 31%	8 42%	4 33%	3 43%	- -	2 67%	26 41%	9 41%	20 42%	4 33%	5 56%	2 29%	1 33%	25 43%	12 43%	2 22%	20 44%	11 28%	6 75%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)

<B12b> How long do you envisage continuing to use ISDN 30 services for?

by

Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	20	36	40	38	52	12	40	52	34	7
Less than six months	5 5%	3 15%	1 3%	1 3%	4 11%	1 2%	2 17%	2 5%	4 8%	1 3%	- -%
Six months to a year	17 17%	8 40%	7 19%	2 5%	12B 32%	4 8%	2 17%	12D 30%	14d 27%	2 6%	- -%
A year to two years	32 32%	8 40%	12 33%	10 25%	12 32%	15 29%	5 42%	13 33%	18 35%	11 32%	1 14%
Two to five years	27 27%	- -%	10 28%	16 40%	8 21%	17 33%	2 17%	11 28%	13 25%	10 29%	3 43%
Six to ten years	6 6%	1 5%	2 6%	3 8%	2 5%	4 8%	1 8%	- -%	1 2%	3 9%	1 14%
More than ten years	7 7%	- -%	2 6%	5 13%	- -%	7a 13%	- -%	1 3%	1 2%	4 12%	2 29%
Don't know	6 6%	- -%	2 6%	3 8%	- -%	4 8%	- -%	1 3%	1 2%	3 9%	- -%
NET	---										
Under 2 years	54 54%	19 95%	20c 56%	13 33%	28B 74%	20 38%	9 75%	27d 68%	36D 69%	14 41%	1 14%
2+ years	40 40%	1 5%	14 39%	24 60%	10 26%	28A 54%	3 25%	12 30%	15 29%	17c 50%	6 86%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)

<B12b> How long do you envisage continuing to use ISDN 30 services for?

by

Base: All with ISDN30

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
Less than six months	5 5%	3 6%	1 3%	2 8%	1 6%	2 25%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Six months to a year	17 17%	10 21%	4 11%	8 33%	1 6%	- -%	5 38%	3 38%	1 20%	1 8%	2 33%	2 29%	- -%	2 22%	1 13%	3 43%	1 33%	1 25%	1 20%	1 50%	1 25%
A year to two years	32 32%	14 30%	9 26%	8 33%	2 12%	1 13%	4 31%	3 38%	2 40%	3 25%	2 33%	3 43%	- -%	3 33%	3 38%	2 29%	1 33%	1 25%	2 40%	1 50%	2 50%
Two to five years	27 27%	12 26%	12 34%	5 21%	6 35%	3 38%	3 23%	2 25%	1 20%	3 25%	1 17%	1 14%	1 100%	2 22%	2 25%	1 14%	- -%	1 25%	1 20%	- -%	- -%
Six to ten years	6 6%	2 4%	3 9%	1 4%	1 6%	1 13%	- -%	- -%	1 20%	- -%	- -%	1 14%	- -%	1 11%	1 13%	1 14%	- -%	1 25%	1 20%	- -%	1 25%
More than ten years	7 7%	4 9%	3 9%	- -%	4 24%	1 13%	- -%	- -%	- -%	3 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	6 6%	2 4%	3 9%	- -%	2 12%	- -%	- -%	- -%	- -%	2 17%	1 17%	- -%	- -%	1 11%	1 13%	- -%	1 33%	- -%	- -%	- -%	- -%
NET ---																					
Under 2 years	54 54%	27 57%	14 40%	18 75%	4 24%	3 38%	10 77%	6 75%	3 60%	4 33%	4 67%	5 71%	- -%	5 56%	4 50%	5 71%	2 67%	2 50%	3 60%	2 100%	3 75%
2+ years	40 40%	18 38%	18 51%	6 25%	11 65%	5 63%	3 23%	2 25%	2 40%	6 50%	1 17%	2 29%	1 100%	3 33%	3 38%	2 29%	- -%	2 50%	2 40%	- -%	1 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)

<B12b> How long do you envisage continuing to use ISDN 30 services for?

by

Base: All with ISDN30

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage				
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a) service (b) (c)					(c)			(b) (c) (d)				(a)			(a) (b) (c)				
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-		
Less than six months	5 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Six months to a year	17 17%	2 29%	1 33%	2 33%	1 33%	- %	2 33%	1 33%	2 40%	1 25%	- %	1 50%	1 50%	1 20%	- %	- %	- %	- %	- %	- %	- %		
A year to two years	32 32%	3 43%	1 33%	1 17%	1 33%	2 100%	2 33%	1 33%	3 60%	1 25%	- %	1 50%	1 50%	2 40%	- %	- %	- %	- %	- %	- %	- %		
Two to five years	27 27%	1 14%	1 33%	1 17%	1 33%	- %	1 17%	1 33%	- %	2 50%	- %	- %	- %	1 20%	1 50%	- %	- %	- %	- %	- %	- %		
Six to ten years	6 6%	1 14%	- %	1 17%	- %	- %	1 17%	- %	- %	- %	1 100%	- %	- %	- %	1 50%	- %	- %	- %	- %	- %	- %		
More than ten years	7 7%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Don't know	6 6%	- %	- %	1 17%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 20%	- %	- %	- %	- %	- %	- %	- %		
NET	---																						
Under 2 years	54 54%	5 71%	2 67%	3 50%	2 67%	2 100%	4 67%	2 67%	5 100%	2 50%	- %	2 100%	2 100%	3 60%	- %	- %	- %	- %	- %	- %	- %		
2+ years	40 40%	2 29%	1 33%	2 33%	1 33%	- %	2 33%	1 33%	- %	2 50%	1 100%	- %	- %	1 20%	2 100%	- %	- %	- %	- %	- %	- %		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 68 (continuation)

<B12b> How long do you envisage continuing to use ISDN 30 services for?

by

Base: All with ISDN30

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	43	52	12	7	54	40
Less than six months	5 5%	1 2%	4 8%	4 33%	- -%	5b 9%	- -%
Six months to a year	17 17%	5 12%	12 23%	2 17%	- -%	17B 31%	- -%
A year to two years	32 32%	14 33%	15 29%	4 33%	1 14%	32B 59%	- -%
Two to five years	27 27%	15 35%	11 21%	2 17%	2 29%	- -%	27A 68%
Six to ten years	6 6%	- -%	6a 12%	- -%	2 29%	- -%	6A 15%
More than ten years	7 7%	3 7%	4 8%	- -%	2 29%	- -%	7A 18%
Don't know	6 6%	5b 12%	- -%	- -%	- -%	- -%	- -%
NET	---						
Under 2 years	54 54%	20 47%	31 60%	10 83%	1 14%	54B 100%	- -%
2+ years	40 40%	18 42%	21 40%	2 17%	6 86%	- -%	40A 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69

<B13a> What are you planning to use when you stop using your ISDN2/2e?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
ISDN30	23	-	1	-	1	7	5	10	14	3	2	3	2	11	5	5
	23%	-%	20%	-%	7%	26%	15%	40%	18%	38%	50%	43%	14%	21%	23%	45%
IP Centrex	22	-	-	1	1	4	8	9	14	3	3	2	3	10	5	4
	22%	-%	-%	10%	7%	15%	24%	36%	18%	38%	75%	29%	21%	19%	23%	36%
Hosted VOIP	18	-	-	-	-	4	7	7	11	2	1	4	3	6	5	4
	18%	-%	-%	-%	-%	15%	21%	28%	14%	25%	25%	57%	21%	12%	23%	36%
SIP Trunking	15	-	1	-	1	6	6	2	12	1	1	1	-	9	5	1
	15%	-%	20%	-%	7%	22%	18%	8%	15%	13%	25%	14%	-%	17%	23%	9%
Ethernet	15	-	-	-	-	2	7	6	9	2	1	1	-	7	4	4
	15%	-%	-%	-%	-%	7%	21%	24%	12%	25%	25%	14%	-%	13%	18%	36%
Leased lines / VPN	13	-	-	-	-	2	7	4	9	1	-	3	1	4	6	2
	13%	-%	-%	-%	-%	7%	21%	16%	12%	13%	-%	43%	7%	8%	27%	18%
Non-IP Centrex	6	-	-	-	-	1	2	3	3	1	1	1	-	-	4	2
	6%	-%	-%	-%	-%	4%	6%	12%	4%	13%	25%	14%	-%	-%	18%	18%
Other IP technology	3	-	-	-	-	1	1	1	3	-	-	-	-	1	1	1
	3%	-%	-%	-%	-%	4%	3%	4%	4%	-%	-%	-%	-%	2%	5%	9%
Other NON-IP service	1	-	-	-	-	-	1	-	1	-	-	-	1	-	-	-
	1%	-%	-%	-%	-%	-%	3%	-%	1%	-%	-%	-%	7%	-%	-%	-%
Would not replace service	2	-	-	-	-	-	1	1	2	-	-	-	-	1	1	-
	2%	-%	-%	-%	-%	-%	3%	4%	3%	-%	-%	-%	-%	2%	5%	-%
None - Closing down	1	-	-	1	1	-	-	-	1	-	-	-	1	-	-	-
	1%	-%	-%	10%	7%	-%	-%	-%	1%	-%	-%	-%	7%	-%	-%	-%
Not thought about it	27	-	2	5	7	10	7	3	25	-	-	1	4	19	3	1
	27%	-%	40%	50%	47%	37%	21%	12%	32%	-%	-%	14%	29%	37%	14%	9%
Don't know	15	-	2	3	5	3	6	1	14	1	-	-	3	7	3	1
	15%	-%	40%	30%	33%	11%	18%	4%	18%	13%	-%	-%	21%	13%	14%	9%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)
<B13a> What are you planning to use when you stop using your ISDN2/2e?
by
Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
NET																

IP alternatives	41 41%	- -%	1 20%	1 10%	2 13%	10 37%	16 48%	13 52%	28 36%	5 63%	3 75%	5 71%	6 43%	20 38%	10 45%	5 45%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)

<B13a> What are you planning to use when you stop using your ISDN2/2e?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
ISDN30	23 23%	2 67%	5 26%	2 25%	4 29%	2 29%	3 21%	2 12%	3 38%	- %	1 50%	2 25%	3 17%	9 24%	8 23%
IP Centrex	22 22%	1 33%	7 37%	1 13%	2 14%	3 43%	3 21%	1 6%	2 25%	2 20%	- %	3 38%	8 44%	4 11%	7 20%
Hosted VOIP	18 18%	2 67%	3 16%	2 25%	3 21%	2 29%	2 14%	2 12%	1 13%	1 10%	1 50%	1 13%	4 22%	6 16%	6 17%
SIP Trunking	15 15%	- %	5 26%	1 13%	1 7%	1 14%	2 14%	3 18%	2 25%	- %	- %	2 25%	4 22%	6 16%	3 9%
Ethernet	15 15%	- %	3 16%	2 25%	2 14%	2 29%	4 29%	2 12%	- %	- %	- %	2 25%	3 17%	7 19%	3 9%
Leased lines / VPN	13 13%	- %	3 16%	2 25%	- %	3 43%	3 21%	- %	2 25%	- %	- %	2 25%	5 28%	4 11%	2 6%
Non-IP Centrex	6 6%	- %	3 16%	1 13%	- %	1 14%	1 7%	- %	- %	- %	- %	- %	1 6%	4 11%	1 3%
Other IP technology	3 3%	1 33%	1 5%	- %	1 7%	- %	- %	- %	- %	- %	- %	- %	- %	1 3%	2 6%
Other NON-IP service	1 1%	- %	- %	- %	- %	1 14%	- %	- %	- %	- %	- %	- %	1 6%	- %	- %
Would not replace service	2 2%	- %	1 5%	- %	- %	- %	- %	- %	- %	1 10%	- %	- %	1 6%	1 3%	- %
None - Closing down	1 1%	- %	- %	- %	- %	- %	- %	1 6%	- %	- %	- %	- %	- %	- %	1 3%
Not thought about it	27 27%	- %	6 32%	3 38%	5 36%	1 14%	4 29%	6 35%	1 13%	1 10%	- %	1 13%	4 22%	12 32%	10 29%
Don't know	15 15%	- %	- %	- %	1 7%	1 14%	1 7%	5 29%	2 25%	5 50%	1 50%	- %	- %	6 16%	8 23%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)
<B13a> What are you planning to use when you stop using your ISDN2/2e?
by
Base: All with ISDN2/ISDN2e

PERSONAL PROFILE															
Total	Sector									Number of years trading					
	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+	
	(a)	cturing	ruction	olesale/ Tra	(e)	ncial Ser	se rvices	admin and se	(i)						2 years
		(b)	(c)	nsport/ Communi cations (d)		vices (f)	(g)	rvices (h)		(a)	(b)	(c)	(d)	(e)	
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
NET															

IP alternatives	41	3	10	4	6	5	5	3	2	3	1	5	12	11	12
	41%	100%	53%	50%	43%	71%	36%	18%	25%	30%	50%	63%	67%	30%	34%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)

<B13a> What are you planning to use when you stop using your ISDN2/2e?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - England (k)	Wales (l)	Scotland (m)	No Ireland (n)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
ISDN30	23	2	4	-	1	1	-	7	3	2	20	1	2	-	15	2	1
	23%	50%	44%	-%	33%	20%	-%	23%	13%	29%	22%	100%	33%	-%	26%	67%	25%
IP Centrex	22	-	4	3	-	-	1	8	4	-	20	-	1	1	17	2	1
	22%	-%	44%	50%	-%	-%	20%	27%	17%	-%	22%	-%	17%	100%	29%	67%	25%
Hosted VOIP	18	1	4	-	2	-	1	5	2	-	15	1	2	-	14	1	1
	18%	25%	44%	-%	67%	-%	20%	17%	9%	-%	16%	100%	33%	-%	24%	33%	25%
SIP Trunking	15	-	3	-	-	1	1	5	3	-	13	-	2	-	10	1	1
	15%	-%	33%	-%	-%	20%	20%	17%	13%	-%	14%	-%	33%	-%	17%	33%	25%
Ethernet	15	-	3	1	1	-	1	5	2	-	13	-	2	-	12	1	-
	15%	-%	33%	17%	33%	-%	20%	17%	9%	-%	14%	-%	33%	-%	21%	33%	-%
Leased lines / VPN	13	-	1	-	-	1	-	8	2	-	12	-	1	-	12	-	1
	13%	-%	11%	-%	-%	20%	-%	27%	9%	-%	13%	-%	17%	-%	21%	-%	25%
Non-IP Centrex	6	-	1	-	-	-	-	4	-	-	5	-	1	-	5	1	-
	6%	-%	11%	-%	-%	-%	-%	13%	-%	-%	5%	-%	17%	-%	9%	33%	-%
Other IP technology	3	-	-	-	-	-	-	3	-	-	3	-	-	-	3	-	-
	3%	-%	-%	-%	-%	-%	-%	10%	-%	-%	3%	-%	-%	-%	5%	-%	-%
Other NON-IP service	1	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-	-
	1%	-%	-%	-%	-%	-%	-%	3%	-%	-%	1%	-%	-%	-%	2%	-%	-%
Would not replace service	2	1	-	-	-	-	-	1	-	-	2	-	-	-	2	-	-
	2%	25%	-%	-%	-%	-%	-%	3%	-%	-%	2%	-%	-%	-%	3%	-%	-%
None - Closing down	1	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	4%	-%	1%	-%	-%	-%	-%	-%	-%
Not thought about it	27	1	1	2	-	2	3	5	8	5	27	-	-	-	10	-	2
	27%	25%	11%	33%	-%	40%	60%	17%	35%	71%	29%	-%	-%	-%	17%	-%	50%
Don't know	15	-	-	1	1	1	1	4	5	-	13	-	2	-	4	1	-
	15%	-%	-%	17%	33%	20%	20%	13%	22%	-%	14%	-%	33%	-%	7%	33%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)
<B13a> What are you planning to use when you stop using your ISDN2/2e?
by
Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - West England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
NET																	

IP alternatives	41	1	7	3	2	1	1	15	7	-	37	1	2	1	32	2	1
	41%	25%	78%	50%	67%	20%	20%	50%	30%	-%	40%	100%	33%	100%	55%	67%	25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)

<B13a> What are you planning to use when you stop using your ISDN2/2e?

by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE														
		Fixed line services													Mostly used fixed line	
		Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)		
														ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
ISDN30	23	23	9	9	-	9	-	8	3	8	3	5	8	19	4	-
	23%	23%	47%	14%	-%	47%	-%	36%	75%	36%	21%	63%	36%	20%	57%	-%
IP Centrex	22	22	7	11	-	7	-	5	1	5	4	1	5	20	2	-
	22%	22%	37%	17%	-%	37%	-%	23%	25%	23%	29%	13%	23%	22%	29%	-%
Hosted VOIP	18	18	4	9	-	4	-	6	1	6	3	3	6	17	1	-
	18%	18%	21%	14%	-%	21%	-%	27%	25%	27%	21%	38%	27%	18%	14%	-%
SIP Trunking	15	15	1	7	-	1	-	7	-	7	6	1	7	14	1	-
	15%	15%	5%	11%	-%	5%	-%	32%	-%	32%	43%	13%	32%	15%	14%	-%
Ethernet	15	15	5	8	-	5	-	2	-	2	2	-	2	13	2	-
	15%	15%	26%	13%	-%	26%	-%	9%	-%	9%	14%	-%	9%	14%	29%	-%
Leased lines / VPN	13	13	4	4	-	4	-	5	-	5	5	-	5	11	2	-
	13%	13%	21%	6%	-%	21%	-%	23%	-%	23%	36%	-%	23%	12%	29%	-%
Non-IP Centrex	6	6	2	1	-	2	-	3	-	3	3	-	3	5	1	-
	6%	6%	11%	2%	-%	11%	-%	14%	-%	14%	21%	-%	14%	5%	14%	-%
Other IP technology	3	3	3	-	-	3	-	1	1	1	-	1	1	2	1	-
	3%	3%	16%	-%	-%	16%	-%	5%	25%	5%	-%	13%	5%	2%	14%	-%
Other NON-IP service	1	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-
	1%	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Would not replace service	2	2	-	2	-	-	-	-	-	-	-	-	-	2	-	-
	2%	2%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%
None - Closing down	1	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-
	1%	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Not thought about it	27	27	2	21	-	2	-	4	-	4	3	1	4	26	1	-
	27%	27%	11%	33%	-%	11%	-%	18%	-%	18%	21%	13%	18%	28%	14%	-%
Don't know	15	15	1	13	-	1	-	1	-	1	-	1	1	15	-	-
	15%	15%	5%	21%	-%	5%	-%	5%	-%	5%	-%	13%	5%	16%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)
<B13a> What are you planning to use when you stop using your ISDN2/2e?
by
Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Fixed line services													Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
NET																

IP alternatives	41 41%	41 41%	10 53%	21 33%	- -%	10 53%	- -%	12 55%	2 50%	12 55%	8 57%	4 50%	12 55%	39 42%	2 29%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)

<B13a> What are you planning to use when you stop using your ISDN2/2e?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
<hr/>																
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
ISDN30	23	19	13	15	9	14	10	8	8	2	6	5	4	1	-	4
	23%	23%	26%	26%	23%	39%	21%	25%	31%	22%	24%	22%	25%	9%	-%	80%
IP Centrex	22	19	13	14	11	10	18	10	7	1	2	5	6	4	-	3
	22%	23%	26%	24%	28%	28%	38%	31%	27%	11%	8%	22%	38%	36%	-%	60%
Hosted VOIP	18	17	12	14	12	11	12	8	9	1	4	5	3	3	-	1
	18%	21%	24%	24%	31%	31%	26%	25%	35%	11%	16%	22%	19%	27%	-%	20%
SIP Trunking	15	14	12	10	7	10	10	5	7	2	2	4	3	2	-	2
	15%	17%	24%	17%	18%	28%	21%	16%	27%	22%	8%	17%	19%	18%	-%	40%
Ethernet	15	11	7	12	9	9	12	7	6	1	3	4	2	3	1	-
	15%	13%	14%	21%	23%	25%	26%	22%	23%	11%	12%	17%	13%	27%	50%	-%
Leased lines / VPN	13	11	10	9	10	11a	11	9	7	1	-	5	4	2	-	1
	13%	13%	20%	16%	26%	31%	23%	28%	27%	11%	-%	22%	25%	18%	-%	20%
Non-IP Centrex	6	6	5	4	4	6	4	5	2	1	-	2	1	1	1	-
	6%	7%	10%	7%	10%	17%	9%	16%	8%	11%	-%	9%	6%	9%	50%	-%
Other IP technology	3	3	3	2	2	2	3	2	2	1	-	-	1	1	-	-
	3%	4%	6%	3%	5%	6%	6%	6%	8%	11%	-%	-%	6%	9%	-%	-%
Other NON-IP service	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%
Would not replace service	2	1	1	2	-	1	1	1	1	-	1	1	-	-	-	-
	2%	1%	2%	3%	-%	3%	2%	3%	4%	-%	4%	4%	-%	-%	-%	-%
None - Closing down	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not thought about it	27	25	11	15	10	7	10	10	8	3	7	7	5	2	-	-
	27%	30%	22%	26%	26%	19%	21%	31%	31%	33%	28%	30%	31%	18%	-%	-%
Don't know	15	12	6	6	4	1	4	2	-	3	5	2	1	-	-	-
	15%	15%	12%	10%	10%	3%	9%	6%	-%	33%	20%	9%	6%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)
<B13a> What are you planning to use when you stop using your ISDN2/2e?
by
Base: All with ISDN2/ISDN2e

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)	
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
NET																

IP alternatives	41	36	26	26	20	19	27	16	14	2	7	11	9	8	-	3
	41%	44%	52%	45%	51%	53%	57%	50%	54%	22%	28%	48%	56%	73%	-%	60%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)

<B13a> What are you planning to use when you stop using your ISDN2/2e?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary (a)	A ba ck-up (c)	Primary Service	Supple mentary (a)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	ch annels (f)	or more channels (g)	chan nels (h)													
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7	
ISDN30	23	2	1	1	1	1	1	-	1	16	5	16	-	12	9	2	4	4	1	13	7	3	
	23%	33%	100%	50%	33%	33%	50%	-%	100%	27%	24%	36%	-%	21%	28%	33%	50%	57%	25%	31%	16%	43%	
IP Centrex	22	1	1	-	2	1	1	-	-	17	2	15	2	9	12a	1	1	4	2	9	12	1	
	22%	17%	100%	-%	67%	33%	50%	-%	-%	28%	10%	33%	29%	16%	38%	17%	13%	57%	50%	21%	27%	14%	
Hosted VOIP	18	1	-	-	1	1	-	-	-	12	5	12	-	11	5	2	2	2	-	7	8	3	
	18%	17%	-%	-%	33%	33%	-%	-%	-%	20%	24%	27%	-%	19%	16%	33%	25%	29%	-%	17%	18%	43%	
SIP Trunking	15	1	-	-	-	-	-	-	-	14	1	14	-	7	7	1	1	-	-	7	6	2	
	15%	17%	-%	-%	-%	-%	-%	-%	-%	23%	5%	31%	-%	12%	22%	17%	13%	-%	-%	17%	13%	29%	
Ethernet	15	2	-	-	1	1	-	-	-	9	4	7	2	7	5	3	2	3	-	5	9	1	
	15%	33%	-%	-%	33%	33%	-%	-%	-%	15%	19%	16%	29%	12%	16%	50%	25%	43%	-%	12%	20%	14%	
Leased lines / VPN	13	1	-	-	-	3	-	-	-	13	-	12	1	7	5	1	2	1	1	5	6	2	
	13%	17%	-%	-%	-%	100%	-%	-%	-%	22%	-%	27%	14%	12%	16%	17%	25%	14%	25%	12%	13%	29%	
Non-IP Centrex	6	1	-	-	-	1	-	-	-	6	-	6	-	2	2	2	1	1	-	2	3	1	
	6%	17%	-%	-%	-%	33%	-%	-%	-%	10%	-%	13%	-%	4%	6%	33%	13%	14%	-%	5%	7%	14%	
Other IP technology	3	1	-	1	1	-	-	-	-	3	-	2	1	3	-	-	3	-	-	3	-	-	
	3%	17%	-%	50%	33%	-%	-%	-%	-%	5%	-%	4%	14%	5%	-%	-%	38%	-%	-%	7%	-%	-%	
Other NON-IP service	1	-	-	-	-	-	-	-	-	1	-	1	-	1	-	-	-	-	-	1	-	-	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	2%	-%	2%	-%	-%	-%	-%	-%	2%	-%	-%	
Would not replace service	2	-	-	-	-	-	-	-	-	1	1	1	-	2	-	-	-	-	-	1	1	-	
	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	5%	2%	-%	4%	-%	-%	-%	-%	-%	2%	2%	-%	
None - Closing down	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	1	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	2%	-%	-%	-%	17%	-%	-%	-%	-%	-%	14%	
Not thought about it	27	2	-	-	-	-	-	-	-	12	7	4	3	19	6	-	-	1	1	10	14	1	
	27%	33%	-%	-%	-%	-%	-%	-%	-%	20%	33%	9%	43%	33%	19%	-%	-%	14%	25%	24%	31%	14%	
Don't know	15	1	-	-	-	-	-	-	-	6	3	2	1	11b	1	-	1	-	-	6	4	1	
	15%	17%	-%	-%	-%	-%	-%	-%	-%	10%	14%	4%	14%	19%	3%	-%	13%	-%	-%	14%	9%	14%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)
<B13a> What are you planning to use when you stop using your ISDN2/2e?
by
Base: All with ISDN2/ISDN2e

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls (g)	1500 or more chan nels(h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7
NET																						

IP alternatives	41	1	1	1	3	2	1	-	-	31	7	28	3	20	19a	2	3	5	2	20	18	3
	41%	17%	100%	50%	100%	67%	50%	-%	-%	52%	33%	62%	43%	35%	59%	33%	38%	71%	50%	48%	40%	43%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)

<B13a> What are you planning to use when you stop using your ISDN2/2e?

by

Base: All with ISDN2/ISDN2e

	ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	100	22	37	38	41	48	19	31	50	31	14	
ISDN30	23 23%	8 36%	10 27%	5 13%	14 34%	8 17%	8 42%	9 29%	17 34%	5 16%	1 7%	
IP Centrex	22 22%	8 36%	10 27%	4 11%	17B 41%	5 10%	6 32%	11d 35%	17d 34%	4 13%	1 7%	
Hosted VOIP	18 18%	10 45%	5 14%	3 8%	13B 32%	4 8%	7 37%	9D 29%	16D 32%	1 3%	- -%	
SIP Trunking	15 15%	7 32%	3 8%	5 13%	7 17%	7 15%	5 26%	2 6%	7 14%	5 16%	2 14%	
Ethernet	15 15%	6 27%	7c 19%	1 3%	13B 32%	1 2%	7 37%	7d 23%	14D 28%	1 3%	- -%	
Leased lines / VPN	13 13%	5 23%	5 14%	3 8%	9 22%	4 8%	5 26%	3 10%	8 16%	4 13%	1 7%	
Non-IP Centrex	6 6%	2 9%	4c 11%	- -%	6B 15%	- -%	3 16%	2 6%	5 10%	1 3%	- -%	
Other IP technology	3 3%	2 9%	- -%	1 3%	2 5%	1 2%	2 11%	- -%	2 4%	- -%	1 7%	
Other NON-IP service	1 1%	1 5%	- -%	- -%	1 2%	- -%	1 5%	- -%	1 2%	- -%	- -%	
Would not replace service	2 2%	- -%	1 3%	1 3%	1 2%	1 2%	1 5%	1 3%	2 4%	- -%	- -%	
None - Closing down	1 1%	- -%	1 3%	- -%	- -%	1 2%	- -%	1 3%	1 2%	- -%	- -%	
Not thought about it	27 27%	1 5%	9 24%	17 45%	1 2%	22A 46%	1 5%	5 16%	6 12%	16BC 52%	5 36%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)
<B13a> What are you planning to use when you stop using your ISDN2/2e?
by
Base: All with ISDN2/ISDN2e

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	Co but unlikely to affect decision (d)	
Total	100	22	37	38	41	48	19	31	50	31	14
Don't know	15	2	3	8	1	10A	1	2	3	3	5
	15%	9%	8%	21%	2%	21%	5%	6%	6%	10%	36%
NET											

IP alternatives	41	16	15	10	30B	10	12	17D	29D	7	4
	41%	73%	41%	26%	73%	21%	63%	55%	58%	23%	29%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)

<B13a> What are you planning to use when you stop using your ISDN2/2e?

by

Base: All with ISDN2/ISDN2e

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa yments (f) (g)	Video confe rencing (h)	
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
ISDN30	23 23%	11 28%	3 12%	8 36%	1 8%	4 80%	4 29%	2 22%	1 100%	- -%	4 50%	8 50%	1 25%	5 45%	5 42%	6 46%	1 13%	2 33%	3 43%	1 25%	1 25%
IP Centrex	22 22%	12 30%	3 12%	9 41%	3 23%	3 60%	5 36%	4 44%	- -%	- -%	2 25%	4 25%	2 50%	3 27%	4 33%	4 31%	3 38%	4 67%	3 43%	2 50%	1 25%
Hosted VOIP	18 18%	7 18%	3 12%	7 32%	- -%	1 20%	4 29%	2 22%	- -%	- -%	4 50%	5 31%	1 25%	4 36%	2 17%	5 38%	3 38%	1 17%	1 14%	1 25%	1 25%
SIP Trunking	15 15%	5 13%	2 8%	4 18%	1 8%	1 20%	2 14%	- -%	- -%	2 18%	5 63%	5 31%	3 75%	4 36%	5 42%	4 31%	2 25%	3 50%	2 29%	1 25%	1 25%
Ethernet	15 15%	8 20%	3 12%	8 36%	- -%	1 20%	4 29%	3 33%	- -%	- -%	- -%	2 13%	- -%	- -%	1 8%	- -%	2 25%	- -%	- -%	- -%	- -%
Leased lines / VPN	13 13%	6 15%	2 8%	5 23%	1 8%	1 20%	3 21%	1 11%	- -%	1 9%	2 25%	3 19%	2 50%	3 27%	2 17%	2 15%	3 38%	4 67%	1 14%	2 50%	1 25%
Non-IP Centrex	6 6%	3 8%	- -%	3 14%	- -%	1 20%	1 7%	1 11%	- -%	- -%	1 13%	3 19%	- -%	1 9%	- -%	1 8%	2 25%	1 17%	1 14%	- -%	- -%
Other IP technology	3 3%	1 3%	1 4%	1 5%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%
Other NON-IP service	1 1%	1 3%	- -%	1 5%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Would not replace service	2 2%	1 3%	1 4%	1 5%	- -%	- -%	- -%	1 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None - Closing down	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Not thought about it	27 27%	11 28%	9 36%	1 5%	7 54%	- -%	1 7%	2 22%	- -%	8 73%	- -%	3 19%	- -%	2 18%	3 25%	3 23%	1 13%	- -%	1 14%	1 25%	- -%
Don't know	15 15%	2 5%	5 20%	1 5%	1 8%	- -%	2 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)
<B13a> What are you planning to use when you stop using your ISDN2/2e?
by
Base: All with ISDN2/ISDN2e

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
NET																					

IP alternatives	41	20	7	16	4	3	10	5	—	2	7	8	4	7	7	8	5	5	4	3	3
	41%	50%	28%	73%	31%	60%	71%	56%	—%	18%	88%	50%	100%	64%	58%	62%	63%	83%	57%	75%	75%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)

<B13a> What are you planning to use when you stop using your ISDN2/2e?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-	
ISDN30	23	7	1	5	2	1	5	3	4	2	2	2	1	4	1	-	-	-	-	-	-	
	23%	41%	25%	42%	33%	25%	38%	38%	33%	50%	50%	50%	33%	31%	100%	-%	-%	-%	-%	-%	-%	
IP Centrex	22	4	-	3	1	1	2	2	5	-	-	1	1	3	-	-	-	-	-	-	-	
	22%	24%	-%	25%	17%	25%	15%	25%	42%	-%	-%	25%	33%	23%	-%	-%	-%	-%	-%	-%	-%	
Hosted VOIP	18	5	1	5	1	-	5	1	4	1	-	2	-	3	-	-	-	-	-	-	-	
	18%	29%	25%	42%	17%	-%	38%	13%	33%	25%	-%	50%	-%	23%	-%	-%	-%	-%	-%	-%	-%	
SIP Trunking	15	6	1	5	2	-	4	3	5	-	1	1	1	4	-	-	-	-	-	-	-	
	15%	35%	25%	42%	33%	-%	31%	38%	42%	-%	25%	25%	33%	31%	-%	-%	-%	-%	-%	-%	-%	
Ethernet	15	1	1	-	-	2	1	1	-	1	1	-	-	2	-	-	-	-	-	-	-	
	15%	6%	25%	-%	-%	50%	8%	13%	-%	25%	25%	-%	-%	15%	-%	-%	-%	-%	-%	-%	-%	
Leased lines / VPN	13	5	-	3	1	1	2	3	3	1	1	-	2	3	-	-	-	-	-	-	-	
	13%	29%	-%	25%	17%	25%	15%	38%	25%	25%	25%	-%	67%	23%	-%	-%	-%	-%	-%	-%	-%	
Non-IP Centrex	6	3	-	1	-	2	3	-	1	1	1	-	-	3	-	-	-	-	-	-	-	
	6%	18%	-%	8%	-%	50%	23%	-%	8%	25%	25%	-%	-%	23%	-%	-%	-%	-%	-%	-%	-%	
Other IP technology	3	1	-	1	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	
	3%	6%	-%	8%	-%	-%	8%	-%	8%	-%	-%	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other NON-IP service	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Would not replace service	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
None - Closing down	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Not thought about it	27	2	2	3	1	-	2	2	3	1	-	-	-	4	-	-	-	-	-	-	-	
	27%	12%	50%	25%	17%	-%	15%	25%	25%	25%	-%	-%	-%	31%	-%	-%	-%	-%	-%	-%	-%	
Don't know	15	1	-	-	1	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	
	15%	6%	-%	-%	17%	-%	8%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)
<B13a> What are you planning to use when you stop using your ISDN2/2e?
by
Base: All with ISDN2/ISDN2e

		IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had and	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up
				(a)	(b)	(c)			(c)		(a)	but added lines (b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)	
Total																					
-----		-----		-----			-----		-----			-----				-----			-----		
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-
NET																					

IP alternatives	41	10	1	8	3	1	7	4	9	1	1	4	2	5	-	-	-	-	-	-	-
	41%	59%	25%	67%	50%	25%	54%	50%	75%	25%	25%	100%	67%	38%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)

<B13a> What are you planning to use when you stop using your ISDN2/2e?

by

Base: All with ISDN2/ISDN2e

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	52	44	57	30	11	8
ISDN30	23 23%	10 19%	13 30%	15 26%	7 23%	6 55%	3 38%
IP Centrex	22 22%	4 8%	17A 39%	17 30%	5 17%	5 45%	2 25%
Hosted VOIP	18 18%	4 8%	14A 32%	15 26%	3 10%	3 27%	1 13%
SIP Trunking	15 15%	6 12%	9 20%	9 16%	6 20%	1 9%	- -%
Ethernet	15 15%	1 2%	14A 32%	13 23%	2 7%	3 27%	2 25%
Leased lines / VPN	13 13%	2 4%	11A 25%	10 18%	3 10%	2 18%	2 25%
Non-IP Centrex	6 6%	- -%	6A 14%	5 9%	1 3%	1 9%	1 13%
Other IP technology	3 3%	- -%	3 7%	2 4%	1 3%	2 18%	1 13%
Other NON-IP service	1 1%	- -%	1 2%	1 2%	- -%	- -%	- -%
Would not replace service	2 2%	1 2%	1 2%	2 4%	- -%	- -%	- -%
None - Closing down	1 1%	1 2%	- -%	1 2%	- -%	- -%	- -%
Not thought about it	27 27%	21B 40%	5 11%	9 16%	11a 37%	1 9%	1 13%
Don't know	15 15%	11b 21%	2 5%	6 11%	4 13%	- -%	1 13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 69 (continuation)
<B13a> What are you planning to use when you stop using your ISDN2/2e?
by
Base: All with ISDN2/ISDN2e

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
	-----	-----	-----	-----	-----	-----	
Total	100	52	44	57	30	11	8
NET							

IP alternatives	41	13	27A	31	10	6	4
	41%	25%	61%	54%	33%	55%	50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70

<B13b> What are you planning to use when you stop using your ISDN30?

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
IP Centrex	24	-	-	-	-	4	9	11	14	3	6	-	1	10	7	6
	24%	-%	-%	-%	-%	21%	26%	25%	23%	43%	50%	-%	17%	23%	27%	25%
Hosted VOIP	18	-	-	-	-	2	5	11	10	1	4	2	1	6	4	7
	18%	-%	-%	-%	-%	11%	14%	25%	16%	14%	33%	15%	17%	14%	15%	29%
ISDN2/2e	16	-	-	-	-	5	4	7	10	-	4	2	-	4	3	9
	16%	-%	-%	-%	-%	26%	11%	16%	16%	-%	33%	15%	-%	9%	12%	38%
Leased lines / VPN	16	-	-	-	-	3	6	7	12	2	-	1	-	7	2	7
	16%	-%	-%	-%	-%	16%	17%	16%	19%	29%	-%	8%	-%	16%	8%	29%
SIP Trunking	13	-	-	-	-	-	7	6	5	4	2	2	-	2	7	4
	13%	-%	-%	-%	-%	-%	20%	14%	8%	57%	17%	15%	-%	5%	27%	17%
Ethernet	9	-	-	-	-	-	5	4	4	-	3	2	-	4	1	4
	9%	-%	-%	-%	-%	-%	14%	9%	6%	-%	25%	15%	-%	9%	4%	17%
Non-IP Centrex	6	-	-	-	-	1	3	2	3	-	1	1	2	1	-	3
	6%	-%	-%	-%	-%	5%	9%	5%	5%	-%	8%	8%	33%	2%	-%	13%
Other IP technology	4	-	-	-	-	1	1	2	1	-	2	1	-	-	2	2
	4%	-%	-%	-%	-%	5%	3%	5%	2%	-%	17%	8%	-%	-%	8%	8%
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Would not replace service	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-	-
	1%	-%	-%	-%	-%	5%	-%	-%	2%	-%	-%	-%	-%	2%	-%	-%
None - Closing down	1	-	-	-	-	-	1	-	1	-	-	-	-	1	-	-
	1%	-%	-%	-%	-%	-%	3%	-%	2%	-%	-%	-%	-%	2%	-%	-%
Not thought about it	26	-	1	1	2	5	6	13	19	1	1	4	1	13	8	4
	26%	-%	100%	100%	100%	26%	17%	30%	31%	14%	8%	31%	17%	30%	31%	17%
Don't know	13	-	-	-	-	4	3	6	8	-	-	3	2	5	4	1
	13%	-%	-%	-%	-%	21%	9%	14%	13%	-%	-%	23%	33%	12%	15%	4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)
<B13b> What are you planning to use when you stop using your ISDN30?
by
Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)	(a)	(b)	to 20 (c)		£1m (a)	million to £20 million (b)	- £100 million (c)	(d)	
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
NET																

IP alternatives	43	-	-	-	-	5	16	22	22	6	10	3	2	16	13	12
	43%	-%	-%	-%	-%	26%	46%	50%	35%	86%	83%	23%	33%	37%	50%	50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)

<B13b> What are you planning to use when you stop using your ISDN30?

by

Base: All with ISDN30

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
IP Centrex	24 24%	2 40%	3 14%	- -	3 25%	2 22%	5 42%	3 20%	3 25%	3 27%	1 100%	5 45%	7 33%	4 19%	7 15%
Hosted VOIP	18 18%	2 40%	3 14%	- -	2 17%	3 33%	1 8%	3 20%	2 17%	2 18%	- -	2 18%	6 29%	4 19%	6 13%
ISDN2/2e	16 16%	1 20%	5 24%	- -	2 17%	3 33%	1 8%	1 7%	2 17%	1 9%	1 100%	3 27%	1 5%	7 33%	4 9%
Leased lines / VPN	16 16%	- -	2 10%	- -	3 25%	- -	5 42%	3 20%	3 25%	- -	- -	3 27%	3 14%	4 19%	6 13%
SIP Trunking	13 13%	1 20%	2 10%	- -	- -	3 33%	1 8%	3 20%	3 25%	- -	1 100%	2 18%	3 14%	2 10%	5 11%
Ethernet	9 9%	- -	2 10%	- -	- -	- -	2 17%	3 20%	2 17%	- -	- -	1 9%	2 10%	4 19%	2 4%
Non-IP Centrex	6 6%	1 20%	2 10%	- -	1 8%	- -	- -	1 7%	1 8%	- -	- -	1 9%	3 14%	1 5%	1 2%
Other IP technology	4 4%	- -	1 5%	- -	1 8%	1 11%	1 8%	- -	- -	- -	- -	- -	- -	2 10%	2 4%
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not replace service	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 9%	- -	- -	- -	- -	1 2%
None - Closing down	1 1%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -
Not thought about it	26 26%	1 20%	6 29%	2 67%	2 17%	2 22%	3 25%	4 27%	2 17%	4 36%	- -	1 9%	3 14%	6 29%	16 35%
Don't know	13 13%	- -	3 14%	1 33%	3 25%	1 11%	1 8%	1 7%	2 17%	1 9%	- -	- -	2 10%	1 5%	10 22%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)
<B13b> What are you planning to use when you stop using your ISDN30?
by
Base: All with ISDN30

PERSONAL PROFILE															
Total	Sector										Number of years trading				
	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+	
	(a)	cturing	ruction	olesale/ Tra nsport/ Communi cations (d)	(e)	ncial Ser vices (f)	se rvices (g)	admin and se rvices (h)	(i)						than 5 years (a)
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
NET															

IP alternatives	43	4	6	—	5	5	7	6	6	4	1	7	12	7	16
	43%	80%	29%	—%	42%	56%	58%	40%	50%	36%	100%	64%	57%	33%	35%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)

<B13b> What are you planning to use when you stop using your ISDN30?

by

Base: All with ISDN30

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3
IP Centrex	24 24%	- -%	3 23%	- -%	- -%	3 38%	2 40%	12 32%	2 15%	1 14%	23 25%	1 20%	- -%	- -%	21 33%	- -%	- -%
Hosted VOIP	18 18%	- -%	3 23%	2 40%	1 33%	1 13%	- -%	9 24%	- -%	1 14%	17 18%	1 20%	- -%	- -%	15 24%	1 11%	- -%
ISDN2/2e	16 16%	- -%	1 8%	- -%	- -%	2 25%	- -%	11 30%	- -%	2 29%	16 17%	- -%	- -%	- -%	14 22%	1 11%	- -%
Leased lines / VPN	16 16%	1 50%	4 31%	- -%	- -%	2 25%	- -%	5 14%	- -%	1 14%	13 14%	2 40%	1 50%	- -%	12 19%	1 11%	- -%
SIP Trunking	13 13%	- -%	3 23%	- -%	- -%	- -%	- -%	8 22%	- -%	1 14%	12 13%	1 20%	- -%	- -%	11 17%	2 22%	- -%
Ethernet	9 9%	- -%	2 15%	1 20%	- -%	1 13%	1 20%	3 8%	- -%	1 14%	9 10%	- -%	- -%	- -%	6 10%	3 33%	- -%
Non-IP Centrex	6 6%	- -%	- -%	1 20%	- -%	- -%	- -%	3 8%	- -%	- -%	4 4%	1 20%	1 50%	- -%	5 8%	- -%	- -%
Other IP technology	4 4%	- -%	- -%	- -%	- -%	- -%	1 20%	3 8%	- -%	- -%	4 4%	- -%	- -%	- -%	2 3%	2 22%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Would not replace service	1 1%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%
None - Closing down	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%
Not thought about it	26 26%	- -%	5 38%	2 40%	1 33%	2 25%	1 20%	5 14%	7 54%	1 14%	24 26%	2 40%	- -%	- -%	12 19%	3 33%	3 100%
Don't know	13 13%	1 50%	- -%	- -%	1 33%	- -%	1 20%	6 16%	3 23%	1 14%	13 14%	- -%	- -%	- -%	4 6%	1 11%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)
<B13b> What are you planning to use when you stop using your ISDN30?
by
Base: All with ISDN30

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - West England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3
NET																	

IP alternatives	43	-	5	2	1	4	3	21	2	3	41	2	-	-	35	3	-
	43%	-%	38%	40%	33%	50%	60%	57%	15%	43%	44%	40%	-%	-%	56%	33%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)

<B13b> What are you planning to use when you stop using your ISDN30?

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
IP Centrex	24	6	24	-	16	6	-	2	4	4	2	2	4	4	20	-
	24%	32%	24%	-%	22%	32%	-%	50%	33%	33%	25%	50%	33%	33%	23%	-%
Hosted VOIP	18	5	18	-	8	5	-	-	5	5	5	-	5	4	14	-
	18%	26%	18%	-%	11%	26%	-%	-%	42%	42%	63%	-%	42%	33%	16%	-%
ISDN2/2e	16	7	16	-	9	7	-	2	2	2	-	2	2	5	11	-
	16%	37%	16%	-%	12%	37%	-%	50%	17%	17%	-%	50%	17%	42%	13%	-%
Leased lines / VPN	16	3	16	-	9	3	-	-	4	4	4	-	4	1	15	-
	16%	16%	16%	-%	12%	16%	-%	-%	33%	33%	50%	-%	33%	8%	17%	-%
SIP Trunking	13	4	13	-	7	4	-	1	3	3	2	1	3	3	10	-
	13%	21%	13%	-%	10%	21%	-%	25%	25%	25%	25%	25%	25%	25%	11%	-%
Ethernet	9	-	9	-	8	-	-	-	1	1	1	-	1	-	9	-
	9%	-%	9%	-%	11%	-%	-%	-%	8%	8%	13%	-%	8%	-%	10%	-%
Non-IP Centrex	6	1	6	-	5	1	-	-	-	-	-	-	-	-	6	-
	6%	5%	6%	-%	7%	5%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%
Other IP technology	4	2	4	-	2	2	-	-	-	-	-	-	-	1	3	-
	4%	11%	4%	-%	3%	11%	-%	-%	-%	-%	-%	-%	-%	8%	3%	-%
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Would not replace service	1	-	1	-	1	-	-	-	-	-	-	-	-	-	1	-
	1%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
None - Closing down	1	-	1	-	1	-	-	-	-	-	-	-	-	-	1	-
	1%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
Not thought about it	26	2	26	-	23	2	-	1	2	2	1	1	2	-	26	-
	26%	11%	26%	-%	32%	11%	-%	25%	17%	17%	13%	25%	17%	-%	30%	-%
Don't know	13	3	13	-	9	3	-	-	1	1	1	-	1	2	11	-
	13%	16%	13%	-%	12%	16%	-%	-%	8%	8%	13%	-%	8%	17%	13%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)
<B13b> What are you planning to use when you stop using your ISDN30?
by
Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
NET																

IP alternatives	43 43%	10 53%	43 43%	- -%	27 37%	10 53%	- -%	2 50%	8 67%	8 67%	6 75%	2 50%	8 67%	7 58%	36 41%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)

<B13b> What are you planning to use when you stop using your ISDN30?

by

Base: All with ISDN30

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
IP Centrex	24 24%	17 20%	15 26%	12 21%	14 27%	12 29%	12 26%	11 32%	9 23%	1 100%	- -	1 25%	2 67%	1 33%	- -	1 33%
Hosted VOIP	18 18%	17 20%	10 18%	8 14%	14 27%	10 24%	10 21%	13abCh 38%	6 15%	1 100%	- -	1 25%	2 67%	- -	- -	- -
ISDN2/2e	16 16%	15 18%	10 18%	12 21%	9 18%	11 27%	12 26%	9 26%	11 28%	1 100%	1 25%	2 50%	1 33%	- -	- -	1 33%
Leased lines / VPN	16 16%	12 14%	6 11%	9 16%	7 14%	9 22%	11 23%	9b 26%	7 18%	1 100%	1 25%	- -	- -	1 33%	- -	- -
SIP Trunking	13 13%	11 13%	10 18%	6 11%	6 12%	8 20%	7 15%	5 15%	7 18%	- -	- -	1 25%	2 67%	1 33%	- -	- -
Ethernet	9 9%	6 7%	3 5%	5 9%	7 14%	4 10%	5 11%	4 12%	3 8%	- -	- -	- -	- -	- -	- -	- -
Non-IP Centrex	6 6%	6 7%	5 9%	4 7%	4 8%	4 10%	3 6%	2 6%	3 8%	1 100%	- -	- -	- -	- -	- -	- -
Other IP technology	4 4%	4 5%	2 4%	2 4%	3 6%	2 5%	3 6%	2 6%	3 8%	1 100%	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not replace service	1 1%	1 1%	- -	1 2%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
None - Closing down	1 1%	1 1%	- -	1 2%	1 2%	1 2%	1 2%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -
Not thought about it	26 26%	25 30%	17 30%	16 29%	12 24%	10 24%	9 19%	5 15%	11 28%	- -	1 25%	- -	- -	- -	- -	1 33%
Don't know	13 13%	10 12%	7 12%	8 14%	5 10%	3 7%	7 15%	3 9%	6 15%	- -	1 25%	1 25%	- -	1 33%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)
<B13b> What are you planning to use when you stop using your ISDN30?
by
Base: All with ISDN30

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
NET																

IP alternatives	43	35	25	19	25	20	21	22aC	17	1	-	2	3	2	-	1
	43%	42%	44%	34%	49%	49%	45%	65%	44%	100%	-%	50%	100%	67%	-%	33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)

<B13b> What are you planning to use when you stop using your ISDN30?

by

Base: All with ISDN30

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8
IP Centrex	24	2	3	5	8	2	3	-	1	20	3	16	4	4	2	-	10	10	4	14	10	-
	24%	8%	38%	31%	42%	17%	43%	-%	33%	31%	14%	33%	33%	44%	29%	-%	17%	36%	44%	31%	26%	-%
Hosted VOIP	18	3	-	2	5	3	3	1	-	13	3	9	4	1	3	1	8	7	3	5	10	3
	18%	12%	-%	13%	26%	25%	43%	100%	-%	20%	14%	19%	33%	11%	43%	33%	14%	25%	33%	11%	26%	38%
ISDN2/2e	16	6	1	2	3	1	1	-	1	14	1	11	2	4	2	1	10	3	3	8	6	2
	16%	23%	13%	13%	16%	8%	14%	-%	33%	22%	5%	23%	17%	44%	29%	33%	17%	11%	33%	18%	15%	25%
Leased lines / VPN	16	3	-	2	4	3	4	-	-	12	4	8	4	2	-	1	9	3	4	5	9	2
	16%	12%	-%	13%	21%	25%	57%	-%	-%	19%	18%	17%	33%	22%	-%	33%	16%	11%	44%	11%	23%	25%
SIP Trunking	13	1	1	2	3	5	-	-	1	12	1	11	1	2	1	1	7	5	1	6	6	1
	13%	4%	13%	13%	16%	42%	-%	-%	33%	19%	5%	23%	8%	22%	14%	33%	12%	18%	11%	13%	15%	13%
Ethernet	9	2	1	1	3	1	1	-	-	7	1	4	3	-	-	-	6	2	1	3	5	1
	9%	8%	13%	6%	16%	8%	14%	-%	-%	11%	5%	8%	25%	-%	-%	-%	10%	7%	11%	7%	13%	13%
Non-IP Centrex	6	1	-	1	2	1	1	-	-	5	1	3	2	1	-	-	3	3	-	1	4	1
	6%	4%	-%	6%	11%	8%	14%	-%	-%	8%	5%	6%	17%	11%	-%	-%	5%	11%	-%	2%	10%	13%
Other IP technology	4	1	1	-	1	-	-	-	-	3	-	3	-	1	1	-	3	1	-	2	2	-
	4%	4%	13%	-%	5%	-%	-%	-%	-%	5%	-%	6%	-%	11%	14%	-%	5%	4%	-%	4%	5%	-%
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Would not replace service	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-
	1%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	2%	-%	-%
None - Closing down	1	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-
	1%	-%	13%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	2%	-%	-%	2%	-%	-%
Not thought about it	26	8	3	6	3	1	-	-	2	13	9	10	-	-	2	-	18	6	-	11	8	2
	26%	31%	38%	38%	16%	8%	-%	-%	67%	20%	41%	21%	-%	-%	29%	-%	31%	21%	-%	24%	21%	25%
Don't know	13	3	-	1	1	3	1	-	-	6	2	3	3	2	-	1	7	3	-	4	5	1
	13%	12%	-%	6%	5%	25%	14%	-%	-%	9%	9%	6%	25%	22%	-%	33%	12%	11%	-%	9%	13%	13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)
<B13b> What are you planning to use when you stop using your ISDN30?
by
Base: All with ISDN30

Total		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted	
		(a)	(b)	(c)	ch	ch	chan	-1470	or more	(a)	(b)	(a)	(b)	Service	mentary	ck-up	Service	mentary	ck-up	dalone	-house	so	
		(d)	(e)	(f)	annels	annels	nels	channe	chan					(a)	service	(b)	(c)	(a)	service	(b)	(c)	package	lution
		(h)																					
Total		100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8
NET																							

IP alternatives		43	5	4	6	14	6	5	1	1	35	5	27	8	5	4	1	20	16	7	22	18	3
		43%	19%	50%	38%	74%	50%	71%	100%	33%	55%	23%	56%	67%	56%	57%	33%	34%	57%	78%	49%	46%	38%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)

<B13b> What are you planning to use when you stop using your ISDN30?

by

Base: All with ISDN30

	ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	100	20	36	40	38	52	12	40	52	34	7	
IP Centrex	24 24%	7 35%	10 28%	7 18%	18B 47%	6 12%	4 33%	15D 38%	19D 37%	3 9%	1 14%	
Hosted VOIP	18 18%	7 35%	8 22%	3 8%	9 24%	8 15%	4 33%	7 18%	11 21%	7 21%	- -%	
ISDN2/2e	16 16%	9 45%	3 8%	4 10%	9 24%	6 12%	5 42%	8 20%	13d 25%	2 6%	1 14%	
Leased lines / VPN	16 16%	6 30%	5 14%	5 13%	9 24%	6 12%	4 33%	9d 23%	13d 25%	2 6%	- -%	
SIP Trunking	13 13%	5 25%	7c 19%	1 3%	9b 24%	4 8%	2 17%	8 20%	10 19%	3 9%	- -%	
Ethernet	9 9%	2 10%	2 6%	5 13%	4 11%	4 8%	1 8%	4 10%	5 10%	4 12%	- -%	
Non-IP Centrex	6 6%	1 5%	3 8%	2 5%	3 8%	3 6%	2 17%	3 8%	5 10%	1 3%	- -%	
Other IP technology	4 4%	3 15%	1 3%	- -%	4b 11%	- -%	3 25%	1 3%	4 8%	- -%	- -%	
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Would not replace service	1 1%	- -%	- -%	1 3%	- -%	1 2%	- -%	- -%	- -%	1 3%	- -%	
None - Closing down	1 1%	- -%	- -%	1 3%	- -%	1 2%	- -%	1 3%	1 2%	- -%	- -%	
Not thought about it	26 26%	- -%	7 19%	15 38%	2 5%	20A 38%	- -%	7 18%	7 13%	15bC 44%	3 43%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)
<B13b> What are you planning to use when you stop using your ISDN30?
by
Base: All with ISDN30

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	Co but unlikely to affect decision (d)	
Total	100	20	36	40	38	52	12	40	52	34	7
Don't know	13	-	6	7	3	7	-	2	2	4	2
	13%	-%	17%	18%	8%	13%	-%	5%	4%	12%	29%
NET											

IP alternatives	43	13	19c	11	25B	17	8	23d	31D	10	1
	43%	65%	53%	28%	66%	33%	67%	58%	60%	29%	14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)

<B13b> What are you planning to use when you stop using your ISDN30?

by

Base: All with ISDN30

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
IP Centrex	24 24%	14 30%	5 14%	11 46%	3 18%	4 50%	5 38%	3 38%	2 40%	- -%	2 33%	3 43%	- -%	2 22%	2 25%	4 57%	2 67%	2 50%	3 60%	1 50%	2 50%
Hosted VOIP	18 18%	10b 21%	2 6%	8 33%	1 6%	1 13%	4 31%	2 25%	2 40%	1 8%	2 33%	2 29%	1 100%	4 44%	4 50%	1 14%	1 33%	2 50%	1 20%	2 100%	2 50%
ISDN2/2e	16 16%	10b 21%	2 6%	7 29%	2 12%	4 50%	5 38%	- -%	1 20%	- -%	1 17%	2 29%	- -%	1 11%	- -%	2 29%	- -%	- -%	- -%	- -%	- -%
Leased lines / VPN	16 16%	6 13%	6 17%	5 21%	- -%	2 25%	3 23%	1 13%	- -%	- -%	2 33%	2 29%	1 100%	2 22%	2 25%	2 29%	1 33%	2 50%	2 40%	1 50%	1 25%
SIP Trunking	13 13%	10B 21%	- -%	8 33%	1 6%	1 13%	4 31%	2 25%	1 20%	2 17%	2 33%	2 29%	- -%	1 11%	1 13%	3 43%	1 33%	1 25%	2 40%	1 50%	1 25%
Ethernet	9 9%	5 11%	2 6%	4 17%	1 6%	1 13%	- -%	3 38%	1 20%	- -%	- -%	1 14%	1 100%	1 11%	1 13%	- -%	- -%	1 25%	- -%	- -%	- -%
Non-IP Centrex	6 6%	4 9%	2 6%	2 8%	2 12%	1 13%	- -%	2 25%	1 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other IP technology	4 4%	2 4%	1 3%	2 8%	- -%	1 13%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Would not replace service	1 1%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None - Closing down	1 1%	1 2%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Not thought about it	26 26%	9 19%	13 37%	- -%	7 41%	1 13%	1 8%	- -%	- -%	6 50%	1 17%	1 14%	- -%	2 22%	2 25%	2 29%	- -%	1 25%	2 40%	- -%	1 25%
Don't know	13 13%	4 9%	8 23%	2 8%	1 6%	- -%	1 8%	- -%	1 20%	2 17%	1 17%	- -%	- -%	1 11%	1 13%	- -%	1 33%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)
<B13b> What are you planning to use when you stop using your ISDN30?
by
Base: All with ISDN30

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
NET																					

IP alternatives	43	25B	8	18	5	5	9	5	3	3	3	5	1	5	5	4	2	3	3	2	3
	43%	53%	23%	75%	29%	63%	69%	63%	60%	25%	50%	71%	100%	56%	63%	57%	67%	75%	60%	100%	75%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)

<B13b> What are you planning to use when you stop using your ISDN30?

by

Base: All with ISDN30

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-
IP Centrex	24	2	1	2	-	2	3	-	3	1	-	2	1	1	-	-	-	-	-	-
	24%	29%	33%	33%	-%	100%	50%	-%	60%	25%	-%	100%	50%	20%	-%	-%	-%	-%	-%	-%
Hosted VOIP	18	3	2	3	1	-	2	2	3	1	-	-	-	4	-	-	-	-	-	-
	18%	43%	67%	50%	33%	-%	33%	67%	60%	25%	-%	-%	-%	80%	-%	-%	-%	-%	-%	-%
ISDN2/2e	16	2	-	1	1	-	1	1	1	1	-	1	1	-	-	-	-	-	-	-
	16%	29%	-%	17%	33%	-%	17%	33%	20%	25%	-%	50%	50%	-%	-%	-%	-%	-%	-%	-%
Leased lines / VPN	16	3	1	2	-	1	2	1	1	2	-	-	1	2	-	-	-	-	-	-
	16%	43%	33%	33%	-%	50%	33%	33%	20%	50%	-%	-%	50%	40%	-%	-%	-%	-%	-%	-%
SIP Trunking	13	2	1	2	-	1	3	-	2	1	-	1	1	1	-	-	-	-	-	-
	13%	29%	33%	33%	-%	50%	50%	-%	40%	25%	-%	50%	50%	20%	-%	-%	-%	-%	-%	-%
Ethernet	9	1	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-
	9%	14%	-%	17%	-%	-%	-%	33%	-%	25%	-%	-%	-%	20%	-%	-%	-%	-%	-%	-%
Non-IP Centrex	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other IP technology	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Would not replace service	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None - Closing down	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not thought about it	26	1	1	1	1	-	2	-	-	1	1	-	-	-	2	-	-	-	-	-
	26%	14%	33%	17%	33%	-%	33%	-%	-%	25%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%
Don't know	13	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	13%	-%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	20%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)
<B13b> What are you planning to use when you stop using your ISDN30?
by
Base: All with ISDN30

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had and	Had but	Supple	A ba	Not	Supple	A ba	Not	
	(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all	
			(a)	service	(c)					based	(a)	but	some	all	service	(b)	(c)	service	(b)	(c)	
				(b)						(c)		added	(c)	(d)							
												lines									
												(b)									
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-
NET																					

IP alternatives	43	5	2	4	1	2	4	2	5	2	-	2	1	4	-	-	-	-	-	-	
	43%	71%	67%	67%	33%	100%	67%	67%	100%	50%	-%	100%	50%	80%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)

<B13b> What are you planning to use when you stop using your ISDN30?

by

Base: All with ISDN30

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	43	52	12	7	54	40
IP Centrex	24 24%	5 12%	18A 35%	4 33%	2 29%	17 31%	7 18%
Hosted VOIP	18 18%	7 16%	11 21%	5 42%	- -	13 24%	5 13%
ISDN2/2e	16 16%	5 12%	11 21%	7 58%	- -	12 22%	4 10%
Leased lines / VPN	16 16%	5 12%	11 21%	3 25%	- -	11 20%	5 13%
SIP Trunking	13 13%	4 9%	9 17%	3 25%	1 14%	10 19%	3 8%
Ethernet	9 9%	- -	8A 15%	- -	- -	5 9%	4 10%
Non-IP Centrex	6 6%	1 2%	5 10%	1 8%	- -	4 7%	2 5%
Other IP technology	4 4%	1 2%	3 6%	2 17%	- -	4 7%	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -
Would not replace service	1 1%	1 2%	- -	- -	- -	- -	1 3%
None - Closing down	1 1%	1 2%	- -	- -	- -	- -	1 3%
Not thought about it	26 26%	17B 40%	8 15%	- -	2 29%	7 13%	16A 40%
Don't know	13 13%	5 12%	6 12%	1 8%	2 29%	4 7%	6 15%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 70 (continuation)
<B13b> What are you planning to use when you stop using your ISDN30?
by
Base: All with ISDN30

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
	-----	-----	-----	-----	-----	-----	
Total	100	43	52	12	7	54	40
NET							

IP alternatives	43	15	27	7	3	29	14
	43%	35%	52%	58%	43%	54%	35%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 - £100 million	£101m+	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(a)	(b)	(c)		(a)	(b)	(c)	(d)	
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
Hosted VOIP	29	-	1	1	2	2	12	13	19	3	3	3	1	11	12	5
	29%	-%	20%	10%	13%	7%	36%	52%	24%	38%	75%	43%	7%	21%	55%	45%
ISDN30	27	-	1	-	1	7	12	7	20	1	2	4	3	14	5	5
	27%	-%	20%	-%	7%	26%	36%	28%	26%	13%	50%	57%	21%	27%	23%	45%
SIP Trunking	21	-	-	1	1	6	5	9	13	3	1	3	2	12	6	1
	21%	-%	-%	10%	7%	22%	15%	36%	17%	38%	25%	43%	14%	23%	27%	9%
IP Centrex	14	-	-	-	-	2	5	7	9	1	1	3	1	5	7	1
	14%	-%	-%	-%	-%	7%	15%	28%	12%	13%	25%	43%	7%	10%	32%	9%
Ethernet	11	-	1	-	1	2	7	1	8	-	1	2	2	6	1	2
	11%	-%	20%	-%	7%	7%	21%	4%	10%	-%	25%	29%	14%	12%	5%	18%
Leased lines / VPN	10	-	1	-	1	-	5	4	6	1	-	3	2	3	2	3
	10%	-%	20%	-%	7%	-%	15%	16%	8%	13%	-%	43%	14%	6%	9%	27%
Non-IP Centrex	7	-	-	-	-	1	4	2	4	1	-	2	-	4	2	1
	7%	-%	-%	-%	-%	4%	12%	8%	5%	13%	-%	29%	-%	8%	9%	9%
Other IP technology	2	-	-	-	-	-	-	2	1	-	1	-	-	-	1	1
	2%	-%	-%	-%	-%	-%	-%	8%	1%	-%	25%	-%	-%	-%	5%	9%
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	32	-	2	8	10	11	8	3	29	1	-	-	6	20	3	2
	32%	-%	40%	80%	67%	41%	24%	12%	37%	13%	-%	-%	43%	38%	14%	18%
NET																

IP alternatives	48	-	1	2	3	9	17	19	33	6	4	4	3	23	17	5
	48%	-%	20%	20%	20%	33%	52%	76%	42%	75%	100%	57%	21%	44%	77%	45%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 5 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
Hosted VOIP	29 29%	1 33%	6 32%	4 50%	2 14%	3 43%	6 43%	1 6%	2 25%	4 40%	– –%	4 50%	7 39%	10 27%	8 23%
ISDN30	27 27%	– –%	7 37%	2 25%	4 29%	4 57%	3 21%	2 12%	3 38%	2 20%	1 50%	4 50%	6 33%	11 30%	5 14%
SIP Trunking	21 21%	2 67%	5 26%	1 13%	1 7%	1 14%	4 29%	4 24%	2 25%	1 10%	– –%	1 13%	6 33%	7 19%	7 20%
IP Centrex	14 14%	1 33%	2 11%	1 13%	4 29%	1 14%	2 14%	– –%	1 13%	2 20%	– –%	1 13%	5 28%	3 8%	5 14%
Ethernet	11 11%	– –%	2 11%	1 13%	2 14%	2 29%	2 14%	– –%	– –%	2 20%	– –%	2 25%	1 6%	4 11%	4 11%
Leased lines / VPN	10 10%	– –%	1 5%	– –%	– –%	– –%	3 21%	1 6%	2 25%	3 30%	– –%	1 13%	3 17%	1 3%	5 14%
Non-IP Centrex	7 7%	– –%	2 11%	1 13%	1 7%	– –%	2 14%	– –%	1 13%	– –%	– –%	1 13%	3 17%	1 3%	2 6%
Other IP technology	2 2%	1 33%	– –%	– –%	1 7%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	2 6%
Other NON-IP service	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%
Don't know	32 32%	– –%	3 16%	2 25%	5 36%	2 29%	3 21%	11 65%	4 50%	2 20%	1 50%	1 13%	2 11%	13 35%	15 43%
NET ---															
IP alternatives	48 48%	3 100%	10 53%	5 63%	5 36%	3 43%	9 64%	4 24%	3 38%	6 60%	– –%	5 63%	14 78%	15 41%	14 40%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
Hosted VOIP	29 29%	1 25%	2 22%	2 33%	1 33%	2 40%	1 20%	10 33%	4 17%	3 43%	26 28%	- %	2 33%	1 100%	22 38%	1 33%	2 50%
ISDN30	27 27%	2 50%	3 33%	- %	1 33%	1 20%	- %	12 40%	3 13%	4 57%	26 28%	1 100%	- %	- %	20 34%	1 33%	3 75%
SIP Trunking	21 21%	1 25%	6 67%	2 33%	1 33%	1 20%	2 40%	3 10%	2 9%	- %	18 20%	- %	3 50%	- %	14 24%	2 67%	1 25%
IP Centrex	14 14%	- %	2 22%	1 17%	- %	- %	- %	4 13%	5 22%	- %	12 13%	- %	2 33%	- %	10 17%	- %	1 25%
Ethernet	11 11%	1 25%	1 11%	- %	- %	- %	1 20%	4 13%	2 9%	2 29%	11 12%	- %	- %	- %	9 16%	- %	- %
Leased lines / VPN	10 10%	1 25%	3 33%	- %	- %	- %	- %	3 10%	2 9%	1 14%	10 11%	- %	- %	- %	8 14%	- %	1 25%
Non-IP Centrex	7 7%	- %	1 11%	- %	1 33%	- %	- %	2 7%	2 9%	- %	6 7%	- %	1 17%	- %	6 10%	- %	1 25%
Other IP technology	2 2%	- %	- %	- %	- %	- %	- %	2 7%	- %	- %	2 2%	- %	- %	- %	2 3%	- %	- %
Other NON-IP service	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know	32 32%	1 25%	1 11%	2 33%	1 33%	1 20%	2 40%	10 33%	11 48%	1 14%	30 33%	- %	2 33%	- %	8 14%	1 33%	1 25%
NET ---																	
IP alternatives	48 48%	2 50%	6 67%	4 67%	2 67%	3 60%	2 40%	13 43%	8 35%	3 43%	43 47%	- %	4 67%	1 100%	36 62%	2 67%	2 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE														
		Fixed line services													Mostly used fixed line	
		Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
Hosted VOIP	29 29%	29 29%	7 37%	15 24%	- -%	7 37%	- -%	9 41%	2 50%	9 41%	7 50%	2 25%	9 41%	29 31%	- -%	- -%
ISDN30	27 27%	27 27%	8 42%	13 21%	- -%	8 42%	- -%	8 36%	2 50%	8 36%	6 43%	2 25%	8 36%	24 26%	3 43%	- -%
SIP Trunking	21 21%	21 21%	3 16%	12 19%	- -%	3 16%	- -%	6 27%	- -%	6 27%	3 21%	3 38%	6 27%	20 22%	1 14%	- -%
IP Centrex	14 14%	14 14%	3 16%	4 6%	- -%	3 16%	- -%	7 32%	- -%	7 32%	6 43%	1 13%	7 32%	14 15%	- -%	- -%
Ethernet	11 11%	11 11%	2 11%	6 10%	- -%	2 11%	- -%	3 14%	- -%	3 14%	3 21%	- -%	3 14%	11 12%	- -%	- -%
Leased lines / VPN	10 10%	10 10%	4 21%	5 8%	- -%	4 21%	- -%	2 9%	1 25%	2 9%	1 7%	1 13%	2 9%	7 8%	3 43%	- -%
Non-IP Centrex	7 7%	7 7%	- -%	4 6%	- -%	- -%	- -%	3 14%	- -%	3 14%	3 21%	- -%	3 14%	7 8%	- -%	- -%
Other IP technology	2 2%	2 2%	2 11%	- -%	- -%	2 11%	- -%	1 5%	1 25%	1 5%	- -%	1 13%	1 5%	2 2%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	32 32%	32 32%	4 21%	27 43%	- -%	4 21%	- -%	1 5%	- -%	1 5%	- -%	1 13%	1 5%	30 32%	2 29%	- -%
NET																

IP alternatives	48 48%	48 48%	10 53%	25 40%	- -%	10 53%	- -%	15 68%	2 50%	15 68%	10 71%	5 63%	15 68%	47 51%	1 14%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
<hr/>																
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
Hosted VOIP	29 29%	24 29%	18 36%	20 34%	15 38%	15 42%	19 40%	13 41%	9 35%	- %	6 24%	10 43%	6 38%	4 36%	1 50%	1 20%
ISDN30	27 27%	24 29%	15 30%	20 34%	13 33%	12 33%	17 36%	12 38%	14 54%	2 22%	5 20%	9 39%	4 25%	1 9%	- %	4 80%
SIP Trunking	21 21%	17 21%	10 20%	10 17%	9 23%	13c 36%	11 23%	7 22%	7 27%	- %	2 8%	5 22%	6 38%	5 45%	- %	3 60%
IP Centrex	14 14%	12 15%	10 20%	11 19%	6 15%	8 22%	9 19%	4 13%	4 15%	1 11%	3 12%	2 9%	4 25%	2 18%	- %	2 40%
Ethernet	11 11%	9 11%	6 12%	9 16%	6 15%	4 11%	9 19%	6 19%	5 19%	- %	1 4%	3 13%	3 19%	2 18%	- %	- %
Leased lines / VPN	10 10%	8 10%	6 12%	8 14%	6 15%	3 8%	8 17%	5 16%	7 27%	1 11%	- %	4 17%	1 6%	2 18%	- %	2 40%
Non-IP Centrex	7 7%	6 7%	5 10%	5 9%	6 15%	6 17%	6 13%	4 13%	4 15%	- %	1 4%	2 9%	1 6%	2 18%	- %	1 20%
Other IP technology	2 2%	2 2%	2 4%	2 3%	2 5%	2 6%	2 4%	2 6%	2 8%	- %	- %	- %	1 6%	- %	- %	- %
Other NON-IP service	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know	32 32%	27 33%	13 26%	15 26%	10 26%	7 19%	10 21%	6 19%	4 15%	5 56%	11 44%	5 22%	3 19%	1 9%	1 50%	- %
<hr/>																
NET																

IP alternatives	48 48%	38 46%	27 54%	30 52%	20 51%	24a 67%	28 60%	18 56%	14 54%	1 11%	10 40%	14 61%	10 63%	8 73%	1 50%	3 60%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

		ISDN LINES																					
											Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		ISDN 30 channels									Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)													
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7	
Hosted VOIP	29 29%	1 17%	- -%	- -%	2 67%	2 67%	1 50%	- -%	- -%	21 35%	5 24%	19 42%	1 14%	12 21%	14a 44%	3 50%	1 13%	3 43%	3 75%	11 26%	15 33%	3 43%	
ISDN30	27 27%	3 50%	- -%	1 50%	- -%	2 67%	- -%	- -%	1 100%	21 35%	4 19%	17 38%	1 14%	16 28%	10 31%	1 17%	3 38%	2 29%	3 75%	13 31%	11 24%	3 43%	
SIP Trunking	21 21%	- -%	1 100%	- -%	1 33%	1 33%	- -%	- -%	- -%	18 30%	3 14%	17 38%	1 14%	10 18%	9 28%	2 33%	- -%	3 43%	- -%	10 24%	8 18%	3 43%	
IP Centrex	14 14%	1 17%	1 100%	- -%	- -%	- -%	1 50%	- -%	- -%	11 18%	3 14%	11 24%	- -%	8 14%	5 16%	1 17%	1 13%	2 29%	- -%	5 12%	7 16%	2 29%	
Ethernet	11 11%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	8 13%	2 10%	6 13%	- -%	8 14%	3 9%	- -%	- -%	1 14%	1 25%	3 7%	7 16%	- -%	
Leased lines / VPN	10 10%	1 17%	- -%	- -%	1 33%	1 33%	- -%	- -%	1 100%	9 15%	- -%	7 16%	1 14%	9 16%	1 3%	- -%	2 25%	1 14%	1 25%	5 12%	3 7%	2 29%	
Non-IP Centrex	7 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 10%	1 5%	5 11%	1 14%	4 7%	3 9%	- -%	- -%	- -%	- -%	2 5%	4 9%	1 14%	
Other IP technology	2 2%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	1 2%	1 3%	- -%	1 13%	1 14%	- -%	1 2%	1 2%	- -%	
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	32 32%	2 33%	- -%	1 50%	- -%	- -%	1 50%	- -%	- -%	10 17%	8 38%	2 4%	4 57%	22B 39%	3 9%	2 33%	2 25%	2 29%	- -%	11 26%	14 31%	2 29%	
NET																							

IP alternatives	48 48%	2 33%	1 100%	- -%	3 100%	2 67%	1 50%	- -%	- -%	36 60%	9 43%	33 73%	2 29%	21 37%	23A 72%	4 67%	2 25%	5 71%	3 75%	22 52%	22 49%	4 57%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

	ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	100	22	37	38	41	48	19	31	50	31	14	
Hosted VOIP	29 29%	10 45%	15C 41%	4 11%	21B 51%	5 10%	8 42%	14 45%	22 44%	7 23%	- -%	
ISDN30	27 27%	8 36%	10 27%	9 24%	13 32%	12 25%	7 37%	10 32%	17 34%	9 29%	1 7%	
SIP Trunking	21 21%	5 23%	8 22%	8 21%	13 32%	8 17%	6 32%	8 26%	14d 28%	3 10%	4 29%	
IP Centrex	14 14%	4 18%	6 16%	4 11%	8 20%	4 8%	5 26%	5 16%	10 20%	2 6%	1 7%	
Ethernet	11 11%	3 14%	3 8%	5 13%	6 15%	4 8%	4 21%	- -%	4 8%	6B 19%	1 7%	
Leased lines / VPN	10 10%	1 5%	2 5%	7 18%	4 10%	6 13%	4 21%	2 6%	6 12%	4 13%	- -%	
Non-IP Centrex	7 7%	5 23%	1 3%	1 3%	6b 15%	1 2%	2 11%	4 13%	6 12%	1 3%	- -%	
Other IP technology	2 2%	2 9%	- -%	- -%	2 5%	- -%	2 11%	- -%	2 4%	- -%	- -%	
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	32 32%	3 14%	8 22%	18b 47%	2 5%	25A 52%	1 5%	6 19%	7 14%	13C 42%	8 57%	
NET												

IP alternatives	48 48%	14 64%	21c 57%	13 34%	32B 78%	12 25%	13 68%	19d 61%	32d 64%	11 35%	4 29%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
Hosted VOIP	29 29%	14 35%	3 12%	11 50%	2 15%	1 20%	8 57%	3 33%	1 100%	1 9%	2 25%	8 50%	- -%	5 45%	4 33%	6 46%	5 63%	3 50%	4 57%	3 75%	2 50%
ISDN30	27 27%	13 33%	3 12%	9 41%	2 15%	1 20%	6 43%	3 33%	1 100%	2 18%	3 38%	6 38%	3 75%	5 45%	5 42%	5 38%	2 25%	4 67%	4 57%	2 50%	2 50%
SIP Trunking	21 21%	11 28%	3 12%	7 32%	4 31%	3 60%	4 29%	2 22%	- -%	2 18%	4 50%	5 31%	1 25%	3 27%	3 25%	3 23%	2 25%	1 17%	1 14%	- -%	- -%
IP Centrex	14 14%	4 10%	3 12%	2 9%	2 15%	1 20%	1 7%	1 11%	- -%	1 9%	4 50%	5 31%	1 25%	4 36%	3 25%	5 38%	4 50%	2 33%	2 29%	2 50%	1 25%
Ethernet	11 11%	4 10%	1 4%	2 9%	1 8%	- -%	1 7%	2 22%	- -%	1 9%	1 13%	1 6%	2 50%	2 18%	2 17%	1 8%	1 13%	3 50%	1 14%	2 50%	1 25%
Leased lines / VPN	10 10%	4 10%	3 12%	2 9%	2 15%	- -%	1 7%	1 11%	- -%	2 18%	- -%	1 6%	1 25%	1 9%	2 17%	1 8%	1 13%	2 33%	1 14%	1 25%	1 25%
Non-IP Centrex	7 7%	3 8%	1 4%	3 14%	- -%	- -%	3 21%	- -%	- -%	- -%	3 38%	1 6%	1 25%	3 27%	- -%	2 15%	2 25%	2 33%	1 14%	1 25%	2 50%
Other IP technology	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	32 32%	8 20%	15 60%	2 9%	4 31%	- -%	2 14%	1 11%	- -%	5 45%	- -%	- -%	- -%	- -%	1 8%	1 8%	- -%	- -%	- -%	- -%	- -%
NET																					

IP alternatives	48 48%	23 58%	7 28%	16 73%	6 46%	4 80%	10 71%	5 56%	1 100%	3 27%	6 75%	12 75%	2 50%	7 64%	8 67%	9 69%	6 75%	3 50%	5 71%	3 75%	2 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total		100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-
Hosted VOIP		29 29%	6 35%	2 50%	4 33%	1 17%	4 100%	6 46%	2 25%	6 50%	1 25%	2 50%	2 50%	- -%	7 54%	- -%	- -%	- -%	- -%	- -%	- -%	
ISDN30		27 27%	7 41%	1 25%	4 33%	4 67%	- -%	3 23%	5 63%	4 33%	2 50%	2 50%	- -%	3 100%	4 31%	1 100%	- -%	- -%	- -%	- -%	- -%	
SIP Trunking		21 21%	5 29%	1 25%	3 25%	2 33%	1 25%	5 38%	1 13%	3 25%	1 25%	1 25%	1 25%	- -%	5 38%	- -%	- -%	- -%	- -%	- -%	- -%	
IP Centrex		14 14%	6 35%	1 25%	5 42%	1 17%	1 25%	5 38%	2 25%	4 33%	2 50%	- -%	2 50%	- -%	4 31%	- -%	- -%	- -%	- -%	- -%	- -%	
Ethernet		11 11%	3 18%	- -%	2 17%	1 17%	- -%	- -%	3 38%	2 17%	- -%	1 25%	- -%	2 67%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	
Leased lines / VPN		10 10%	2 12%	- -%	2 17%	- -%	- -%	1 8%	1 13%	1 8%	- -%	1 25%	- -%	1 33%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	
Non-IP Centrex		7 7%	3 18%	- -%	1 8%	2 33%	- -%	2 15%	1 13%	2 17%	- -%	1 25%	- -%	1 33%	2 15%	- -%	- -%	- -%	- -%	- -%	- -%	
Other IP technology		2 2%	1 6%	- -%	1 8%	- -%	- -%	1 8%	- -%	1 8%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other NON-IP service		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know		32 32%	1 6%	- -%	1 8%	- -%	- -%	- -%	1 13%	1 8%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	
NET																						

IP alternatives		48 48%	11 65%	3 75%	8 67%	3 50%	4 100%	11 85%	3 38%	9 75%	2 50%	2 50%	4 100%	- -%	10 77%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 71 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	52	44	57	30	11	8
Hosted VOIP	29 29%	9 17%	19A 43%	21b 37%	4 13%	6 55%	1 13%
ISDN30	27 27%	12 23%	15 34%	19 33%	5 17%	6 55%	2 25%
SIP Trunking	21 21%	7 13%	14a 32%	12 21%	9 30%	- -	3 38%
IP Centrex	14 14%	4 8%	10a 23%	11 19%	2 7%	2 18%	1 13%
Ethernet	11 11%	6 12%	5 11%	11b 19%	- -	2 18%	- -
Leased lines / VPN	10 10%	4 8%	6 14%	7 12%	3 10%	1 9%	3 38%
Non-IP Centrex	7 7%	2 4%	5 11%	6 11%	1 3%	- -	- -
Other IP technology	2 2%	- -	2 5%	2 4%	- -	2 18%	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -
Don't know	32 32%	23B 44%	6 14%	10 18%	15A 50%	1 9%	3 38%
NET ---							
IP alternatives	48 48%	18 35%	29A 66%	33 58%	11 37%	7 64%	3 38%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)	(a)	(b)	to 20 (c)		£1m (a)	million to £20 million (b)	- £100 million (c)	£101m+ (d)
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
ISDN30	20 20%	- -%	1 20%	- -%	1 7%	6 22%	9 27%	4 16%	17 22%	- -%	1 25%	2 29%	2 14%	11 21%	3 14%	4 36%
Hosted VOIP	18 18%	- -%	- -%	1 10%	1 7%	1 4%	6 18%	10 40%	10 13%	3 38%	3 75%	2 29%	1 7%	6 12%	7 32%	4 36%
SIP Trunking	13 13%	- -%	- -%	1 10%	1 7%	5 19%	2 6%	5 20%	9 12%	2 25%	- -%	1 14%	2 14%	7 13%	4 18%	- -%
IP Centrex	6 6%	- -%	- -%	- -%	- -%	2 7%	3 9%	1 4%	5 6%	1 13%	- -%	- -%	- -%	3 6%	3 14%	- -%
Leased lines / VPN	4 4%	- -%	1 20%	- -%	1 7%	- -%	2 6%	1 4%	2 3%	1 13%	- -%	1 14%	2 14%	1 2%	- -%	1 9%
Ethernet	4 4%	- -%	1 20%	- -%	1 7%	1 4%	2 6%	- -%	3 4%	- -%	- -%	1 14%	1 7%	2 4%	1 5%	- -%
Other IP technology	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	1 1%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%
Non-IP Centrex	1 1%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	33 33%	- -%	2 40%	8 80%	10 67%	11 41%	9 27%	3 12%	30 38%	1 13%	- -%	- -%	6 43%	21 40%	3 14%	2 18%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE															
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
ISDN30	20 20%	- -%	6 32%	1 13%	3 21%	3 43%	1 7%	2 12%	3 38%	1 10%	1 50%	2 25%	4 22%	9 24%	4 11%
Hosted VOIP	18 18%	- -%	4 21%	3 38%	2 14%	1 14%	4 29%	1 6%	- -%	3 30%	- -%	2 25%	4 22%	6 16%	6 17%
SIP Trunking	13 13%	2 67%	4 21%	1 13%	- -%	- -%	2 14%	3 18%	- -%	1 10%	- -%	- -%	5 28%	5 14%	3 9%
IP Centrex	6 6%	- -%	1 5%	- -%	3 21%	- -%	1 7%	- -%	- -%	1 10%	- -%	1 13%	2 11%	1 3%	2 6%
Leased lines / VPN	4 4%	- -%	- -%	- -%	- -%	- -%	2 14%	- -%	1 13%	1 10%	- -%	1 13%	1 6%	- -%	2 6%
Ethernet	4 4%	- -%	- -%	1 13%	1 7%	1 14%	- -%	- -%	- -%	1 10%	- -%	- -%	- -%	2 5%	2 6%
Other IP technology	1 1%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%
Non-IP Centrex	1 1%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	33 33%	- -%	3 16%	2 25%	5 36%	2 29%	4 29%	11 65%	4 50%	2 20%	1 50%	2 25%	2 11%	13 35%	15 43%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN2/ISDN2e

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
ISDN30	20 20%	2 50%	3 33%	- -	- -	1 20%	- -	6 20%	3 13%	4 57%	19 21%	1 100%	- -	- -	13 22%	1 33%	3 75%
Hosted VOIP	18 18%	- -	1 11%	2 33%	1 33%	2 40%	1 20%	6 20%	3 13%	1 14%	17 18%	- -	- -	1 100%	15 26%	1 33%	- -
SIP Trunking	13 13%	1 25%	2 22%	2 33%	1 33%	1 20%	1 20%	1 3%	1 4%	- -	10 11%	- -	3 50%	- -	10 17%	- -	- -
IP Centrex	6 6%	- -	- -	- -	- -	- -	- -	2 7%	3 13%	- -	5 5%	- -	1 17%	- -	4 7%	- -	- -
Leased lines / VPN	4 4%	- -	1 11%	- -	- -	- -	- -	2 7%	1 4%	- -	4 4%	- -	- -	- -	3 5%	- -	- -
Ethernet	4 4%	- -	1 11%	- -	- -	- -	1 20%	- -	1 4%	1 14%	4 4%	- -	- -	- -	2 3%	- -	- -
Other IP technology	1 1%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 1%	- -	- -	- -	1 2%	- -	- -
Non-IP Centrex	1 1%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 1%	- -	- -	- -	1 2%	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	33 33%	1 25%	1 11%	2 33%	1 33%	1 20%	2 40%	11 37%	11 48%	1 14%	31 34%	- -	2 33%	- -	9 16%	1 33%	1 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP (f)	Only 2e & (g)	ISDN 2/ IP 30 (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
ISDN30	20	20	6	10	-	6	-	6	2	6	4	2	6	17	3	-
	20%	20%	32%	16%	-%	32%	-%	27%	50%	27%	29%	25%	27%	18%	43%	-%
Hosted VOIP	18	18	4	10	-	4	-	5	1	5	4	1	5	18	-	-
	18%	18%	21%	16%	-%	21%	-%	23%	25%	23%	29%	13%	23%	19%	-%	-%
SIP Trunking	13	13	-	8	-	-	-	5	-	5	2	3	5	13	-	-
	13%	13%	-%	13%	-%	-%	-%	23%	-%	23%	14%	38%	23%	14%	-%	-%
IP Centrex	6	6	2	2	-	2	-	2	-	2	2	-	2	6	-	-
	6%	6%	11%	3%	-%	11%	-%	9%	-%	9%	14%	-%	9%	6%	-%	-%
Leased lines / VPN	4	4	2	1	-	2	-	1	-	1	1	-	1	2	2	-
	4%	4%	11%	2%	-%	11%	-%	5%	-%	5%	7%	-%	5%	2%	29%	-%
Ethernet	4	4	-	4	-	-	-	-	-	-	-	-	-	4	-	-
	4%	4%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%
Other IP technology	1	1	1	-	-	1	-	1	1	1	-	1	1	1	-	-
	1%	1%	5%	-%	-%	5%	-%	5%	25%	5%	-%	13%	5%	1%	-%	-%
Non-IP Centrex	1	1	-	-	-	-	-	1	-	1	1	-	1	1	-	-
	1%	1%	-%	-%	-%	-%	-%	5%	-%	5%	7%	-%	5%	1%	-%	-%
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	33	33	4	28	-	4	-	1	-	1	-	1	1	31	2	-
	33%	33%	21%	44%	-%	21%	-%	5%	-%	5%	-%	13%	5%	33%	29%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN2/ISDN2e

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
ISDN30	20 20%	18 22%	13 26%	15 26%	7 18%	8 22%	11 23%	8 25%	9 35%	2 22%	4 16%	5 22%	4 25%	- -%	- -%	4 80%
Hosted VOIP	18 18%	15 18%	10 20%	11 19%	10 26%	8 22%	11 23%	8 25%	5 19%	- -%	5 20%	7 30%	1 6%	3 27%	1 50%	- -%
SIP Trunking	13 13%	9 11%	6 12%	4 7%	4 10%	8 22%	4 9%	4 13%	1 4%	- -%	2 8%	3 13%	6 38%	2 18%	- -%	- -%
IP Centrex	6 6%	4 5%	4 8%	4 7%	1 3%	2 6%	4 9%	1 3%	2 8%	1 11%	2 8%	1 4%	- -%	1 9%	- -%	1 20%
Leased lines / VPN	4 4%	4 5%	1 2%	3 5%	3 8%	- -%	2 4%	2 6%	2 8%	1 11%	- -%	1 4%	- -%	2 18%	- -%	- -%
Ethernet	4 4%	2 2%	1 2%	3 5%	1 3%	- -%	2 4%	1 3%	- -%	- -%	1 4%	- -%	1 6%	1 9%	- -%	- -%
Other IP technology	1 1%	1 1%	1 2%	1 2%	1 3%	1 3%	1 2%	1 3%	1 4%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%
Non-IP Centrex	1 1%	1 1%	1 2%	1 2%	1 3%	1 3%	1 2%	1 3%	1 4%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	33 33%	28 34%	13 26%	16 28%	11 28%	8 22%	11 23%	6 19%	5 19%	5 56%	11 44%	5 22%	3 19%	2 18%	1 50%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN2/ISDN2e

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 or more channe ls (g)	1500 nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7	
ISDN30	20 20%	3 50%	- -%	1 50%	- -%	1 33%	- -%	- -%	1 100%	16 27%	3 14%	12 27%	1 14%	13 23%	7 22%	- -%	3 38%	- -%	3 75%	11 26%	7 16%	2 29%	
Hosted VOIP	18 18%	- -%	- -%	- -%	1 33%	1 33%	1 50%	- -%	- -%	12 20%	3 14%	11 24%	1 14%	5 9%	10A 31%	3 50%	- -%	3 43%	1 25%	6 14%	10 22%	2 29%	
SIP Trunking	13 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	10 17%	3 14%	9 20%	1 14%	5 9%	8a 25%	- -%	- -%	- -%	- -%	7 17%	5 11%	1 14%	
IP Centrex	6 6%	1 17%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	4 7%	2 10%	4 9%	- -%	3 5%	2 6%	1 17%	1 13%	1 14%	- -%	3 7%	3 7%	- -%	
Leased lines / VPN	4 4%	- -%	- -%	- -%	1 33%	1 33%	- -%	- -%	- -%	3 5%	- -%	3 7%	- -%	4 7%	- -%	- -%	1 13%	1 14%	- -%	2 5%	2 4%	- -%	
Ethernet	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	2 10%	1 2%	- -%	3 5%	1 3%	- -%	- -%	- -%	- -%	1 2%	2 4%	- -%	
Other IP technology	1 1%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	1 2%	- -%	- -%	1 13%	- -%	- -%	1 2%	- -%	- -%	
Non-IP Centrex	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	33 33%	2 33%	- -%	1 50%	- -%	- -%	1 50%	- -%	- -%	11 18%	8 38%	3 7%	4 57%	23B 40%	3 9%	2 33%	2 25%	2 29%	- -%	11 26%	15 33%	2 29%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN2/ISDN2e

	ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	100	22	37	38	41	48	19	31	50	31	14	
ISDN30	20 20%	4 18%	9 24%	7 18%	6 15%	12 25%	3 16%	8 26%	11 22%	8 26%	1 7%	
Hosted VOIP	18 18%	7 32%	10C 27%	1 3%	14B 34%	2 4%	3 16%	12D 39%	15d 30%	3 10%	- -%	
SIP Trunking	13 13%	3 14%	5 14%	5 13%	9 22%	4 8%	4 21%	4 13%	8 16%	2 6%	3 21%	
IP Centrex	6 6%	2 9%	1 3%	3 8%	3 7%	2 4%	2 11%	1 3%	3 6%	1 3%	1 7%	
Leased lines / VPN	4 4%	- -%	2 5%	2 5%	2 5%	2 4%	3 16%	- -%	3 6%	1 3%	- -%	
Ethernet	4 4%	- -%	2 5%	2 5%	2 5%	1 2%	1 5%	- -%	1 2%	2 6%	1 7%	
Other IP technology	1 1%	1 5%	- -%	- -%	1 2%	- -%	1 5%	- -%	1 2%	- -%	- -%	
Non-IP Centrex	1 1%	1 5%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 3%	- -%	
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	33 33%	4 18%	8 22%	18b 47%	3 7%	25A 52%	2 11%	6 19%	8 16%	13C 42%	8 57%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN2/ISDN2e

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
ISDN30	20 20%	9 23%	3 12%	5 23%	2 15%	1 20%	3 21%	2 22%	1 100%	2 18%	2 25%	6 38%	1 25%	4 36%	4 33%	5 38%	1 13%	2 33%	4 57%	1 25%	1 25%
Hosted VOIP	18 18%	10 25%	1 4%	8 36%	2 15%	1 20%	6 43%	2 22%	- -%	1 9%	1 13%	4 25%	- -%	3 27%	2 17%	3 23%	3 38%	1 17%	3 43%	2 50%	2 50%
SIP Trunking	13 13%	7 18%	1 4%	4 18%	3 23%	2 40%	2 14%	1 11%	- -%	2 18%	3 38%	4 25%	- -%	3 27%	2 17%	2 15%	2 25%	1 17%	- -%	- -%	- -%
IP Centrex	6 6%	2 5%	2 8%	1 5%	1 8%	1 20%	- -%	1 11%	- -%	- -%	1 13%	1 6%	1 25%	- -%	2 17%	1 8%	1 13%	- -%	- -%	- -%	- -%
Leased lines / VPN	4 4%	1 3%	2 8%	- -%	1 8%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	1 25%	- -%	1 8%	- -%	1 13%	1 17%	- -%	1 25%	- -%
Ethernet	4 4%	2 5%	1 4%	1 5%	- -%	- -%	- -%	2 22%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other IP technology	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%
Non-IP Centrex	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	1 25%	1 9%	- -%	- -%	- -%	1 17%	- -%	- -%	1 25%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	33 33%	9 23%	15 60%	3 14%	4 31%	- -%	3 21%	1 11%	- -%	5 45%	- -%	- -%	- -%	- -%	1 8%	1 8%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN2/ISDN2e

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had and	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some						
				(a)	(b)	(c)			(c)			(b)										
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-	
ISDN30	20	5	1	3	3	-	3	3	3	2	1	-	1	4	1	-	-	-	-	-	-	
	20%	29%	25%	25%	50%	-%	23%	38%	25%	50%	25%	-%	33%	31%	100%	-%	-%	-%	-%	-%	-%	
Hosted VOIP	18	3	1	1	1	3	4	-	3	1	1	1	-	4	-	-	-	-	-	-	-	
	18%	18%	25%	8%	17%	75%	31%	-%	25%	25%	25%	25%	-%	31%	-%	-%	-%	-%	-%	-%	-%	
SIP Trunking	13	4	1	3	1	1	4	1	2	1	1	1	-	4	-	-	-	-	-	-	-	
	13%	24%	25%	25%	17%	25%	31%	13%	17%	25%	25%	25%	-%	31%	-%	-%	-%	-%	-%	-%	-%	
IP Centrex	6	1	1	2	-	-	1	1	1	-	-	1	-	-	-	-	-	-	-	-	-	
	6%	6%	25%	17%	-%	-%	8%	13%	8%	-%	-%	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Leased lines / VPN	4	1	-	1	-	-	-	1	1	-	-	-	1	-	-	-	-	-	-	-	-	
	4%	6%	-%	8%	-%	-%	-%	13%	8%	-%	-%	-%	33%	-%	-%	-%	-%	-%	-%	-%	-%	
Ethernet	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other IP technology	1	1	-	1	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	
	1%	6%	-%	8%	-%	-%	8%	-%	8%	-%	-%	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Non-IP Centrex	1	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	
	1%	6%	-%	-%	17%	-%	-%	13%	-%	-%	25%	-%	33%	-%	-%	-%	-%	-%	-%	-%	-%	
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	33	1	-	1	-	-	-	1	1	-	-	-	-	1	-	-	-	-	-	-	-	
	33%	6%	-%	8%	-%	-%	-%	13%	8%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 72 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 1st by

Base: All with ISDN2/ISDN2e

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	52	44	57	30	11	8
ISDN30	20 20%	9 17%	11 25%	12 21%	5 17%	5 45%	1 13%
Hosted VOIP	18 18%	6 12%	11 25%	12 21%	3 10%	3 27%	1 13%
SIP Trunking	13 13%	6 12%	7 16%	8 14%	5 17%	- -	- -
IP Centrex	6 6%	3 6%	3 7%	5 9%	1 3%	1 9%	1 13%
Leased lines / VPN	4 4%	2 4%	2 5%	3 5%	1 3%	- -	2 25%
Ethernet	4 4%	2 4%	2 5%	4 7%	- -	- -	- -
Other IP technology	1 1%	- -	1 2%	1 2%	- -	1 9%	- -
Non-IP Centrex	1 1%	1 2%	- -	1 2%	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -
Don't know	33 33%	23B 44%	7 16%	11 19%	15A 50%	1 9%	3 38%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 73

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
IP Centrex	7 7%	- -	- -	- -	- -	- -	1 3%	6 24%	3 4%	- -	1 25%	3 43%	1 7%	2 4%	3 14%	1 9%
SIP Trunking	6 6%	- -	- -	- -	- -	1 4%	2 6%	3 12%	3 4%	1 13%	1 25%	1 14%	- -	4 8%	1 5%	1 9%
Hosted VOIP	6 6%	- -	1 20%	- -	1 7%	1 4%	2 6%	2 8%	5 6%	- -	- -	- -	- -	3 6%	3 14%	- -
ISDN30	4 4%	- -	- -	- -	- -	- -	2 6%	2 8%	1 1%	1 13%	1 25%	1 14%	1 7%	1 2%	1 5%	1 9%
Leased lines / VPN	3 3%	- -	- -	- -	- -	- -	2 6%	1 4%	2 3%	- -	- -	1 14%	- -	1 2%	- -	2 18%
Non-IP Centrex	2 2%	- -	- -	- -	- -	- -	2 6%	- -	2 3%	- -	- -	- -	- -	1 2%	1 5%	- -
Ethernet	1 1%	- -	- -	- -	- -	1 4%	- -	- -	1 1%	- -	- -	- -	- -	1 2%	- -	- -
Other IP technology	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	71 71%	- -	4 80%	10 100%	14 93%	24 89%	22 67%	11 44%	61 78%	6 75%	1 25%	1 14%	12 86%	39 75%	13 59%	6 55%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 73 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN2/ISDN2e

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
IP Centrex	7 7%	1 33%	- -	1 13%	1 7%	1 14%	1 7%	- -	1 13%	1 10%	- -	- -	2 11%	2 5%	3 9%
SIP Trunking	6 6%	- -	1 5%	- -	1 7%	1 14%	1 7%	1 6%	1 13%	- -	- -	- -	1 6%	2 5%	3 9%
Hosted VOIP	6 6%	1 33%	1 5%	1 13%	- -	1 14%	1 7%	- -	1 13%	- -	- -	1 13%	1 6%	3 8%	1 3%
ISDN30	4 4%	- -	- -	1 13%	1 7%	- -	1 7%	- -	- -	1 10%	- -	1 13%	2 11%	- -	1 3%
Leased lines / VPN	3 3%	- -	1 5%	- -	- -	- -	- -	1 6%	- -	1 10%	- -	- -	- -	1 3%	2 6%
Non-IP Centrex	2 2%	- -	1 5%	- -	- -	- -	1 7%	- -	- -	- -	- -	- -	2 11%	- -	- -
Ethernet	1 1%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	- -
Other IP technology	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	71 71%	1 33%	14 74%	5 63%	11 79%	4 57%	9 64%	15 88%	5 63%	7 70%	2 100%	6 75%	10 56%	28 76%	25 71%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 73 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN2/ISDN2e

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Mi dlands (d)	West Mi dlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scot land (l)	No rthern Ireland (m)	All sites (a)	Some sites (b)
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
IP Centrex	7 7%	- -	2 22%	1 17%	- -	- -	- -	2 7%	2 9%	- -	7 8%	- -	- -	- -	5 9%	- -	1 25%
SIP Trunking	6 6%	- -	3 33%	- -	- -	- -	1 20%	1 3%	1 4%	- -	6 7%	- -	- -	- -	3 5%	2 67%	- -
Hosted VOIP	6 6%	1 25%	- -	- -	- -	- -	- -	3 10%	- -	1 14%	5 5%	- -	1 17%	- -	3 5%	- -	1 25%
ISDN30	4 4%	- -	- -	- -	1 33%	- -	- -	3 10%	- -	- -	4 4%	- -	- -	- -	4 7%	- -	- -
Leased lines / VPN	3 3%	1 25%	1 11%	- -	- -	- -	- -	- -	- -	1 14%	3 3%	- -	- -	- -	3 5%	- -	- -
Non-IP Centrex	2 2%	- -	- -	- -	- -	- -	- -	- -	1 4%	- -	1 1%	- -	1 17%	- -	2 3%	- -	- -
Ethernet	1 1%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 1%	- -	- -	- -	1 2%	- -	- -
Other IP technology	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	71 71%	2 50%	3 33%	5 83%	2 67%	5 100%	4 80%	20 67%	19 83%	5 71%	65 71%	1 100%	4 67%	1 100%	37 64%	1 33%	2 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 73 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
IP Centrex	7 7%	7 7%	1 5%	2 3%	- -	1 5%	- -	4 18%	- -	4 18%	3 21%	1 13%	4 18%	7 8%	- -	- -
SIP Trunking	6 6%	6 6%	3 16%	2 3%	- -	3 16%	- -	1 5%	- -	1 5%	1 7%	- -	1 5%	5 5%	1 14%	- -
Hosted VOIP	6 6%	6 6%	2 11%	3 5%	- -	2 11%	- -	2 9%	1 25%	2 9%	1 7%	1 13%	2 9%	6 6%	- -	- -
ISDN30	4 4%	4 4%	1 5%	2 3%	- -	1 5%	- -	1 5%	- -	1 5%	1 7%	- -	1 5%	4 4%	- -	- -
Leased lines / VPN	3 3%	3 3%	2 11%	1 2%	- -	2 11%	- -	1 5%	1 25%	1 5%	- -	1 13%	1 5%	2 2%	1 14%	- -
Non-IP Centrex	2 2%	2 2%	- -	1 2%	- -	- -	- -	1 5%	- -	1 5%	1 7%	- -	1 5%	2 2%	- -	- -
Ethernet	1 1%	1 1%	- -	- -	- -	- -	- -	1 5%	- -	1 5%	1 7%	- -	1 5%	1 1%	- -	- -
Other IP technology	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	71 71%	71 71%	10 53%	52 83%	- -	10 53%	- -	11 50%	2 50%	11 50%	6 43%	5 63%	11 50%	66 71%	5 71%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 73 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN2/ISDN2e

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
IP Centrex	7 7%	7 9%	5 10%	7 12%	4 10%	5 14%	4 9%	2 6%	2 8%	- %	1 4%	1 4%	3 19%	1 9%	- %	1 20%
SIP Trunking	6 6%	6 7%	3 6%	4 7%	3 8%	3 8%	5 11%	3 9%	4 15%	- %	- %	2 9%	- %	2 18%	- %	2 40%
Hosted VOIP	6 6%	4 5%	4 8%	5 9%	2 5%	3 8%	3 6%	2 6%	1 4%	- %	1 4%	2 9%	3 19%	- %	- %	- %
ISDN30	4 4%	3 4%	1 2%	3 5%	3 8%	1 3%	3 6%	2 6%	2 8%	- %	1 4%	2 9%	- %	- %	- %	- %
Leased lines / VPN	3 3%	3 4%	3 6%	3 5%	2 5%	1 3%	3 6%	2 6%	3 12%	- %	- %	1 4%	1 6%	- %	- %	1 20%
Non-IP Centrex	2 2%	1 1%	2 4%	- %	1 3%	2 6%	2 4%	2 6%	- %	- %	- %	1 4%	1 6%	- %	- %	- %
Ethernet	1 1%	1 1%	1 2%	1 2%	1 3%	1 3%	1 2%	1 3%	1 4%	- %	- %	1 4%	- %	- %	- %	- %
Other IP technology	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other NON-IP service	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know	71 71%	57 70%	31 62%	35 60%	23 59%	20 56%	26 55%	18 56%	13 50%	9 100%	22 88%	13 57%	8 50%	8 73%	2 100%	1 20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 73 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN2/ISDN2e

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f) (d)	600 -1470 or more channe ls(g) nels(h)	1500	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7	
IP Centrex	7 7%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	6 10%	1 5%	6 13%	- -%	5 9%	2 6%	- -%	- -%	1 14%	- -%	2 5%	3 7%	2 29%	
SIP Trunking	6 6%	- -%	1 100%	- -%	1 33%	1 33%	- -%	- -%	- -%	6 10%	- -%	6 13%	- -%	3 5%	1 3%	2 33%	- -%	3 43%	- -%	3 7%	2 4%	1 14%	
Hosted VOIP	6 6%	- -%	- -%	- -%	1 33%	1 33%	- -%	- -%	- -%	4 7%	2 10%	4 9%	- -%	3 5%	3 9%	- -%	1 13%	- -%	1 25%	4 10%	2 4%	- -%	
ISDN30	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	1 5%	2 4%	- -%	2 4%	2 6%	- -%	- -%	1 14%	- -%	2 5%	2 4%	- -%	
Leased lines / VPN	3 3%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	3 5%	- -%	2 4%	- -%	2 4%	1 3%	- -%	1 13%	- -%	1 25%	1 2%	1 2%	1 14%	
Non-IP Centrex	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	1 2%	1 14%	1 2%	1 3%	- -%	- -%	- -%	- -%	1 2%	1 2%	- -%	
Ethernet	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	
Other IP technology	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	71 71%	5 83%	- -%	2 100%	1 33%	1 33%	1 50%	- -%	- -%	36 60%	17 81%	23 51%	6 86%	41 72%	21 66%	4 67%	6 75%	2 29%	2 50%	29 69%	33 73%	3 43%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 73 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN2/ISDN2e

	ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	100	22	37	38	41	48	19	31	50	31	14	
IP Centrex	7 7%	1 5%	5 14%	1 3%	4 10%	2 4%	2 11%	4 13%	6 12%	1 3%	- -%	
SIP Trunking	6 6%	1 5%	3 8%	2 5%	3 7%	3 6%	1 5%	3 10%	4 8%	1 3%	1 7%	
Hosted VOIP	6 6%	1 5%	4 11%	1 3%	5b 12%	- -%	3 16%	1 3%	4 8%	2 6%	- -%	
ISDN30	4 4%	2 9%	- -%	2 5%	4b 10%	- -%	3 16%	1 3%	4 8%	- -%	- -%	
Leased lines / VPN	3 3%	- -%	- -%	3 8%	- -%	3 6%	- -%	- -%	- -%	3c 10%	- -%	
Non-IP Centrex	2 2%	2 9%	- -%	- -%	2 5%	- -%	1 5%	1 3%	2 4%	- -%	- -%	
Ethernet	1 1%	1 5%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 3%	- -%	
Other IP technology	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	71 71%	14 64%	25 68%	29 76%	22 54%	40A 83%	9 47%	21 68%	30 60%	23 74%	13 93%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 73 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN2/ISDN2e

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
IP Centrex	7 7%	2 5%	1 4%	1 5%	1 8%	- %	1 7%	- %	- %	1 9%	2 25%	3 19%	- %	3 27%	1 8%	3 23%	2 25%	1 17%	2 29%	2 50%	1 25%
SIP Trunking	6 6%	3 8%	1 4%	2 9%	1 8%	1 20%	1 7%	1 11%	- %	- %	1 13%	1 6%	1 25%	- %	1 8%	1 8%	- %	- %	1 14%	- %	- %
Hosted VOIP	6 6%	3 8%	1 4%	2 9%	- %	- %	1 7%	1 11%	1 100%	- %	- %	2 13%	- %	- %	1 8%	1 8%	1 13%	- %	- %	- %	- %
ISDN30	4 4%	2 5%	- %	2 9%	- %	- %	1 7%	1 11%	- %	- %	- %	- %	1 25%	- %	1 8%	- %	1 13%	1 17%	- %	1 25%	- %
Leased lines / VPN	3 3%	1 3%	- %	- %	1 8%	- %	- %	- %	- %	1 9%	- %	1 6%	- %	1 9%	1 8%	1 8%	- %	1 17%	1 14%	- %	1 25%
Non-IP Centrex	2 2%	1 3%	- %	1 5%	- %	- %	1 7%	- %	- %	- %	1 13%	1 6%	- %	1 9%	- %	1 8%	1 13%	1 17%	- %	- %	- %
Ethernet	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 13%	- %	1 25%	1 9%	- %	- %	- %	1 17%	- %	- %	1 25%
Other IP technology	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other NON-IP service	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know	71 71%	28 70%	22 88%	14 64%	10 77%	4 80%	9 64%	6 67%	- %	9 82%	3 38%	8 50%	1 25%	5 45%	7 58%	6 46%	3 38%	1 17%	3 43%	1 25%	1 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 73 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN2/ISDN2e

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-
IP Centrex	7	4	-	2	1	1	3	1	2	2	-	1	-	3	-	-	-	-	-	-	-
	7%	24%	-%	17%	17%	25%	23%	13%	17%	50%	-%	25%	-%	23%	-%	-%	-%	-%	-%	-%	-%
SIP Trunking	6	1	-	-	1	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-
	6%	6%	-%	-%	17%	-%	8%	-%	8%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%
Hosted VOIP	6	1	1	1	-	1	1	1	1	-	1	1	-	1	-	-	-	-	-	-	-
	6%	6%	25%	8%	-%	25%	8%	13%	8%	-%	25%	25%	-%	8%	-%	-%	-%	-%	-%	-%	-%
ISDN30	4	1	-	1	-	-	-	1	1	-	-	-	1	-	-	-	-	-	-	-	-
	4%	6%	-%	8%	-%	-%	-%	13%	8%	-%	-%	-%	33%	-%	-%	-%	-%	-%	-%	-%	-%
Leased lines / VPN	3	1	-	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-
	3%	6%	-%	8%	-%	-%	8%	-%	-%	-%	25%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%
Non-IP Centrex	2	1	-	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-
	2%	6%	-%	8%	-%	-%	8%	-%	8%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%
Ethernet	1	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-
	1%	6%	-%	-%	17%	-%	-%	13%	-%	-%	25%	-%	33%	-%	-%	-%	-%	-%	-%	-%	-%
Other IP technology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	71	7	3	6	3	2	6	4	6	2	1	2	1	7	-	-	-	-	-	-	-
	71%	41%	75%	50%	50%	50%	46%	50%	50%	50%	25%	50%	33%	54%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 73 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 2nd by

Base: All with ISDN2/ISDN2e

Total	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	100	52	44	57	30	11	8
IP Centrex	7 7%	1 2%	6a 14%	5 9%	1 3%	1 9%	- -
SIP Trunking	6 6%	1 2%	5 11%	3 5%	3 10%	- -	3 38%
Hosted VOIP	6 6%	2 4%	4 9%	5 9%	- -	2 18%	- -
ISDN30	4 4%	2 4%	2 5%	4 7%	- -	1 9%	- -
Leased lines / VPN	3 3%	2 4%	1 2%	2 4%	1 3%	1 9%	1 13%
Non-IP Centrex	2 2%	- -	2 5%	2 4%	- -	- -	- -
Ethernet	1 1%	1 2%	- -	1 2%	- -	- -	- -
Other IP technology	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -
Don't know	71 71%	43B 83%	24 55%	35 61%	25a 83%	6 55%	4 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 74

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	100	-	5	10	15	27	33	25	78	8	4	7	14	52	22	11
Hosted VOIP	3 3%	- -	- -	- -	- -	- -	3 9%	- -	3 4%	- -	- -	- -	- -	1 2%	1 5%	1 9%
ISDN30	2 2%	- -	- -	- -	- -	1 4%	- -	1 4%	1 1%	- -	- -	1 14%	- -	1 2%	1 5%	- -
Non-IP Centrex	2 2%	- -	- -	- -	- -	- -	1 3%	1 4%	- -	1 13%	- -	1 14%	- -	1 2%	- -	1 9%
Leased lines / VPN	2 2%	- -	- -	- -	- -	- -	1 3%	1 4%	2 3%	- -	- -	- -	- -	1 2%	1 5%	- -
Ethernet	2 2%	- -	- -	- -	- -	- -	2 6%	- -	1 1%	- -	- -	1 14%	1 7%	1 2%	- -	- -
SIP Trunking	1 1%	- -	- -	- -	- -	- -	- -	1 4%	- -	- -	- -	1 14%	- -	- -	1 5%	- -
Other IP technology	1 1%	- -	- -	- -	- -	- -	- -	1 4%	- -	- -	1 25%	- -	- -	- -	- -	1 9%
IP Centrex	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	87 87%	- -	5 100%	10 100%	15 100%	26 96%	26 79%	20 80%	71 91%	7 88%	3 75%	3 43%	13 93%	47 90%	18 82%	8 73%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 74 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN2/ISDN2e

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	3	19	8	14	7	14	17	8	10	2	8	18	37	35
Hosted VOIP	3 3%	- -	1 5%	- -	- -	1 14%	- -	- -	- -	1 10%	- -	- -	2 11%	1 3%	- -
ISDN30	2 2%	- -	1 5%	- -	- -	1 14%	- -	- -	- -	- -	- -	- -	- -	2 5%	- -
Non-IP Centrex	2 2%	- -	- -	1 13%	1 7%	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	1 3%
Leased lines / VPN	2 2%	- -	- -	- -	- -	- -	1 7%	- -	- -	1 10%	- -	- -	2 11%	- -	- -
Ethernet	2 2%	- -	1 5%	- -	- -	- -	1 7%	- -	- -	- -	- -	1 13%	- -	- -	1 3%
SIP Trunking	1 1%	- -	- -	- -	- -	- -	- -	- -	1 13%	- -	- -	- -	- -	- -	1 3%
Other IP technology	1 1%	- -	- -	- -	1 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 3%
IP Centrex	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	87 87%	3 100%	16 84%	7 88%	12 86%	5 71%	12 86%	17 100%	7 88%	8 80%	2 100%	7 88%	13 72%	34 92%	31 89%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 74 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN2/ISDN2e

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	100	4	9	6	3	5	5	30	23	7	92	1	6	1	58	3	4
Hosted VOIP	3 3%	- %	- %	- %	- %	- %	- %	- %	1 4%	1 14%	2 2%	- %	1 17%	- %	3 5%	- %	- %
ISDN30	2 2%	- %	- %	- %	- %	- %	- %	2 7%	- %	- %	2 2%	- %	- %	- %	2 3%	- %	- %
Non-IP Centrex	2 2%	- %	- %	- %	1 33%	- %	- %	- %	1 4%	- %	2 2%	- %	- %	- %	2 3%	- %	- %
Leased lines / VPN	2 2%	- %	- %	- %	- %	- %	- %	1 3%	1 4%	- %	2 2%	- %	- %	- %	2 3%	- %	- %
Ethernet	2 2%	1 25%	- %	- %	- %	- %	- %	1 3%	- %	- %	2 2%	- %	- %	- %	2 3%	- %	- %
SIP Trunking	1 1%	- %	1 11%	- %	- %	- %	- %	- %	- %	- %	1 1%	- %	- %	- %	- %	- %	1 25%
Other IP technology	1 1%	- %	- %	- %	- %	- %	- %	1 3%	- %	- %	1 1%	- %	- %	- %	1 2%	- %	- %
IP Centrex	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other NON-IP service	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know	87 87%	3 75%	8 89%	6 100%	2 67%	5 100%	5 100%	25 83%	20 87%	6 86%	80 87%	1 100%	5 83%	1 100%	46 79%	3 100%	3 75%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 74 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP (f)	Only (g)	ISDN 2/ & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	100	19	63	-	19	-	22	4	22	14	8	22	93	7	-
Hosted VOIP	3 3%	3 3%	1 5%	- -	- -	1 5%	- -	2 9%	- -	2 9%	2 14%	- -	2 9%	3 3%	- -	- -
ISDN30	2 2%	2 2%	1 5%	- -	- -	1 5%	- -	1 5%	- -	1 5%	1 7%	- -	1 5%	2 2%	- -	- -
Non-IP Centrex	2 2%	2 2%	- -	1 2%	- -	- -	- -	1 5%	- -	1 5%	1 7%	- -	1 5%	2 2%	- -	- -
Leased lines / VPN	2 2%	2 2%	- -	2 3%	- -	- -	- -	- -	- -	- -	- -	- -	2 2%	- -	- -	- -
Ethernet	2 2%	2 2%	- -	1 2%	- -	- -	- -	1 5%	- -	1 5%	1 7%	- -	1 5%	2 2%	- -	- -
SIP Trunking	1 1%	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -
Other IP technology	1 1%	1 1%	1 5%	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -
IP Centrex	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	87 87%	87 87%	16 84%	58 92%	- -	16 84%	- -	17 77%	4 100%	17 77%	9 64%	8 100%	17 77%	80 86%	7 100%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 74 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN2/ISDN2e

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	100	82	50	58	39	36	47	32	26	9	25	23	16	11	2	5
Hosted VOIP	3 3%	3 4%	3 6%	2 3%	1 3%	2 6%	3 6%	3 9%	1 4%	- -	- -	1 4%	2 13%	- -	- -	- -
ISDN30	2 2%	2 2%	1 2%	1 2%	2 5%	2 6%	2 4%	2 6%	2 8%	- -	- -	2 9%	- -	- -	- -	- -
Non-IP Centrex	2 2%	2 2%	1 2%	2 3%	2 5%	1 3%	1 2%	1 3%	1 4%	- -	1 4%	- -	- -	1 9%	- -	- -
Leased lines / VPN	2 2%	- -	1 2%	1 2%	- -	1 3%	2 4%	1 3%	1 4%	- -	- -	2 9%	- -	- -	- -	- -
Ethernet	2 2%	2 2%	1 2%	1 2%	2 5%	- -	2 4%	1 3%	1 4%	- -	- -	1 4%	1 6%	- -	- -	- -
SIP Trunking	1 1%	1 1%	1 2%	1 2%	1 3%	1 3%	1 2%	- -	1 4%	- -	- -	- -	- -	- -	- -	1 20%
Other IP technology	1 1%	1 1%	1 2%	1 2%	1 3%	1 3%	1 2%	1 3%	1 4%	- -	- -	- -	- -	- -	- -	- -
IP Centrex	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	87 87%	71 87%	41 82%	49 84%	30 77%	28 78%	35 74%	23 72%	18 69%	9 100%	24 96%	17 74%	13 81%	10 91%	2 100%	4 80%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 74 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN2/ISDN2e

		ISDN LINES																						
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In lution (c)	Hosted so lution (c)
Total	100	6	1	2	3	3	2	-	1	60	21	45	7	57	32	6	8	7	4	42	45	7		
Hosted VOIP	3 3%	1 17%	-	-	-	-	-	-	-	3 5%	-	2 4%	-	2 4%	1 3%	-	-	-	1 25%	1 2%	2 4%	-		
ISDN30	2 2%	-	-	-	-	1 33%	-	-	-	2 3%	-	2 4%	-	-	1 3%	1 17%	-	1 14%	-	-	1 2%	1 14%		
Non-IP Centrex	2 2%	-	-	-	-	-	-	-	-	1 2%	1 5%	1 2%	-	1 2%	1 3%	-	-	-	-	1 2%	1 2%	-		
Leased lines / VPN	2 2%	-	-	-	-	-	-	-	-	2 3%	-	1 2%	1 14%	2 4%	-	-	-	-	-	2 5%	-	-		
Ethernet	2 2%	-	-	-	-	-	-	-	-	2 3%	-	2 4%	-	2 4%	-	-	-	-	-	1 2%	1 2%	-		
SIP Trunking	1 1%	-	-	-	-	-	-	-	-	1 2%	-	1 2%	-	1 2%	-	-	-	-	-	-	-	1 14%		
Other IP technology	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	1 3%	-	-	1 14%	-	-	1 2%	-		
IP Centrex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Don't know	87 87%	5 83%	1 100%	2 100%	3 100%	2 67%	2 100%	-	1 100%	49 82%	20 95%	36 80%	6 86%	49 86%	28 88%	5 83%	8 100%	5 71%	3 75%	37 88%	39 87%	5 71%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 74 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN2/ISDN2e

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	100	22	37	38	41	48	19	31	50	31	14	
Hosted VOIP	3 3%	1 5%	1 3%	1 3%	1 2%	2 4%	1 5%	- -	1 2%	2 6%	- -	
ISDN30	2 2%	1 5%	1 3%	- -	2 5%	- -	- -	1 3%	1 2%	1 3%	- -	
Non-IP Centrex	2 2%	1 5%	1 3%	- -	2 5%	- -	- -	2 6%	2 4%	- -	- -	
Leased lines / VPN	2 2%	1 5%	- -	1 3%	2 5%	- -	1 5%	1 3%	2 4%	- -	- -	
Ethernet	2 2%	- -	- -	2 5%	1 2%	1 2%	1 5%	- -	1 2%	1 3%	- -	
SIP Trunking	1 1%	- -	- -	1 3%	- -	1 2%	- -	1 3%	1 2%	- -	- -	
Other IP technology	1 1%	1 5%	- -	- -	1 2%	- -	1 5%	- -	1 2%	- -	- -	
IP Centrex	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Don't know	87 87%	17 77%	34 92%	33 87%	32 78%	44 92%	15 79%	26 84%	41 82%	27 87%	14 100%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 74 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN2/ISDN2e

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	100	40	25	22	13	5	14	9	1	11	8	16	4	11	12	13	8	6	7	4	4
Hosted VOIP	3 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 13%	2 13%	- -	2 18%	1 8%	2 15%	1 13%	2 33%	1 14%	1 25%	- -
ISDN30	2 2%	1 3%	- -	1 5%	- -	- -	1 7%	- -	- -	- -	1 13%	- -	1 25%	1 9%	- -	- -	- -	1 17%	- -	- -	1 25%
Non-IP Centrex	2 2%	1 3%	- -	1 5%	- -	- -	1 7%	- -	- -	- -	1 13%	- -	- -	1 9%	- -	1 8%	1 13%	- -	1 14%	1 25%	1 25%
Leased lines / VPN	2 2%	2 5%	- -	2 9%	- -	- -	1 7%	1 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Ethernet	2 2%	1 3%	- -	- -	1 8%	- -	- -	- -	- -	1 9%	- -	- -	1 25%	- -	1 8%	- -	1 13%	1 17%	- -	1 25%	- -
SIP Trunking	1 1%	- -	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other IP technology	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
IP Centrex	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	87 87%	35 88%	24 96%	18 82%	12 92%	5 100%	11 79%	8 89%	1 100%	10 91%	5 63%	14 88%	2 50%	7 64%	10 83%	10 77%	5 63%	2 33%	5 71%	1 25%	2 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 74 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN2/ISDN2e

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	100	17	4	12	6	4	13	8	12	4	4	4	3	13	1	-	-	-	-	-	-
Hosted VOIP	3 3%	2 12%	-	2 17%	-	-	1 8%	1 13%	2 17%	-	-	-	-	2 15%	-	-	-	-	-	-	-
ISDN30	2 2%	1 6%	-	-	1 17%	-	-	1 13%	-	-	1 25%	-	1 33%	-	-	-	-	-	-	-	-
Non-IP Centrex	2 2%	1 6%	-	-	1 17%	-	1 8%	-	1 8%	-	-	-	-	1 8%	-	-	-	-	-	-	-
Leased lines / VPN	2 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ethernet	2 2%	1 6%	-	1 8%	-	-	-	1 13%	1 8%	-	-	-	1 33%	-	-	-	-	-	-	-	-
SIP Trunking	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other IP technology	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
IP Centrex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	87 87%	12 71%	4 100%	9 75%	4 67%	4 100%	11 85%	5 63%	8 67%	4 100%	3 75%	4 100%	1 33%	10 77%	1 100%	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 74 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 3rd by

Base: All with ISDN2/ISDN2e

Total	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	100	52	44	57	30	11	8
Hosted VOIP	3 3%	1 2%	2 5%	3 5%	- -	1 9%	- -
ISDN30	2 2%	1 2%	1 2%	2 4%	- -	- -	1 13%
Non-IP Centrex	2 2%	1 2%	1 2%	2 4%	- -	- -	- -
Leased lines / VPN	2 2%	- -	2 5%	2 4%	- -	- -	- -
Ethernet	2 2%	2 4%	- -	2 4%	- -	- -	- -
SIP Trunking	1 1%	- -	1 2%	- -	1 3%	- -	- -
Other IP technology	1 1%	- -	1 2%	1 2%	- -	1 9%	- -
IP Centrex	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -
Don't know	87 87%	47 90%	36 82%	45 79%	29a 97%	9 82%	7 88%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

PERSONAL PROFILE																	
Total	Company Size								No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)		
ISDN30	1.3	-	1.0	-	1.0	1.3	1.2	1.6	1.2	2.0	1.5	1.8	1.3	1.2	1.6	1.2	
SIP Trunking	1.4	-	-	1.0	1.0	1.2	1.5	1.6	1.3	1.3	2.0	2.0	1.0	1.4	1.5	2.0	
Hosted VOIP	1.5	-	2.0	1.0	1.5	1.5	1.7	1.4	1.6	1.0	1.0	2.0	1.0	1.5	1.7	1.4	
IP Centrex	1.6	-	2.0	-	2.0	1.5	1.7	1.5	1.7	1.0	1.0	2.0	-	1.5	1.8	1.5	
Other IP technology	2.0	-	-	-	-	-	-	2.0	1.0	-	3.0	-	-	-	1.0	3.0	
Non-IP Centrex	2.7	-	-	-	-	1.0	2.3	4.0	1.7	3.0	-	4.0	-	2.0	3.5	3.0	
Leased lines / VPN	2.2	-	1.0	-	1.0	-	1.8	3.0	2.0	1.0	-	3.0	1.0	2.0	4.5	1.7	
Ethernet	2.4	-	1.0	-	1.0	1.5	2.7	4.0	2.3	-	4.0	2.0	2.0	2.2	1.0	4.0	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

	PERSONAL PROFILE														
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)	than	5 years	9 years	to 19	years
		(b)	(c)	Transport/ Communications (d)		Services (f)	Services (g)	and services (h)		2 years (a)	(b)	(c)	(d)	(e)	
ISDN30	1.3	-	1.3	1.5	1.3	1.5	1.5	1.0	1.0	1.5	1.0	1.3	1.3	1.4	1.2
SIP Trunking	1.4	1.0	1.2	1.0	2.0	2.0	1.3	1.3	2.5b	1.0	-	-	1.2	1.3	1.7
Hosted VOIP	1.5	2.0	1.5	1.3	1.0	2.0	1.2	1.0	3.0f	1.5	-	1.3	1.7	1.5	1.5
IP Centrex	1.6	2.0	1.8	1.3	1.0	2.0	1.3	1.0	3.0d	2.0	-	1.5	1.7	1.6	1.7
Other IP technology	2.0	1.0	-	-	3.0	-	-	-	-	-	-	-	-	-	2.0
Non-IP Centrex	2.7	-	1.5	3.0	3.0	-	2.0	-	5.0	-	-	-	2.3	1.0	4.0
Leased lines / VPN	2.2	-	2.0	-	-	-	1.7	2.0	3.5	2.0	-	1.0	2.3	2.0	2.4
Ethernet	2.4	-	2.5	1.0	2.5	2.5	3.0	-	-	2.5	-	3.0	4.0	2.0	2.3

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
ISDN30	1.3	1.0	1.0	-	2.0	1.0	-	1.6	1.0	1.0	1.3	1.0	-	-	1.4	1.0	1.0
SIP Trunking	1.4	1.0	1.8	1.0	1.0	1.0	1.5	1.5	1.5	-	1.5	-	1.0	-	1.2	2.0a	3.0
Hosted VOIP	1.5	2.0	2.5	1.0	1.0	1.0	1.0	1.3	1.5	2.0	1.5	-	2.5g	1.0	1.4	1.0	3.0a
IP Centrex	1.6	2.0	2.5	1.0	1.0	-	1.0	1.4	1.4	2.5g	1.6	-	2.0	-	1.5	1.0	3.0a
Other IP technology	2.0	-	-	-	-	-	-	2.0	-	-	2.0	-	-	-	2.0	-	-
Non-IP Centrex	2.7	-	5.0	-	3.0	-	-	1.0	2.5	-	2.8	-	2.0	-	2.2	-	5.0
Leased lines / VPN	2.2	2.0	3.0	-	-	-	-	1.7	2.0	2.0	2.2	-	-	-	1.9	-	6.0
Ethernet	2.4	3.0	1.0	-	-	-	1.0	3.0	2.5	2.5	2.4	-	-	-	2.8	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

	Total	PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
ISDN30	1.3	1.3	1.4	1.2	-	1.4	-	1.4	1.0	1.4	1.5	1.0	1.4	1.3	1.0	-
SIP Trunking	1.4	1.4	2.0gil	1.4	-	2.0gil	-	1.2	-	1.2	1.3	1.0	1.2	1.4	2.0	-
Hosted VOIP	1.5	1.5	1.6	1.4	-	1.6	-	1.7	1.5	1.7	1.7	1.5	1.7	1.5	-	-
IP Centrex	1.6	1.6	1.6	1.6	-	1.6	-	1.8	2.0	1.8	1.7	2.0	1.8	1.6	-	-
Other IP technology	2.0	2.0	2.0	-	-	2.0	-	1.0	1.0	1.0	-	1.0	1.0	2.0	-	-
Non-IP Centrex	2.7	2.7	-	3.3	-	-	-	2.0	-	2.0	2.0	-	2.0	2.7	-	-
Leased lines / VPN	2.2	2.2	1.5	3.0	-	1.5	-	1.5	2.0	1.5	1.0	2.0	1.5	2.6	1.3	-
Ethernet	2.4	2.4	4.0c	1.4	-	4.0c	-	3.0	-	3.0	3.0	-	3.0	2.4	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)	
ISDN30	1.3	1.3	1.2	1.3	1.6	1.5	1.4	1.5	1.5	1.0	1.2	1.7	1.0	-	-	1.0
SIP Trunking	1.4	1.5	1.5	1.7	1.6	1.4	1.7	1.4	2.0	-	1.0	1.4	1.0	1.5	-	2.3D
Hosted VOIP	1.5	1.6	1.7	1.6	1.5	1.7	1.7	1.6	1.8	-	1.2	1.4	2.2be	1.0	1.0	4.0
IP Centrex	1.6	1.7	1.8	1.6	1.6	1.7	1.7	1.7	1.8	1.0	1.2	1.6	2.2be	1.0	-	4.0
Other IP technology	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	-	-	-	1.0	-	-	-
Non-IP Centrex	2.7	2.8	2.6	3.0	2.8	2.6	2.6	2.0	3.0	-	3.0	1.5	2.0	3.0	-	5.0
Leased lines / VPN	2.2	2.0	2.7	2.3	2.2	3.7	2.5	1.8	2.4	1.0	-	2.3	2.0	1.0	-	4.0
Ethernet	2.4	2.8	3.0	2.5	2.6	3.3	2.8	3.0	3.3	-	1.0	3.0	2.7	1.0	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

ISDN LINES																							
	ISDN 30 channels										Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)	
		(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 or more chan nels(g)	1500 or more chan nels(h)														
ISDN30	1.3	1.0	-	1.0	-	2.0	-	-	1.0	1.3	1.3	1.4	1.0	1.1	1.4	3.0	1.0	2.5ac	1.0	1.2	1.4	1.7	
SIP Trunking	1.4	-	2.0	-	2.0	2.0	-	-	-	1.5	1.0	1.5	1.0	1.6	1.1	2.0B	-	2.0	-	1.3	1.3	2.0	
Hosted VOIP	1.5	3.0	-	-	1.5	1.5	1.0	-	-	1.7	1.4	1.6	1.0	1.9	1.4	1.0	2.0	1.0	2.0	1.5	1.4	2.0	
IP Centrex	1.6	2.0	-	-	2.0	1.5	1.0	-	-	1.8	1.3	1.7	1.0	1.9	1.5	1.0	1.5	1.0	2.5b	1.7	1.5	2.0	
Other IP technology	2.0	-	-	-	1.0	-	-	-	-	1.0	-	1.0	-	1.0	3.0	-	1.0	3.0	-	1.0	3.0	-	
Non-IP Centrex	2.7	-	-	-	-	-	-	-	-	2.6	3.0	2.8	2.0	3.3	2.0	-	-	-	-	2.5	2.0	5.0	
Leased lines / VPN	2.2	2.0	-	-	1.0	1.0	-	-	2.0	2.3	-	2.3	3.0	2.2	2.0	-	1.5	1.0	2.0	2.0	1.3	4.0	
Ethernet	2.4	4.0	-	-	-	-	-	-	-	2.6	1.0	2.6	-	2.4	2.3	-	-	4.0	4.0	2.7	2.5		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
ISDN30	1.3	1.6	1.2	1.2	1.7B	1.0	1.5	1.3	1.4	1.2	1.0
SIP Trunking	1.4	1.3	1.4	1.5	1.3	1.6	1.2	1.6	1.5	1.3	1.3
Hosted VOIP	1.5	1.3	1.4	2.5b	1.4	2.4a	1.7	1.3	1.4	1.9	-
IP Centrex	1.6	1.4	1.5	2.5	1.4	2.4a	1.7	1.4	1.5	2.2	-
Other IP technology	2.0	2.0	-	-	2.0	-	2.0	-	2.0	-	-
Non-IP Centrex	2.7	2.0	3.0	5.0	2.2	5.0	2.0	3.3	3.0	1.0	-
Leased lines / VPN	2.2	3.0	1.0	2.4	2.0	2.3	1.5	4.5	2.5	1.8	-
Ethernet	2.4	3.0	2.0	2.4	2.2	3.0	2.7	-	2.7	2.5	1.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
ISDN30	1.3	1.3	1.0	1.5	1.0	1.6	1.3	1.0	1.0	1.7	1.0	2.0b	1.4	1.2	1.0	1.5	1.8	1.0	1.5	2.0
SIP Trunking	1.4	1.3	2.0	1.3	1.3	1.3	1.5	-	1.0	1.3	1.2	2.0	1.0	1.3	1.3	1.0	1.0	2.0	-	-
Hosted VOIP	1.5	1.2	2.3a	1.2	1.0	1.1	1.3	2.0	1.0	2.0	1.8	-	1.8	1.8	1.8	1.6	2.3	1.5	1.7	1.0
IP Centrex	1.6	1.3	2.0	1.3	1.0	-	1.2	1.5	2.0	1.7	2.0	1.0	2.3	1.8	2.0	1.6	3.0	2.0	2.0	1.0
Other IP technology	2.0	-	-	-	-	-	-	-	-	-	1.0	-	-	-	1.0	-	-	-	-	-
Non-IP Centrex	2.7	2.5	5.0	2.5	-	2.5	-	-	-	2.0	2.0	1.0	2.0	-	2.5	2.5	1.5	3.0	3.0	2.0
Leased lines / VPN	2.2	2.3	2.7	3.0	1.5	-	3.0	3.0	-	1.5	-	2.0	2.0	1.5	2.0	1.0	1.5	2.0	1.0	2.0
Ethernet	2.4	1.7	1.0	1.0	3.0	-	-	1.0	-	3.0	2.0	4.0	2.5	3.0	3.5	4.0	3.0	4.0	3.5	2.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)

<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?

by

Base: All with ISDN2/ISDN2e

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
ISDN30	1.3	1.4	1.0	1.3	1.5	-	1.0	1.3	1.0	2.0	-	2.0	1.0	1.0	-	-	-	-	-	-
SIP Trunking	1.4	1.2	1.0	1.0	1.5	1.0	1.2	1.3	1.0	1.0	1.0	-	1.2	-	-	-	-	-	-	-
Hosted VOIP	1.5	1.8	1.5	2.3	1.0	1.3	1.5	1.8	1.0	1.5	1.5	-	1.7	-	-	-	-	-	-	-
IP Centrex	1.6	1.8	1.5	2.0	1.0	1.5	1.6	2.0	1.0	2.0	1.5	-	2.0	-	-	-	-	-	-	-
Other IP technology	2.0	1.0	-	1.0	-	-	1.0	-	-	-	1.0	-	-	-	-	-	-	-	-	-
Non-IP Centrex	2.7	2.0	-	2.0	2.0	-	2.5	1.0	2.5	-	1.0	-	1.0	2.5	-	-	-	-	-	-
Leased lines / VPN	2.2	1.5	-	1.5	-	-	2.0	1.0	1.0	-	2.0	-	1.0	-	2.0	-	-	-	-	-
Ethernet	2.4	3.0	-	3.5	2.0	-	-	3.0	3.5	-	2.0	-	2.5	4.0	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 75 (continuation)
<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement?
by
Base: All with ISDN2/ISDN2e

		IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
				Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
ISDN30	1.3	1.3	1.3	1.4	1.0	1.2	2.0
SIP Trunking	1.4	1.1	1.5	1.3	1.6	-	2.0
Hosted VOIP	1.5	1.4	1.6	1.6	1.8	1.7	1.0
IP Centrex	1.6	1.6	1.6	1.6	2.5	1.7	1.0
Other IP technology	2.0	-	2.0	2.0	-	2.0	-
Non-IP Centrex	2.7	2.0	3.0	2.2	5.0	-	-
Leased lines / VPN	2.2	1.5	2.7	1.9	3.0	2.0	1.3
Ethernet	2.4	2.3	2.5	2.4	-	4.0	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)	(a)	(b)	to 20 (c)		£1m (a)	million to £20 million (b)	- £100 million (c)	(d)	
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
Hosted VOIP	34	-	-	-	-	7	11	16	17	4	8	4	3	14	8	9
	34%	-%	-%	-%	-%	37%	31%	36%	27%	57%	67%	31%	50%	33%	31%	38%
IP Centrex	22	-	-	-	-	1	12	9	13	1	4	2	1	8	7	6
	22%	-%	-%	-%	-%	5%	34%	20%	21%	14%	33%	15%	17%	19%	27%	25%
ISDN2/2e	18	-	-	-	-	4	5	9	9	-	2	7	-	6	4	8
	18%	-%	-%	-%	-%	21%	14%	20%	15%	-%	17%	54%	-%	14%	15%	33%
SIP Trunking	16	-	-	-	-	2	8	6	10	5	-	1	-	6	6	4
	16%	-%	-%	-%	-%	11%	23%	14%	16%	71%	-%	8%	-%	14%	23%	17%
Non-IP Centrex	11	-	-	-	-	1	4	6	5	2	1	3	-	2	4	5
	11%	-%	-%	-%	-%	5%	11%	14%	8%	29%	8%	23%	-%	5%	15%	21%
Ethernet	11	-	-	-	-	3	4	4	8	1	-	2	-	6	3	2
	11%	-%	-%	-%	-%	16%	11%	9%	13%	14%	-%	15%	-%	14%	12%	8%
Leased lines / VPN	9	-	-	-	-	5	3	1	8	1	-	-	-	5	3	1
	9%	-%	-%	-%	-%	26%	9%	2%	13%	14%	-%	-%	-%	12%	12%	4%
Other IP technology (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	25	-	1	1	2	6	6	11	19	-	1	2	2	13	5	4
	25%	-%	100%	100%	100%	32%	17%	25%	31%	-%	8%	15%	33%	30%	19%	17%
NET																

IP alternatives	58	-	-	-	-	9	23	26	33	7	10	5	4	24	16	14
	58%	-%	-%	-%	-%	47%	66%	59%	53%	100%	83%	38%	67%	56%	62%	58%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
Hosted VOIP	34 34%	2 40%	5 24%	1 33%	3 25%	4 44%	1 8%	8 53%	5 42%	5 45%	1 100%	5 45%	5 24%	8 38%	15 33%
IP Centrex	22 22%	1 20%	4 19%	- -	4 33%	2 22%	6 50%	- -	2 17%	3 27%	- -	3 27%	7 33%	4 19%	8 17%
ISDN2/2e	18 18%	2 40%	4 19%	- -	2 17%	4 44%	- -	3 20%	2 17%	1 9%	- -	1 9%	4 19%	8 38%	5 11%
SIP Trunking	16 16%	1 20%	4 19%	- -	2 17%	2 22%	3 25%	3 20%	1 8%	- -	- -	2 18%	5 24%	2 10%	7 15%
Non-IP Centrex	11 11%	1 20%	1 5%	- -	4 33%	- -	2 17%	2 13%	- -	1 9%	- -	2 18%	3 14%	- -	6 13%
Ethernet	11 11%	2 40%	2 10%	1 33%	- -	- -	1 8%	3 20%	- -	2 18%	- -	1 9%	2 10%	5 24%	3 7%
Leased lines / VPN	9 9%	1 20%	1 5%	- -	- -	1 11%	2 17%	2 13%	- -	2 18%	- -	1 9%	2 10%	2 10%	4 9%
Other IP technology (specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	25 25%	- -	4 19%	2 67%	3 25%	2 22%	4 33%	2 13%	5 42%	3 27%	- -	2 18%	2 10%	4 19%	17 37%
NET ---															
IP alternatives	58 58%	3 60%	11 52%	1 33%	8 67%	6 67%	7 58%	9 60%	7 58%	6 55%	1 100%	8 73%	14 67%	12 57%	23 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

		PERSONAL PROFILE																	
		Location													Involvement				
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3		
Hosted VOIP	34 34%	1 50%	4 31%	2 40%	2 67%	4 50%	1 20%	13 35%	2 15%	3 43%	32 34%	2 40%	- -%	- -%	23 37%	4 44%	- -%		
IP Centrex	22 22%	- -%	4 31%	- -%	- -%	2 25%	2 40%	8 22%	1 8%	2 29%	19 20%	2 40%	1 50%	- -%	15 24%	3 33%	1 33%		
ISDN2/2e	18 18%	- -%	2 15%	- -%	- -%	1 13%	- -%	10 27%	2 15%	2 29%	17 18%	1 20%	- -%	- -%	14 22%	3 33%	- -%		
SIP Trunking	16 16%	- -%	3 23%	2 40%	- -%	- -%	1 20%	6 16%	2 15%	1 14%	15 16%	1 20%	- -%	- -%	12 19%	2 22%	- -%		
Non-IP Centrex	11 11%	- -%	- -%	- -%	- -%	2 25%	1 20%	6 16%	- -%	- -%	9 10%	1 20%	1 50%	- -%	10 16%	- -%	- -%		
Ethernet	11 11%	- -%	2 15%	1 20%	- -%	- -%	1 20%	4 11%	1 8%	1 14%	10 11%	1 20%	- -%	- -%	5 8%	2 22%	2 67%		
Leased lines / VPN	9 9%	- -%	1 8%	- -%	1 33%	- -%	1 20%	4 11%	- -%	2 29%	9 10%	- -%	- -%	- -%	6 10%	- -%	- -%		
Other IP technology (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Don't know	25 25%	1 50%	5 38%	1 20%	- -%	2 25%	1 20%	5 14%	8 62%	2 29%	25 27%	- -%	- -%	- -%	10 16%	2 22%	1 33%		
NET ---																			
IP alternatives	58 58%	1 50%	7 54%	4 80%	2 67%	5 63%	4 80%	22 59%	4 31%	4 57%	53 57%	4 80%	1 50%	- -%	40 63%	6 67%	1 33%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
Hosted VOIP	34 34%	6 32%	34 34%	- -%	25 34%	6 32%	- -%	1 25%	4 33%	4 33%	3 38%	1 25%	4 33%	6 50%	28 32%	- -%
IP Centrex	22 22%	6 32%	22 22%	- -%	15 21%	6 32%	- -%	2 50%	3 25%	3 25%	1 13%	2 50%	3 25%	5 42%	17 19%	- -%
ISDN2/2e	18 18%	7 37%	18 18%	- -%	9 12%	7 37%	- -%	1 25%	3 25%	3 25%	2 25%	1 25%	3 25%	5 42%	13 15%	- -%
SIP Trunking	16 16%	3 16%	16 16%	- -%	12 16%	3 16%	- -%	- -%	1 8%	1 8%	1 13%	- -%	1 8%	1 8%	15 17%	- -%
Non-IP Centrex	11 11%	1 5%	11 11%	- -%	9 12%	1 5%	- -%	- -%	1 8%	1 8%	1 13%	- -%	1 8%	1 8%	10 11%	- -%
Ethernet	11 11%	1 5%	11 11%	- -%	10 14%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	10 11%	- -%
Leased lines / VPN	9 9%	2 11%	9 9%	- -%	7 10%	2 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 17%	7 8%	- -%
Other IP technology (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	25 25%	5 26%	25 25%	- -%	17 23%	5 26%	- -%	1 25%	4 33%	4 33%	3 38%	1 25%	4 33%	2 17%	23 26%	- -%
NET	---															
IP alternatives	58 58%	10 53%	58 58%	- -%	44 60%	10 53%	- -%	2 50%	6 50%	6 50%	4 50%	2 50%	6 50%	8 67%	50 57%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
Hosted VOIP	34 34%	28 33%	21 37%	21 38%	19 37%	16 39%	15 32%	11 32%	14 36%	- %	- %	2 50%	2 67%	- %	- %	1 33%
IP Centrex	22 22%	15 18%	12 21%	12 21%	12 24%	7 17%	13 28%	9 26%	10 26%	- %	1 25%	2 50%	2 67%	1 33%	- %	- %
ISDN2/2e	18 18%	17 20%	11 19%	12 21%	11 22%	8 20%	12 26%	8 24%	9 23%	1 100%	1 25%	2 50%	- %	- %	- %	2 67%
SIP Trunking	16 16%	15 18%	11 19%	4 7%	8 16%	6 15%	8 17%	7 21%	6 15%	- %	- %	- %	- %	2 67%	- %	1 33%
Non-IP Centrex	11 11%	9 11%	5 9%	7 13%	5 10%	5 12%	7 15%	5 15%	6 15%	- %	- %	- %	- %	- %	- %	- %
Ethernet	11 11%	9 11%	7 12%	7 13%	7 14%	4 10%	8 17%	2 6%	8 21%	- %	- %	1 25%	- %	- %	- %	- %
Leased lines / VPN	9 9%	7 8%	4 7%	5 9%	3 6%	2 5%	5 11%	4 12%	3 8%	- %	- %	1 25%	1 33%	- %	- %	- %
Other IP technology (specify)	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other NON-IP service	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know	25 25%	23 27%	15 26%	15 27%	12 24%	11 27%	9 19%	6 18%	7 18%	- %	2 50%	1 25%	- %	1 33%	- %	1 33%
NET	---															
IP alternatives	58 58%	47 56%	34 60%	28 50%	30 59%	23 56%	27 57%	21 62%	23 59%	- %	1 25%	3 75%	2 67%	2 67%	- %	1 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch annels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8
Hosted VOIP	34 34%	10 38%	2 25%	5 31%	9 47%	2 17%	3 43%	1 100%	1 33%	23 36%	6 27%	18 38%	4 33%	3 33%	2 29%	1 33%	18 31%	12 43%	4 44%	16 36%	14 36%	4 50%
IP Centrex	22 22%	2 8%	3 38%	2 13%	8 42%	3 25%	4 57%	- -	- -	17 27%	4 18%	13 27%	3 25%	3 33%	2 29%	1 33%	9 16%	8 29%	5 56%	5 11%	15A 38%	2 25%
ISDN2/2e	18 18%	6 23%	3 38%	3 19%	1 5%	2 17%	1 14%	- -	1 33%	13 20%	4 18%	12 25%	- -	4 44%	2 29%	1 33%	11 19%	5 18%	2 22%	10 22%	7 18%	1 13%
SIP Trunking	16 16%	1 4%	3 38%	3 19%	4 21%	4 33%	1 14%	- -	- -	14 22%	2 9%	12 25%	2 17%	3 33%	- -	- -	9 16%	6 21%	1 11%	9 20%	6 15%	1 13%
Non-IP Centrex	11 11%	- -	- -	3 19%	2 11%	2 17%	3 43%	- -	- -	9 14%	1 5%	7 15%	2 17%	- -	1 14%	- -	4 7%	4 14%	3 33%	3 7%	5 13%	3 38%
Ethernet	11 11%	4 15%	3 38%	3 19%	- -	- -	- -	- -	1 33%	6 9%	2 9%	4 8%	1 8%	1 11%	- -	- -	6 10%	2 7%	2 22%	6 13%	4 10%	- -
Leased lines / VPN	9 9%	3 12%	- -	2 13%	2 11%	1 8%	- -	- -	- -	7 11%	1 5%	4 8%	1 8%	1 11%	1 14%	- -	5 9%	1 4%	3 33%	5 11%	4 10%	- -
Other IP technology (specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	25 25%	10 38%	- -	3 19%	2 11%	1 8%	2 29%	- -	1 33%	12 19%	7 32%	6 13%	4 33%	2 22%	2 29%	1 33%	15 26%	6 21%	- -	10 22%	6 15%	2 25%
NET																						

IP alternatives	58 58%	11 42%	6 75%	9 56%	16 84%	8 67%	5 71%	1 100%	1 33%	41 64%	11 50%	32 67%	8 67%	5 56%	3 43%	2 67%	30 52%	21 75%	7 78%	25 56%	28 72%	5 63%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	20	36	40	38	52	12	40	52	34	7
Hosted VOIP	34 34%	10 50%	13 36%	11 28%	15 39%	17 33%	5 42%	12 30%	17 33%	15 44%	1 14%
IP Centrex	22 22%	7 35%	11c 31%	4 10%	14b 37%	8 15%	5 42%	12 30%	17 33%	5 15%	- -%
ISDN2/2e	18 18%	7 35%	3 8%	8 20%	9 24%	9 17%	5 42%	6 15%	11 21%	5 15%	2 29%
SIP Trunking	16 16%	4 20%	5 14%	7 18%	6 16%	10 19%	3 25%	8 20%	11 21%	4 12%	1 14%
Non-IP Centrex	11 11%	2 10%	4 11%	5 13%	6 16%	4 8%	3 25%	2 5%	5 10%	4 12%	- -%
Ethernet	11 11%	2 10%	- -%	8B 20%	2 5%	8 15%	1 8%	5 13%	6 12%	5 15%	- -%
Leased lines / VPN	9 9%	2 10%	4 11%	3 8%	3 8%	6 12%	1 8%	3 8%	4 8%	4 12%	1 14%
Other IP technology (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	25 25%	1 5%	5 14%	16b 40%	4 11%	15a 29%	- -%	5 13%	5 10%	11bC 32%	4 57%
NET	---										
IP alternatives	58 58%	15 75%	25c 69%	18 45%	27 71%	29 56%	9 75%	28 70%	37 71%	19 56%	1 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
Hosted VOIP	34 34%	17 36%	9 26%	8 33%	4 24%	3 38%	7 54%	1 13%	2 40%	4 33%	1 17%	4 57%	1 100%	2 22%	2 25%	2 29%	- -%	1 25%	1 20%	- -%	1 25%
IP Centrex	22 22%	12 26%	6 17%	10 42%	2 12%	2 25%	4 31%	4 50%	1 20%	1 8%	- -%	3 43%	1 100%	2 22%	2 25%	2 29%	1 33%	2 50%	1 20%	- -%	1 25%
ISDN2/2e	18 18%	10 21%	3 9%	6 25%	4 24%	4 50%	4 31%	- -%	1 20%	1 8%	3 50%	2 29%	- -%	2 22%	1 13%	2 29%	- -%	- -%	1 20%	1 50%	- -%
SIP Trunking	16 16%	12b 26%	3 9%	7 29%	4 24%	4 50%	2 15%	2 25%	1 20%	3 25%	1 17%	- -%	- -%	1 11%	1 13%	1 14%	1 33%	1 25%	1 20%	1 50%	1 25%
Non-IP Centrex	11 11%	4 9%	4 11%	3 13%	1 6%	1 13%	- -%	1 13%	2 40%	- -%	- -%	1 14%	1 100%	1 11%	1 13%	- -%	- -%	1 25%	- -%	- -%	- -%
Ethernet	11 11%	6 13%	1 3%	2 8%	4 24%	2 25%	2 15%	- -%	- -%	2 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Leased lines / VPN	9 9%	4 9%	4 11%	3 13%	- -%	1 13%	2 15%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other IP technology (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	25 25%	7 15%	14A 40%	2 8%	4 24%	- -%	2 15%	1 13%	- -%	3 25%	2 33%	1 14%	- -%	3 33%	3 38%	2 29%	1 33%	1 25%	2 40%	- -%	1 25%
NET																					

IP alternatives	58 58%	32b 68%	16 46%	18 75%	9 53%	7 88%	10 77%	6 75%	2 40%	7 58%	2 33%	5 71%	1 100%	4 44%	4 50%	4 57%	2 67%	3 75%	3 60%	1 50%	3 75%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at all
					(a)	(b)	(c)				(c)	(a)	(b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)		
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-		
Hosted VOIP	34	4	-	2	1	1	2	2	2	2	-	1	1	2	-	-	-	-	-	-	-		
	34%	57%	-%	33%	33%	50%	33%	67%	40%	50%	-%	50%	50%	40%	-%	-%	-%	-%	-%	-%	-%		
IP Centrex	22	2	-	2	-	1	1	1	2	1	-	2	-	1	-	-	-	-	-	-	-		
	22%	29%	-%	33%	-%	50%	17%	33%	40%	25%	-%	100%	-%	20%	-%	-%	-%	-%	-%	-%	-%		
ISDN2/2e	18	2	1	1	1	1	2	1	1	2	-	-	2	1	-	-	-	-	-	-	-		
	18%	29%	33%	17%	33%	50%	33%	33%	20%	50%	-%	-%	100%	20%	-%	-%	-%	-%	-%	-%	-%		
SIP Trunking	16	-	1	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-		
	16%	-%	33%	17%	-%	-%	17%	-%	20%	-%	-%	-%	-%	20%	-%	-%	-%	-%	-%	-%	-%		
Non-IP Centrex	11	1	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-		
	11%	14%	-%	17%	-%	-%	-%	33%	-%	25%	-%	-%	-%	20%	-%	-%	-%	-%	-%	-%	-%		
Ethernet	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Leased lines / VPN	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Other IP technology (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Don't know	25	2	1	2	1	-	2	-	-	1	1	-	-	1	2	-	-	-	-	-	-		
	25%	29%	33%	33%	33%	-%	33%	-%	-%	25%	100%	-%	-%	20%	100%	-%	-%	-%	-%	-%	-%		
NET																							

IP alternatives	58	4	1	3	1	2	3	2	4	2	-	2	1	3	-	-	-	-	-	-	-		
	58%	57%	33%	50%	33%	100%	50%	67%	80%	50%	-%	100%	50%	60%	-%	-%	-%	-%	-%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 76 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	100	43	52	12	7	54	40
Hosted VOIP	34 34%	17 40%	17 33%	5 42%	1 14%	25b 46%	9 23%
IP Centrex	22 22%	5 12%	16a 31%	5 42%	1 14%	13 24%	8 20%
ISDN2/2e	18 18%	8 19%	9 17%	6 50%	1 14%	12 22%	6 15%
SIP Trunking	16 16%	6 14%	10 19%	1 8%	2 29%	9 17%	7 18%
Non-IP Centrex	11 11%	2 5%	8 15%	1 8%	- -	5 9%	6 15%
Ethernet	11 11%	7 16%	4 8%	1 8%	- -	7 13%	4 10%
Leased lines / VPN	9 9%	6 14%	3 6%	2 17%	- -	4 7%	5 13%
Other IP technology (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	25 25%	15b 35%	8 15%	1 8%	4 57%	6 11%	14A 35%
NET	---						
IP alternatives	58 58%	23 53%	34 65%	7 58%	3 43%	38b 70%	19 48%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
Hosted VOIP	24	-	-	-	-	4	7	13	11	3	8	1	3	7	7	7
	24%	-%	-%	-%	-%	21%	20%	30%	18%	43%	67%	8%	50%	16%	27%	29%
ISDN2/2e	14	-	-	-	-	3	4	7	7	-	1	6	-	4	3	7
	14%	-%	-%	-%	-%	16%	11%	16%	11%	-%	8%	46%	-%	9%	12%	29%
SIP Trunking	12	-	-	-	-	1	6	5	9	3	-	-	-	6	2	4
	12%	-%	-%	-%	-%	5%	17%	11%	15%	43%	-%	-%	-%	14%	8%	17%
IP Centrex	11	-	-	-	-	1	6	4	7	-	2	-	1	6	3	1
	11%	-%	-%	-%	-%	5%	17%	9%	11%	-%	17%	-%	17%	14%	12%	4%
Leased lines / VPN	6	-	-	-	-	3	2	1	5	1	-	-	-	3	3	-
	6%	-%	-%	-%	-%	16%	6%	2%	8%	14%	-%	-%	-%	7%	12%	-%
Ethernet	5	-	-	-	-	1	3	1	4	-	-	1	-	4	1	-
	5%	-%	-%	-%	-%	5%	9%	2%	6%	-%	-%	8%	-%	9%	4%	-%
Non-IP Centrex	3	-	-	-	-	-	1	2	-	-	-	3	-	-	2	1
	3%	-%	-%	-%	-%	-%	3%	5%	-%	-%	-%	23%	-%	-%	8%	4%
Other IP technology (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	25	-	1	1	2	6	6	11	19	-	1	2	2	13	5	4
	25%	-%	100%	100%	100%	32%	17%	25%	31%	-%	8%	15%	33%	30%	19%	17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN30

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
Hosted VOIP	24 24%	2 40%	5 24%	- -	2 17%	3 33%	1 8%	4 27%	4 33%	3 27%	1 100%	5 45%	5 24%	3 14%	10 22%
ISDN2/2e	14 14%	2 40%	4 19%	- -	- -	3 33%	- -	3 20%	1 8%	1 9%	- -	1 9%	3 14%	7 33%	3 7%
SIP Trunking	12 12%	- -	4 19%	- -	2 17%	- -	3 25%	2 13%	1 8%	- -	- -	1 9%	4 19%	1 5%	6 13%
IP Centrex	11 11%	- -	2 10%	- -	4 33%	- -	3 25%	- -	1 8%	1 9%	- -	2 18%	4 19%	2 10%	3 7%
Leased lines / VPN	6 6%	1 20%	1 5%	- -	- -	1 11%	1 8%	1 7%	- -	1 9%	- -	- -	2 10%	1 5%	3 7%
Ethernet	5 5%	- -	1 5%	1 33%	- -	- -	- -	2 13%	- -	1 9%	- -	- -	- -	3 14%	2 4%
Non-IP Centrex	3 3%	- -	- -	- -	1 8%	- -	- -	1 7%	- -	1 9%	- -	- -	1 5%	- -	2 4%
Other IP technology (specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	25 25%	- -	4 19%	2 67%	3 25%	2 22%	4 33%	2 13%	5 42%	3 27%	- -	2 18%	2 10%	4 19%	17 37%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN30

	Total	PERSONAL PROFILE																
		Location														Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3	
Hosted VOIP	24 24%	1 50%	2 15%	1 20%	2 67%	4 50%	1 20%	11 30%	- %	- %	22 24%	2 40%	- %	- %	18 29%	2 22%	- %	
ISDN2/2e	14 14%	- %	2 15%	- %	- %	1 13%	- %	8 22%	1 8%	2 29%	14 15%	- %	- %	- %	11 17%	3 33%	- %	
SIP Trunking	12 12%	- %	2 15%	2 40%	- %	- %	- %	4 11%	2 15%	1 14%	11 12%	1 20%	- %	- %	10 16%	- %	- %	
IP Centrex	11 11%	- %	1 8%	- %	- %	1 13%	2 40%	3 8%	1 8%	1 14%	9 10%	1 20%	1 50%	- %	6 10%	1 11%	1 33%	
Leased lines / VPN	6 6%	- %	1 8%	- %	1 33%	- %	1 20%	2 5%	- %	1 14%	6 6%	- %	- %	- %	4 6%	- %	- %	
Ethernet	5 5%	- %	- %	1 20%	- %	- %	- %	2 5%	1 8%	- %	4 4%	1 20%	- %	- %	1 2%	1 11%	1 33%	
Non-IP Centrex	3 3%	- %	- %	- %	- %	- %	- %	2 5%	- %	- %	2 2%	- %	1 50%	- %	3 5%	- %	- %	
Other IP technology (specify)	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Other NON-IP service	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Dont know	25 25%	1 50%	5 38%	1 20%	- %	2 25%	1 20%	5 14%	8 62%	2 29%	25 27%	- %	- %	- %	10 16%	2 22%	1 33%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
Hosted VOIP	24	4	24	-	17	4	-	1	4	4	3	1	4	4	20	-
	24%	21%	24%	-%	23%	21%	-%	25%	33%	33%	38%	25%	33%	33%	23%	-%
ISDN2/2e	14	4	14	-	9	4	-	1	2	2	1	2	2	12	-	
	14%	21%	14%	-%	12%	21%	-%	25%	17%	17%	13%	25%	17%	14%	-%	
SIP Trunking	12	3	12	-	8	3	-	-	1	1	1	-	1	1	11	-
	12%	16%	12%	-%	11%	16%	-%	-%	8%	8%	13%	-%	8%	8%	13%	-%
IP Centrex	11	2	11	-	9	2	-	1	1	1	-	1	2	9	-	
	11%	11%	11%	-%	12%	11%	-%	25%	8%	8%	-%	25%	8%	17%	10%	-%
Leased lines / VPN	6	1	6	-	5	1	-	-	-	-	-	-	1	5	-	
	6%	5%	6%	-%	7%	5%	-%	-%	-%	-%	-%	-%	8%	6%	-%	
Ethernet	5	-	5	-	5	-	-	-	-	-	-	-	-	5	-	
	5%	-%	5%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	
Non-IP Centrex	3	-	3	-	3	-	-	-	-	-	-	-	-	3	-	
	3%	-%	3%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	
Other IP technology (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Dont know	25	5	25	-	17	5	-	1	4	4	3	1	4	2	23	-
	25%	26%	25%	-%	23%	26%	-%	25%	33%	33%	38%	25%	33%	17%	26%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN30

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
Hosted VOIP	24 24%	19 23%	14 25%	14 25%	14 27%	13 32%	9 19%	8 24%	10 26%	- -	- -	1 25%	2 67%	- -	- -	- -
ISDN2/2e	14 14%	13 15%	9 16%	10 18%	9 18%	6 15%	10 21%	6 18%	7 18%	1 100%	1 25%	1 25%	- -	- -	- -	1 33%
SIP Trunking	12 12%	11 13%	8 14%	4 7%	4 8%	4 10%	5 11%	6 18%	5 13%	- -	- -	- -	- -	2 67%	- -	1 33%
IP Centrex	11 11%	6 7%	5 9%	4 7%	4 8%	2 5%	5 11%	3 9%	3 8%	- -	1 25%	1 25%	- -	- -	- -	- -
Leased lines / VPN	6 6%	5 6%	3 5%	3 5%	3 6%	1 2%	3 6%	3 9%	1 3%	- -	- -	- -	1 33%	- -	- -	- -
Ethernet	5 5%	4 5%	2 4%	3 5%	4 8%	3 7%	3 6%	- -	3 8%	- -	- -	- -	- -	- -	- -	- -
Non-IP Centrex	3 3%	3 4%	1 2%	3 5%	1 2%	1 2%	3 6%	2 6%	3 8%	- -	- -	- -	- -	- -	- -	- -
Other IP technology (specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	25 25%	23 27%	15 26%	15 27%	12 24%	11 27%	9 19%	6 18%	7 18%	- -	2 50%	1 25%	- -	1 33%	- -	1 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN30

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 channels (g)	1500 or more ch nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In lution (c)	Hosted so lution (c)
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8	
Hosted VOIP	24 24%	5 19%	- -%	4 25%	8 42%	2 17%	2 29%	1 100%	1 33%	17 27%	4 18%	13 27%	4 33%	1 11%	2 29%	1 33%	11 19%	10 36%	3 33%	10 22%	10 26%	4 50%	
ISDN2/2e	14 14%	6 23%	2 25%	3 19%	1 5%	- -%	1 14%	- -%	1 33%	10 16%	4 18%	9 19%	- -%	3 33%	1 14%	- -%	11 19%	1 4%	2 22%	9 20%	5 13%	- -%	
SIP Trunking	12 12%	1 4%	2 25%	2 13%	2 11%	4 33%	1 14%	- -%	- -%	10 16%	2 9%	8 17%	2 17%	3 33%	- -%	- -%	7 12%	4 14%	1 11%	6 13%	5 13%	1 13%	
IP Centrex	11 11%	1 4%	2 25%	1 6%	4 21%	2 17%	1 14%	- -%	- -%	7 11%	3 14%	5 10%	2 17%	- -%	1 14%	1 33%	4 7%	5 18%	2 22%	2 4%	9a 23%	- -%	
Leased lines / VPN	6 6%	1 4%	- -%	1 6%	2 11%	1 8%	- -%	- -%	- -%	5 8%	- -%	4 8%	- -%	- -%	1 14%	- -%	4 7%	1 4%	1 11%	4 9%	2 5%	- -%	
Ethernet	5 5%	2 8%	2 25%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	2 9%	- -%	- -%	- -%	- -%	- -%	4 7%	- -%	- -%	4 9%	- -%	- -%	
Non-IP Centrex	3 3%	- -%	- -%	1 6%	- -%	2 17%	- -%	- -%	- -%	3 5%	- -%	3 6%	- -%	- -%	- -%	- -%	2 3%	1 4%	- -%	- -%	2 5%	1 13%	
Other IP technology (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Dont know	25 25%	10 38%	- -%	3 19%	2 11%	1 8%	2 29%	- -%	1 33%	12 19%	7 32%	6 13%	4 33%	2 22%	2 29%	1 33%	15 26%	6 21%	- -%	10 22%	6 15%	2 25%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	20	36	40	38	52	12	40	52	34	7
Hosted VOIP	24 24%	9 45%	11c 31%	4 10%	13 34%	9 17%	4 33%	10 25%	14 27%	9 26%	- -%
ISDN2/2e	14 14%	6 30%	1 3%	7b 18%	6 16%	8 15%	4 33%	4 10%	8 15%	5 15%	1 14%
SIP Trunking	12 12%	1 5%	5 14%	6 15%	3 8%	9 17%	1 8%	7 18%	8 15%	3 9%	1 14%
IP Centrex	11 11%	2 10%	8C 22%	1 3%	6 16%	5 10%	1 8%	9d 23%	10d 19%	1 3%	- -%
Leased lines / VPN	6 6%	1 5%	4 11%	1 3%	3 8%	3 6%	1 8%	2 5%	3 6%	2 6%	1 14%
Ethernet	5 5%	- -%	- -%	4 10%	1 3%	3 6%	- -%	3 8%	3 6%	2 6%	- -%
Non-IP Centrex	3 3%	- -%	2 6%	1 3%	2 5%	- -%	1 8%	- -%	1 2%	1 3%	- -%
Other IP technology (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	25 25%	1 5%	5 14%	16b 40%	4 11%	15a 29%	- -%	5 13%	5 10%	11bC 32%	4 57%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN30

		IP Based Services																					

		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used									
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
		-----		-----		-----					-----			-----									
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4		
Hosted VOIP	24 24%	12 26%	6 17%	7 29%	2 12%	1 13%	5 38%	1 13%	2 40%	3 25%	1 17%	4 57%	1 100%	2 22%	2 25%	2 29%	- -%	1 25%	1 20%	- -%	1 25%		
ISDN2/2e	14 14%	8 17%	3 9%	5 21%	3 18%	3 38%	3 23%	- -%	1 20%	1 8%	2 33%	1 14%	- -%	2 22%	1 13%	1 14%	- -%	- -%	- -%	1 50%	- -%		
SIP Trunking	12 12%	8 17%	3 9%	3 13%	4 24%	2 25%	1 8%	2 25%	- -%	3 25%	1 17%	- -%	- -%	1 11%	1 13%	1 14%	1 33%	1 25%	1 20%	1 50%	1 25%		
IP Centrex	11 11%	6 13%	4 11%	4 17%	2 12%	1 13%	1 8%	3 38%	- -%	1 8%	- -%	1 14%	- -%	1 11%	1 13%	1 14%	1 33%	1 25%	1 20%	- -%	1 25%		
Leased lines / VPN	6 6%	3 6%	3 9%	2 8%	- -%	1 13%	1 8%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Ethernet	5 5%	1 2%	1 3%	- -%	1 6%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Non-IP Centrex	3 3%	2 4%	1 3%	1 4%	1 6%	- -%	- -%	- -%	2 40%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Other IP technology (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Dont know	25 25%	7 15%	14 40%	2 8%	4 24%	- -%	2 15%	1 13%	- -%	3 25%	2 33%	1 14%	- -%	3 33%	3 38%	2 29%	1 33%	1 25%	2 40%	- -%	1 25%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN30

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a)	(b)	(c)											(a)	(b)	(c)	(a)	(b)	(c)	
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-		
Hosted VOIP	24	4	-	2	1	1	2	2	2	2	-	1	1	2	-	-	-	-	-	-	-		
	24%	57%	-%	33%	33%	50%	33%	67%	40%	50%	-%	50%	50%	40%	-%	-%	-%	-%	-%	-%	-%		
ISDN2/2e	14	1	1	1	1	-	1	1	1	1	-	-	1	1	-	-	-	-	-	-	-		
	14%	14%	33%	17%	33%	-%	17%	33%	20%	25%	-%	-%	50%	20%	-%	-%	-%	-%	-%	-%	-%		
SIP Trunking	12	-	1	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-		
	12%	-%	33%	17%	-%	-%	17%	-%	20%	-%	-%	-%	-%	20%	-%	-%	-%	-%	-%	-%	-%		
IP Centrex	11	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-		
	11%	-%	-%	-%	-%	50%	-%	-%	20%	-%	-%	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Leased lines / VPN	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Ethernet	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Non-IP Centrex	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Other IP technology (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Dont know	25	2	1	2	1	-	2	-	-	1	1	-	-	1	2	-	-	-	-	-	-		
	25%	29%	33%	33%	33%	-%	33%	-%	-%	25%	100%	-%	-%	20%	100%	-%	-%	-%	-%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 77 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 1st

by

Base: All with ISDN30

Total	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	100	43	52	12	7	54	40
Hosted VOIP	24 24%	8 19%	16 31%	4 33%	- -	20B 37%	4 10%
ISDN2/2e	14 14%	7 16%	6 12%	4 33%	- -	10 19%	4 10%
SIP Trunking	12 12%	4 9%	8 15%	1 8%	2 29%	6 11%	6 15%
IP Centrex	11 11%	3 7%	7 13%	1 8%	1 14%	6 11%	4 10%
Leased lines / VPN	6 6%	3 7%	3 6%	1 8%	- -	2 4%	4 10%
Ethernet	5 5%	3 7%	2 4%	- -	- -	3 6%	2 5%
Non-IP Centrex	3 3%	- -	2 4%	- -	- -	1 2%	2 5%
Other IP technology (specify)	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -
Dont know	25 25%	15b 35%	8 15%	1 8%	4 57%	6 11%	14A 35%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
IP Centrex	8 8%	- -%	- -%	- -%	- -%	- -%	4 11%	4 9%	4 6%	1 14%	2 17%	1 8%	- -%	2 5%	4 15%	2 8%
Hosted VOIP	7 7%	- -%	- -%	- -%	- -%	2 11%	3 9%	2 5%	3 5%	1 14%	- -%	3 23%	- -%	5 12%	1 4%	1 4%
Non-IP Centrex	5 5%	- -%	- -%	- -%	- -%	- -%	3 9%	2 5%	4 6%	1 14%	- -%	- -%	- -%	2 5%	1 4%	2 8%
ISDN2/2e	4 4%	- -%	- -%	- -%	- -%	1 5%	1 3%	2 5%	2 3%	- -%	1 8%	1 8%	- -%	2 5%	1 4%	1 4%
SIP Trunking	3 3%	- -%	- -%	- -%	- -%	1 5%	1 3%	1 2%	1 2%	2 29%	- -%	- -%	- -%	- -%	3 12%	- -%
Ethernet	3 3%	- -%	- -%	- -%	- -%	- -%	3 -%	2 7%	2 3%	- -%	- -%	1 8%	- -%	1 2%	1 4%	1 4%
Leased lines / VPN	2 2%	- -%	- -%	- -%	- -%	1 5%	1 3%	- -%	2 3%	- -%	- -%	- -%	- -%	1 2%	- -%	1 4%
Other IP technology (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	68 68%	- -%	1 100%	1 100%	2 100%	14 74%	22 63%	30 68%	44 71%	2 29%	9 75%	7 54%	6 100%	30 70%	15 58%	16 67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN30

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
IP Centrex	8 8%	1 20%	1 5%	- -%	- -%	2 22%	3 25%	- -%	- -%	1 9%	- -%	1 9%	3 14%	- -%	4 9%
Hosted VOIP	7 7%	- -%	- -%	1 33%	- -%	1 11%	- -%	3 20%	1 8%	1 9%	- -%	- -%	- -%	3 14%	4 9%
Non-IP Centrex	5 5%	- -%	1 5%	- -%	2 17%	- -%	1 8%	1 7%	- -%	- -%	- -%	2 18%	1 5%	- -%	2 4%
ISDN2/2e	4 4%	- -%	- -%	- -%	2 17%	1 11%	- -%	- -%	1 8%	- -%	- -%	- -%	1 5%	1 5%	2 4%
SIP Trunking	3 3%	1 20%	- -%	- -%	- -%	1 11%	- -%	1 7%	- -%	- -%	- -%	1 9%	1 5%	1 5%	- -%
Ethernet	3 3%	1 20%	1 5%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	1 5%	1 5%	1 2%
Leased lines / VPN	2 2%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 9%	- -%	1 9%	- -%	1 5%	- -%
Other IP technology (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	68 68%	2 40%	18 86%	2 67%	8 67%	4 44%	7 58%	9 60%	10 83%	8 73%	1 100%	6 55%	14 67%	14 67%	33 72%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN30

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3
IP Centrex	8 8%	- %	2 15%	- %	- %	- %	- %	5 14%	- %	- %	7 8%	1 20%	- %	- %	7 11%	1 11%	- %
Hosted VOIP	7 7%	- %	2 15%	1 20%	- %	- %	- %	1 3%	1 8%	2 29%	7 8%	- %	- %	- %	4 6%	1 11%	- %
Non-IP Centrex	5 5%	- %	- %	- %	- %	2 25%	- %	3 8%	- %	- %	5 5%	- %	- %	- %	4 6%	- %	- %
ISDN2/2e	4 4%	- %	- %	- %	- %	- %	- %	2 5%	1 8%	- %	3 3%	1 20%	- %	- %	3 5%	- %	- %
SIP Trunking	3 3%	- %	1 8%	- %	- %	- %	1 20%	1 3%	- %	- %	3 3%	- %	- %	- %	2 3%	1 11%	- %
Ethernet	3 3%	- %	2 15%	- %	- %	- %	- %	1 3%	- %	- %	3 3%	- %	- %	- %	1 2%	1 11%	1 33%
Leased lines / VPN	2 2%	- %	- %	- %	- %	- %	- %	1 3%	- %	1 14%	2 2%	- %	- %	- %	2 3%	- %	- %
Other IP technology (specify)	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other NON-IP service	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Dont know	68 68%	2 100%	6 46%	4 80%	3 100%	6 75%	4 80%	23 62%	11 85%	4 57%	63 68%	3 60%	2 100%	- %	40 63%	5 56%	2 67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
IP Centrex	8 8%	3 16%	8 8%	- -%	5 7%	3 16%	- -%	1 25%	1 8%	1 8%	- -%	1 25%	1 8%	2 17%	6 7%	- -%
Hosted VOIP	7 7%	- -%	7 7%	- -%	7 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 8%	- -%	- -%
Non-IP Centrex	5 5%	- -%	5 5%	- -%	4 5%	- -%	- -%	- -%	1 8%	1 8%	1 13%	- -%	1 8%	- -%	5 6%	- -%
ISDN2/2e	4 4%	3 16%	4 4%	- -%	- -%	3 16%	- -%	- -%	1 8%	1 8%	1 13%	- -%	1 8%	3 25%	1 1%	- -%
SIP Trunking	3 3%	- -%	3 3%	- -%	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 3%	- -%
Ethernet	3 3%	- -%	3 3%	- -%	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 3%	- -%
Leased lines / VPN	2 2%	1 5%	2 2%	- -%	1 1%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	1 1%	- -%
Other IP technology (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	68 68%	12 63%	68 68%	- -%	50 68%	12 63%	- -%	3 75%	9 75%	9 75%	6 75%	3 75%	9 75%	6 50%	62 70%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN30

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
IP Centrex	8 8%	6 7%	5 9%	5 9%	6 12%	3 7%	5 11%	4 12%	4 10%	- -	- -	- -	2 67%	1 33%	- -	- -
Hosted VOIP	7 7%	6 7%	4 7%	5 9%	4 8%	3 7%	4 9%	2 6%	2 5%	- -	- -	- -	- -	- -	- -	- -
Non-IP Centrex	5 5%	3 4%	1 2%	3 5%	1 2%	3 7%	2 4%	1 3%	2 5%	- -	- -	- -	- -	- -	- -	- -
ISDN2/2e	4 4%	4 5%	2 4%	2 4%	2 4%	2 5%	2 4%	2 6%	2 5%	- -	- -	1 25%	- -	- -	- -	1 33%
SIP Trunking	3 3%	3 4%	3 5%	- -	3 6%	2 5%	2 4%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -
Ethernet	3 3%	3 4%	3 5%	2 4%	2 4%	1 2%	2 4%	1 3%	3 8%	- -	- -	- -	- -	- -	- -	- -
Leased lines / VPN	2 2%	1 1%	1 2%	2 4%	- -	- -	2 4%	1 3%	2 5%	- -	- -	1 25%	- -	- -	- -	- -
Other IP technology (specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	68 68%	58 69%	38 67%	37 66%	33 65%	27 66%	28 60%	22 65%	24 62%	1 100%	4 100%	2 50%	1 33%	2 67%	- -	2 67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN30

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In lution (c)	Hosted so lution (c)
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8	
IP Centrex	8 8%	- 13%	1 13%	1 6%	3 16%	1 8%	2 29%	- 1%	- 1%	7 11%	1 5%	7 15%	- 1%	2 22%	1 14%	- 1%	4 7%	3 11%	1 11%	3 7%	4 10%	1 13%	
Hosted VOIP	7 7%	3 12%	1 13%	1 6%	1 5%	- 1%	1 14%	- 1%	- 1%	3 5%	2 9%	3 6%	- 1%	- 1%	- 1%	- 1%	7 12%	- 1%	- 1%	4 9%	3 8%	- 1%	
Non-IP Centrex	5 5%	- 1%	- 1%	1 6%	2 11%	- 1%	2 29%	- 1%	- 1%	5 8%	- 1%	3 6%	2 17%	- 1%	- 1%	- 1%	2 3%	1 4%	2 22%	2 4%	2 5%	1 13%	
ISDN2/2e	4 4%	- 1%	1 13%	- 1%	- 1%	2 17%	- 1%	- 1%	- 1%	3 5%	- 1%	3 6%	- 1%	1 11%	1 14%	1 33%	- 1%	4 14%	- 1%	1 2%	2 5%	1 13%	
SIP Trunking	3 3%	- 1%	- 1%	1 6%	2 11%	- 1%	- 1%	- 1%	- 1%	3 5%	- 1%	3 6%	- 1%	- 1%	- 1%	- 1%	1 2%	2 7%	- 1%	2 4%	1 3%	- 1%	
Ethernet	3 3%	1 4%	1 13%	- 1%	- 1%	- 1%	- 1%	- 1%	1 33%	3 5%	- 1%	3 6%	- 1%	- 1%	- 1%	- 1%	2 3%	1 4%	- 1%	1 2%	2 5%	- 1%	
Leased lines / VPN	2 2%	1 4%	- 1%	1 6%	- 1%	- 1%	- 1%	- 1%	- 1%	2 3%	- 1%	- 1%	1 8%	1 11%	- 1%	- 1%	- 1%	- 1%	2 22%	- 1%	2 5%	- 1%	
Other IP technology (specify)	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	
Other NON-IP service	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	- 1%	
Dont know	68 68%	21 81%	4 50%	11 69%	11 58%	9 75%	2 29%	1 100%	2 67%	38 59%	19 86%	26 54%	9 75%	5 56%	5 71%	2 67%	42 72%	17 61%	4 44%	32 71%	23 59%	5 63%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	20	36	40	38	52	12	40	52	34	7
IP Centrex	8 8%	4 20%	3 8%	1 3%	7B 18%	1 2%	3 25%	3 8%	6 12%	2 6%	- -%
Hosted VOIP	7 7%	1 5%	2 6%	4 10%	2 5%	5 10%	1 8%	2 5%	3 6%	4 12%	- -%
Non-IP Centrex	5 5%	- -%	1 3%	4 10%	2 5%	3 6%	- -%	2 5%	2 4%	2 6%	- -%
ISDN2/2e	4 4%	1 5%	2 6%	1 3%	3 8%	1 2%	1 8%	2 5%	3 6%	- -%	1 14%
SIP Trunking	3 3%	2 10%	- -%	1 3%	2 5%	1 2%	1 8%	1 3%	2 4%	1 3%	- -%
Ethernet	3 3%	- -%	- -%	3 8%	- -%	3 6%	- -%	1 3%	1 2%	2 6%	- -%
Leased lines / VPN	2 2%	1 5%	- -%	1 3%	- -%	2 4%	- -%	1 3%	1 2%	1 3%	- -%
Other IP technology (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	68 68%	11 55%	28 78%	25 63%	22 58%	36 69%	6 50%	28 70%	34 65%	22 65%	6 86%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN30

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
IP Centrex	8	5	2	5	-	-	3	1	1	-	-	1	-	-	-	1	-	-	-	-	-
	8%	11%	6%	21%	-%	-%	23%	13%	20%	-%	-%	14%	-%	-%	-%	14%	-%	-%	-%	-%	-%
Hosted VOIP	7	3	3	1	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	7%	6%	9%	4%	-%	13%	8%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Non-IP Centrex	5	1	2	1	-	-	-	1	-	-	-	1	1	1	1	-	-	1	-	-	-
	5%	2%	6%	4%	-%	-%	-%	13%	-%	-%	-%	14%	100%	11%	13%	-%	-%	25%	-%	-%	-%
ISDN2/2e	4	2	-	1	1	1	1	-	-	-	1	1	-	-	-	1	-	-	1	-	-
	4%	4%	-%	4%	6%	13%	8%	-%	-%	-%	17%	14%	-%	-%	-%	14%	-%	-%	20%	-%	-%
SIP Trunking	3	3	-	3	-	2	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	3%	6%	-%	13%	-%	25%	-%	-%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Ethernet	3	3	-	-	3	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	3%	6%	-%	-%	18%	13%	8%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Leased lines / VPN	2	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	2%	-%	4%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other IP technology (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	68	29	28	12	13	3	6	6	3	10	5	4	-	8	7	5	3	3	4	2	4
	68%	62%	80%	50%	76%	38%	46%	75%	60%	83%	83%	57%	-%	89%	88%	71%	100%	75%	80%	100%	100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 2nd

by

Base: All with ISDN30

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at all
					(a)	(b)	(c)							(c)		(b)	(a)	(b)	(c)	(a)	(b)	(c)	
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-	-		
IP Centrex	8	1	-	1	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-		
	8%	14%	-%	17%	-%	-%	17%	-%	20%	-%	-%	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Hosted VOIP	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Non-IP Centrex	5	1	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-		
	5%	14%	-%	17%	-%	-%	-%	33%	-%	25%	-%	-%	-%	20%	-%	-%	-%	-%	-%	-%	-%		
ISDN2/2e	4	1	-	-	-	1	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-		
	4%	14%	-%	-%	-%	50%	17%	-%	-%	25%	-%	-%	50%	-%	-%	-%	-%	-%	-%	-%	-%		
SIP Trunking	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Ethernet	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Leased lines / VPN	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Other IP technology (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Dont know	68	4	3	4	3	1	4	2	4	2	1	1	1	4	2	-	-	-	-	-	-		
	68%	57%	100%	67%	100%	50%	67%	67%	80%	50%	100%	50%	50%	80%	100%	-%	-%	-%	-%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 78 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 2nd
by

Base: All with ISDN30

Total	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	100	43	52	12	7	54	40
IP Centrex	8 8%	1 2%	7 13%	3 25%	- -	6 11%	2 5%
Hosted VOIP	7 7%	6b 14%	1 2%	- -	- -	3 6%	4 10%
Non-IP Centrex	5 5%	2 5%	3 6%	- -	- -	2 4%	3 8%
ISDN2/2e	4 4%	1 2%	3 6%	2 17%	1 14%	2 4%	2 5%
SIP Trunking	3 3%	1 2%	2 4%	- -	- -	2 4%	1 3%
Ethernet	3 3%	2 5%	1 2%	- -	- -	1 2%	2 5%
Leased lines / VPN	2 2%	2 5%	- -	1 8%	- -	2 4%	- -
Other IP technology (specify)	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -
Dont know	68 68%	28 65%	35 67%	6 50%	6 86%	36 67%	26 65%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	100	-	1	1	2	19	35	44	62	7	12	13	6	43	26	24
Hosted VOIP	3 3%	- -%	- -%	- -%	- -%	1 5%	1 3%	1 2%	3 5%	- -%	- -%	- -%	- -%	2 5%	- -%	1 4%
Non-IP Centrex	3 3%	- -%	- -%	- -%	- -%	1 5%	- -%	2 5%	1 2%	1 14%	1 8%	- -%	- -%	- -%	1 4%	2 8%
IP Centrex	2 2%	- -%	- -%	- -%	- -%	1 3%	1 2%	1 2%	1 2%	- -%	- -%	1 8%	- -%	- -%	- -%	2 8%
SIP Trunking	1 1%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	1 4%	- -%
Leased lines / VPN	1 1%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%
Ethernet	1 1%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%
ISDN2/2e	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other IP technology (specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other NON-IP service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	89 89%	- -%	1 100%	1 100%	2 100%	15 79%	32 91%	40 91%	55 89%	6 86%	11 92%	11 85%	6 100%	39 91%	24 92%	19 79%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN30

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	100	5	21	3	12	9	12	15	12	11	1	11	21	21	46
Hosted VOIP	3 3%	- -	- -	- -	1 8%	- -	- -	1 7%	- -	1 9%	- -	- -	- -	2 10%	1 2%
Non-IP Centrex	3 3%	1 20%	- -	- -	1 8%	- -	1 8%	- -	- -	- -	- -	- -	1 5%	- -	2 4%
IP Centrex	2 2%	- -	1 5%	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	1 5%	1 2%
SIP Trunking	1 1%	- -	- -	- -	- -	1 11%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%
Leased lines / VPN	1 1%	- -	- -	- -	- -	- -	- -	1 7%	- -	- -	- -	- -	- -	- -	1 2%
Ethernet	1 1%	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -	1 9%	- -	- -	- -
ISDN2/2e	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other IP technology (specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	89 89%	4 80%	20 95%	3 100%	10 83%	8 89%	10 83%	13 87%	11 92%	10 91%	1 100%	10 91%	20 95%	18 86%	40 87%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN30

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	100	2	13	5	3	8	5	37	13	7	93	5	2	-	63	9	3
Hosted VOIP	3 3%	- %	- %	- %	- %	- %	- %	1 3%	1 8%	1 14%	3 3%	- %	- %	- %	1 2%	1 11%	- %
Non-IP Centrex	3 3%	- %	- %	- %	- %	- %	1 20%	1 3%	- %	- %	2 2%	1 20%	- %	- %	3 5%	- %	- %
IP Centrex	2 2%	- %	1 8%	- %	- %	1 13%	- %	- %	- %	- %	2 2%	- %	- %	- %	1 2%	1 11%	- %
SIP Trunking	1 1%	- %	- %	- %	- %	- %	- %	1 3%	- %	- %	1 1%	- %	- %	- %	- %	1 11%	- %
Leased lines / VPN	1 1%	- %	- %	- %	- %	- %	- %	1 3%	- %	- %	1 1%	- %	- %	- %	- %	- %	- %
Ethernet	1 1%	- %	- %	- %	- %	- %	- %	1 3%	- %	- %	1 1%	- %	- %	- %	1 2%	- %	- %
ISDN2/2e	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other IP technology (specify)	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other NON-IP service	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Dont know	89 89%	2 100%	12 92%	5 100%	3 100%	7 88%	4 80%	32 86%	12 92%	6 86%	83 89%	4 80%	2 100%	- %	57 90%	6 67%	3 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	100	19	100	-	73	19	-	4	12	12	8	4	12	12	88	-
Hosted VOIP	3 3%	2 11%	3 3%	- -	1 1%	2 11%	- -	- -	- -	- -	- -	- -	2 17%	1 1%	- -	- -
Non-IP Centrex	3 3%	1 5%	3 3%	- -	2 3%	1 5%	- -	- -	- -	- -	- -	- -	1 8%	2 2%	- -	- -
IP Centrex	2 2%	- -	2 2%	- -	1 1%	- -	- -	1 8%	1 8%	1 13%	- -	1 8%	- -	2 2%	- -	- -
SIP Trunking	1 1%	- -	1 1%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -
Leased lines / VPN	1 1%	- -	1 1%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -
Ethernet	1 1%	- -	1 1%	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -
ISDN2/2e	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other IP technology (specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	89 89%	16 84%	89 89%	- -	66 90%	16 84%	- -	4 100%	11 92%	11 92%	7 88%	4 100%	11 92%	9 75%	80 91%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN30

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 - 20 (e)	28 - 30 (f)	30+ (g)
Total	100	84	57	56	51	41	47	34	39	1	4	4	3	3	-	3
Hosted VOIP	3 3%	3 4%	3 5%	2 4%	1 2%	- -	2 4%	1 3%	2 5%	- -	- -	1 25%	- -	- -	- -	1 33%
Non-IP Centrex	3 3%	3 4%	3 5%	1 2%	3 6%	1 2%	2 4%	2 6%	1 3%	- -	- -	- -	- -	- -	- -	- -
IP Centrex	2 2%	2 2%	1 2%	2 4%	2 4%	2 5%	2 4%	1 3%	2 5%	- -	- -	- -	- -	- -	- -	- -
SIP Trunking	1 1%	1 1%	- -	- -	1 2%	- -	1 2%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -
Leased lines / VPN	1 1%	1 1%	- -	- -	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Ethernet	1 1%	- -	- -	1 2%	- -	- -	1 2%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -
ISDN2/2e	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other IP technology (specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	89 89%	74 88%	50 88%	50 89%	44 86%	37 90%	39 83%	30 88%	32 82%	1 100%	4 100%	3 75%	3 100%	3 100%	- -	2 67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN30

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	100	26	8	16	19	12	7	1	3	64	22	48	12	9	7	3	58	28	9	45	39	8
Hosted VOIP	3 3%	2 8%	1 13%	- -	- -	- -	- -	- -	- -	3 5%	- -	2 4%	- -	2 22%	- -	- -	- -	2 7%	1 11%	2 4%	1 3%	- -
Non-IP Centrex	3 3%	- -	- -	1 6%	- -	- -	1 14%	- -	- -	1 2%	1 5%	1 2%	- -	- -	1 14%	- -	- -	2 7%	1 11%	1 2%	1 3%	1 13%
IP Centrex	2 2%	- -	- -	- -	1 5%	- -	1 14%	- -	- -	2 3%	- -	1 2%	1 8%	- -	- -	- -	1 2%	- -	1 11%	- -	1 3%	1 13%
SIP Trunking	1 1%	- -	1 13%	- -	- -	- -	- -	- -	- -	1 2%	- -	1 2%	- -	- -	- -	- -	1 2%	- -	- -	1 2%	- -	- -
Leased lines / VPN	1 1%	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	1 2%	- -	- -	1 2%	- -	- -
Ethernet	1 1%	- -	- -	1 6%	- -	- -	- -	- -	- -	1 2%	- -	- -	1 8%	- -	- -	- -	- -	- -	1 11%	- -	1 3%	- -
ISDN2/2e	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other IP technology (specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	89 89%	23 88%	6 75%	14 88%	18 95%	12 100%	5 71%	1 100%	3 100%	56 88%	20 91%	43 90%	10 83%	7 78%	6 86%	3 100%	55 95%	24 86%	5 56%	40 89%	35 90%	6 75%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	100	20	36	40	38	52	12	40	52	34	7
Hosted VOIP	3 3%	- -	- -	3 8%	- -	3 6%	- -	- -	- -	2 6%	1 14%
Non-IP Centrex	3 3%	2 10%	1 3%	- -	2 5%	1 2%	2 17%	- -	2 4%	1 3%	- -
IP Centrex	2 2%	1 5%	- -	1 3%	1 3%	1 2%	1 8%	- -	1 2%	1 3%	- -
SIP Trunking	1 1%	1 5%	- -	- -	1 3%	- -	1 8%	- -	1 2%	- -	- -
Leased lines / VPN	1 1%	- -	- -	1 3%	- -	1 2%	- -	- -	- -	1 3%	- -
Ethernet	1 1%	1 5%	- -	- -	- -	1 2%	- -	1 3%	1 2%	- -	- -
ISDN2/2e	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other IP technology (specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	89 89%	15 75%	35 97%	35 88%	34 89%	45 87%	8 67%	39 98%	47 90%	29 85%	6 86%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN30

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	100	47	35	24	17	8	13	8	5	12	6	7	1	9	8	7	3	4	5	2	4
Hosted VOIP	3 3%	2 4%	- -	- -	2 12%	1 13%	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Non-IP Centrex	3 3%	1 2%	1 3%	1 4%	- -	1 13%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
IP Centrex	2 2%	1 2%	- -	1 4%	- -	1 13%	- -	- -	- -	- -	- -	1 14%	1 100%	1 11%	1 13%	- -	- -	1 25%	- -	- -	- -
SIP Trunking	1 1%	1 2%	- -	1 4%	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Leased lines / VPN	1 1%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Ethernet	1 1%	1 2%	- -	1 4%	- -	- -	1 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
ISDN2/2e	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other IP technology (specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	89 89%	41 87%	33 94%	20 83%	15 88%	5 63%	10 77%	8 100%	5 100%	12 100%	6 100%	6 86%	- -	8 89%	7 88%	7 100%	3 100%	3 75%	5 100%	2 100%	4 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN30

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	100	7	3	6	3	2	6	3	5	4	1	2	2	5	2	-	-	-	-	-
Hosted VOIP	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Non-IP Centrex	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
IP Centrex	2	1	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-
	2%	14%	-%	17%	-%	-%	-%	33%	-%	25%	-%	-%	-%	20%	-%	-%	-%	-%	-%	-%
SIP Trunking	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Leased lines / VPN	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Ethernet	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ISDN2/2e	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other IP technology (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other NON-IP service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	89	6	3	5	3	2	6	2	5	3	1	2	2	4	2	-	-	-	-	-
	89%	86%	100%	83%	100%	100%	100%	67%	100%	75%	100%	100%	100%	80%	100%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 79 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 3rd

by

Base: All with ISDN30

Total	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	100	43	52	12	7	54	40
Hosted VOIP	3 3%	3 7%	- -	1 8%	1 14%	2 4%	1 3%
Non-IP Centrex	3 3%	- -	3 6%	1 8%	- -	2 4%	1 3%
IP Centrex	2 2%	- -	2 4%	- -	- -	- -	2 5%
SIP Trunking	1 1%	1 2%	- -	- -	- -	1 2%	- -
Leased lines / VPN	1 1%	1 2%	- -	- -	- -	- -	1 3%
Ethernet	1 1%	1 2%	- -	- -	- -	1 2%	- -
ISDN2/2e	- -	- -	- -	- -	- -	- -	- -
Other IP technology (specify)	- -	- -	- -	- -	- -	- -	- -
Other NON-IP service	- -	- -	- -	- -	- -	- -	- -
Dont know	89 89%	37 86%	47 90%	10 83%	6 86%	48 89%	35 88%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 80

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+		1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
	(a)	(b)	(c)	(d)	to 49	249	(g)		(a)	(b)	to 20		(a)	million	- £100	(d)
					(e)	(f)					(c)			million	million	(c)
														(b)		
ISDN2/2e	1.2	-	-	-	-	1.3	1.2	1.2	1.2	-	1.5	1.1	-	1.3	1.3	1.1
SIP Trunking	1.3	-	-	-	-	1.5	1.4	1.2	1.1	1.4	-	3.0	-	1.0	1.8b	1.0
Hosted VOIP	1.4	-	-	-	-	1.6	1.5	1.3	1.5	1.3	1.0	1.8	1.0	1.6	1.1	1.3
IP Centrex	1.4	-	-	-	-	2.3fg	1.4	1.3	1.6	1.3	1.0	1.8	1.0	1.6	1.1	1.8
Other IP technology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Non-IP Centrex	2.0	-	-	-	-	3.0	1.8	2.0	2.2	2.5	3.0	1.0	-	2.0	1.8	2.2
Leased lines / VPN	1.4	-	-	-	-	1.6	1.3	1.0	1.5	1.0	-	-	-	1.6	1.0	2.0
Ethernet	2.1	-	-	-	-	2.7	2.0	1.8	2.0	4.0	-	1.5	-	1.5	2.3	3.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 80 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	ncial	se	and se	(i)					
		(b)	(c)	Transport/ Communications (d)		Services (f)	Services (g)	Services (h)			(a)	(b)	(c)	(d)	(e)
ISDN2/2e	1.2	1.0	1.0	-	2.0	1.3	-	1.0	1.5	1.0	-	1.0	1.3	1.1	1.4
SIP Trunking	1.3	2.0	1.0	-	1.0	2.5Bf	1.0	1.3	1.0	-	-	1.5	1.2	1.5	1.3
Hosted VOIP	1.4	1.0	1.0	2.0	1.7	1.3	1.0	1.6	1.2	1.6	1.0	1.0	1.0	1.9bc	1.4
IP Centrex	1.4	1.0	1.0	2.0	1.4	1.3	1.0	1.8	1.3	1.8	-	1.0	1.0	1.9c	1.5
Other IP technology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Non-IP Centrex	2.0	3.0	2.0	-	2.0	-	2.5	1.5	-	1.0	-	2.0	2.0	-	2.0
Leased lines / VPN	1.4	1.0	1.0	-	-	1.0	1.5	2.0	-	1.5	-	2.0	1.0	1.5	1.5
Ethernet	2.1	3.0	1.5	1.0	-	-	3.0	1.3	-	3.0	-	3.0	3.0	2.0	1.3

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 80 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

	Total	PERSONAL PROFILE															
		Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
ISDN2/2e	1.2	-	1.0	-	-	1.0	-	1.2	1.5	1.0	1.2	2.0	-	-	1.2	1.0	-
SIP Trunking	1.3	-	1.3	1.0	-	-	2.0	1.5	1.0	1.0	1.3	1.0	-	-	1.2	2.5A	-
Hosted VOIP	1.4	1.0	1.5	1.5	1.0	1.0	1.0	1.2	2.5Egj	2.3Egj	1.4	1.0	-	-	1.3	1.8	-
IP Centrex	1.4	-	1.5	2.0	-	1.0	1.0	1.3	2.0	2.0	1.5	1.0	1.0	-	1.3	1.8	-
Other IP technology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Non-IP Centrex	2.0	-	-	-	-	2.0	3.0	1.8	-	-	2.0	3.0	1.0	-	2.0	-	-
Leased lines / VPN	1.4	-	1.0	-	1.0	-	1.0	1.8	-	1.5	1.4	-	-	-	1.3	-	-
Ethernet	2.1	-	2.0	1.0	-	-	4.0	1.8	1.0	5.0	2.2	1.0	-	-	3.0	1.5	1.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 80 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
ISDN2/2e	1.2	1.4d	1.2	-	1.0	1.4d	-	1.0	1.3	1.3	1.5d	1.0	1.3	1.6b	1.1	-
SIP Trunking	1.3	1.0	1.3	-	1.4	1.0	-	-	1.0	1.0	1.0	-	1.0	1.3	-	
Hosted VOIP	1.4	1.7	1.4	-	1.4	1.7	-	1.0	1.0	1.0	1.0	1.0	1.7	1.3	-	
IP Centrex	1.4	1.5	1.4	-	1.5	1.5	-	1.0	1.0	1.0	1.0	1.0	1.5	1.4	-	
Other IP technology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Non-IP Centrex	2.0	3.0	2.0	-	1.9	3.0	-	-	2.0	2.0	2.0	-	3.0	1.9	-	
Leased lines / VPN	1.4	1.5	1.4	-	1.4	1.5	-	-	-	-	-	-	1.5	1.4	-	
Ethernet	2.1	5.0	2.1	-	1.8	5.0	-	-	-	-	-	-	5.0	1.8	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 80 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

	Total	ISDN LINES								ISDN2/2e Channels						
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
ISDN2/2e	1.2	1.2	1.2	1.2	1.2	1.3	1.2	1.3	1.2	1.0	1.0	1.5	-	-	-	1.5
SIP Trunking	1.3	1.3	1.3	1.0	1.6	1.3	1.5	1.1	1.3	-	-	-	-	1.0	-	1.0
Hosted VOIP	1.4	1.4	1.5	1.4	1.3	1.2	1.5	1.4	1.4	-	-	2.0	1.0	-	-	3.0
IP Centrex	1.4	1.6	1.7	1.5	1.4	1.3	1.5	1.4	1.7	-	1.0	1.7	1.0	-	-	3.0
Other IP technology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Non-IP Centrex	2.0	2.0	2.4	1.7	2.4	2.0	1.9	2.0	1.7	-	-	-	-	-	-	-
Leased lines / VPN	1.4	1.4	1.3	1.4	1.0	2.0	1.4	1.3	1.7	-	-	2.0	1.0	-	-	-
Ethernet	2.1	2.1	2.4	2.1	1.7	1.3	2.4	3.5	2.1	-	-	5.0	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 80 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

ISDN LINES																							
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
	Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supplementary service	A back-up	Primary Service	Supplementary service	A back-up	Standalone	In-house package	Hosted solution	
		(a)	(b)	(c)	ch annels (d)	ch annels (e)	ch annels (f)	or more channels (g)	ch annels (h)														
ISDN2/2e	1.2	1.0	1.3	1.0	1.0	2.0	1.0	-	1.0	1.2	1.0	1.3	-	1.3	1.5	2.0	1.0	1.8A	1.0	1.1	1.3	2.0	
SIP Trunking	1.3	1.0	1.7	1.3	1.5	1.0	1.0	-	-	1.4	1.0	1.4	1.0	1.0	-	-	1.3	1.3	1.0	1.4	1.2	1.0	
Hosted VOIP	1.4	1.7	2.5cD	1.2	1.1	1.0	1.3	1.0	1.0	1.4	1.3	1.4	1.0	2.3	1.0	1.0	1.4	1.3	1.5	1.5	1.4	1.0	
IP Centrex	1.4	2.2De	2.0d	1.3	1.1	1.0	1.3	-	-	1.5	1.4	1.4	1.0	2.3	1.0	1.0	1.5	1.3	1.5	1.7	1.3	1.0	
Other IP technology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Non-IP Centrex	2.0	-	-	2.0	2.0	1.0	2.3	-	-	1.8	3.0	1.7	2.0	-	3.0	-	1.5	2.3	2.3	2.3	1.8	2.0	
Leased lines / VPN	1.4	2.0	-	1.5	1.0	1.0	-	-	-	1.3	3.0	1.0	2.0	2.0	1.0	-	1.4	1.0	1.7	1.4	1.5	-	
Ethernet	2.1	2.3	1.3	2.7	-	-	-	-	2.0	3.0	1.0	2.5	3.0	5.0	-	-	1.3	3.0a	4.0A	1.7	3.0	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 80 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
ISDN2/2e	1.2	1.1	1.7	1.1	1.3	1.1	1.2	1.3	1.3	1.0	1.5
SIP Trunking	1.3	2.0bc	1.0	1.1	1.7	1.1	2.0b	1.1	1.4	1.3	1.0
Hosted VOIP	1.4	1.1	1.2	1.9AB	1.1	1.6a	1.2	1.2	1.2	1.5	3.0
IP Centrex	1.4	1.2	1.2	2.0aB	1.1	1.8A	1.3	1.2	1.2	1.8bc	3.0
Other IP technology	-	-	-	-	-	-	-	-	-	-	-
Non-IP Centrex	2.0	3.0c	1.8	1.8	2.0	2.3	2.3	2.0	2.2	2.0	-
Leased lines / VPN	1.4	1.5	1.0	2.0	1.0	1.7	1.0	1.3	1.3	1.8	1.0
Ethernet	2.1	3.5	-	1.9	2.5	2.1	4.0	1.6	2.0	2.2	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 80 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
ISDN2/2e	1.2	1.2	1.0	1.2	1.3	1.3	-	1.0	1.0	1.3	1.5	-	1.0	1.0	1.5	-	-	2.0	1.0	-
SIP Trunking	1.3	1.4	1.0	1.7	1.0	1.5	2.0	1.0	2.0	1.0	-	-	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Hosted VOIP	1.4	1.4	1.3	1.1	2.0	2.0	1.4	1.0	1.0	1.3	1.0	1.0	1.0	1.0	1.0	-	1.0	1.0	-	1.0
IP Centrex	1.4	1.5	1.4	1.1	2.3a	2.5c	1.8	1.0	1.0	1.5	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	-	1.0
Other IP technology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Non-IP Centrex	2.0	1.8	2.0	2.0	1.0	3.0	-	2.0	1.0	-	-	2.0	2.0	2.0	2.0	-	-	2.0	-	-
Leased lines / VPN	1.4	1.3	1.5	1.3	-	1.0	1.5	1.0	-	-	-	-	-	-	-	-	-	-	-	-
Ethernet	2.1	2.3	1.0	3.5b	1.8	3.0	2.5	-	-	1.5	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 80 (continuation)

<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?

by

Base: All with ISDN30

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	
ISDN2/2e	1.2	1.5	1.0	1.0	1.0	2.0	1.5	1.0	1.0	1.5	-	-	1.5	1.0	-	-	-	-	-	-	-		
SIP Trunking	1.3	-	1.0	1.0	-	-	1.0	-	1.0	-	-	-	-	1.0	-	-	-	-	-	-	-		
Hosted VOIP	1.4	1.0	-	1.0	1.0	1.0	1.0	1.0	1.0	1.0	-	1.0	1.0	1.0	-	-	-	-	-	-	-		
IP Centrex	1.4	1.0	-	1.0	-	1.0	1.0	1.0	1.0	1.0	-	1.0	1.0	1.0	-	-	-	-	-	-	-		
Other IP technology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Non-IP Centrex	2.0	2.0	-	2.0	-	-	-	2.0	-	2.0	-	-	-	2.0	-	-	-	-	-	-	-		
Leased lines / VPN	1.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Ethernet	2.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 80 (continuation)
<B14b> If you had to replace ISDN30, which services do you think would be the best replacement?
by
Base: All with ISDN30

		IP Based Services					
		COMMS SPEND		CONTINUE		CONTINUE	
				TO USE ISDN2/2e		TO USE ISDN30	
				Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
ISDN2/2e	1.2	1.1	1.3	1.3	2.0	1.2	1.3
SIP Trunking	1.3	1.5	1.2	1.0	1.0	1.4	1.1
Hosted VOIP	1.4	1.7B	1.1	1.4	3.0	1.3	1.7
IP Centrex	1.4	2.0B	1.1	1.3	2.0	1.4	1.6
Other IP technology	-	-	-	-	-	-	-
Non-IP Centrex	2.0	2.0	2.1	3.0	-	2.2	1.8
Leased lines / VPN	1.4	1.7	1.0	1.5	-	1.5	1.4
Ethernet	2.1	2.1	2.0	5.0	-	2.4	1.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81
<C1> Have you heard of IP-based alternatives to {MAIN SERVICE} (e.g. SIP trunking?). IP-based solutions are services based on internet protocol technology that can be used as a replacement for {MAIN SERVICE} services.
by
Base: All ISDN users that are not using IP-based alternatives

		PERSONAL PROFILE														
		Company Size								No.Sites				Turnover		
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20	(c)	£1m	million	million	(d)
Total					(e)	(f)						(a)	to £20 million	(b)	(c)	
Total	151	—	6	10	16	35	53	47	106	13	12	13	17	75	34	24
Yes	80 53%	— %	1 17%	3 30%	4 25%	22 63%	28 53%	26 55%	55 52%	10 77%	7 58%	8 62%	5 29%	37 49%	22 65%	16 67%
No	54 36%	— %	5 83%	5 50%	10 63%	9 26%	17 32%	18 38%	37 35%	2 15%	4 33%	4 31%	10 59%	29 39%	10 29%	5 21%
Don't know	17 11%	— %	— %	2 20%	2 13%	4 11%	8 15%	3 6%	14 13%	1 8%	1 8%	1 8%	2 12%	9 12%	2 6%	3 13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)
<C1> Have you heard of IP-based alternatives to {MAIN SERVICE} (e.g. SIP trunking?). IP-based solutions are services based on internet protocol technology that can be used as a replacement for {MAIN SERVICE} services.
by
Base: All ISDN users that are not using IP-based alternatives

	PERSONAL PROFILE															
	Total	Sector										Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20 years (e)	
Total	151	4	30	10	18	12	21	24	15	17	3	14	27	44	63	
Yes	80 53%	3 75%	23 77%	2 20%	8 44%	10 83%	10 48%	10 42%	6 40%	8 47%	1 33%	8 57%	19 70%	22 50%	30 48%	
No	54 36%	1 25%	7 23%	6 60%	9 50%	1 8%	10 48%	7 29%	8 53%	5 29%	1 33%	5 36%	8 30%	12 27%	28 44%	
Don't know	17 11%	- -%	- -%	2 20%	1 6%	1 8%	1 5%	7 29%	1 7%	4 24%	1 33%	1 7%	- -%	10e 23%	5 8%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)
<C1> Have you heard of IP-based alternatives to {MAIN SERVICE} (e.g. SIP trunking?). IP-based solutions are services based on internet protocol technology that can be used as a replacement for {MAIN SERVICE} services.
by
Base: All ISDN users that are not using IP-based alternatives

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England and the Humber (b)	Yorkshire (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	151	6	15	11	5	12	8	48	27	9	141	5	4	1	83	11	6
Yes	80	2	11	8	3	6	2	29	10	7	78	1	1	-	56	6	3
	53%	33%	73%	73%	60%	50%	25%	60%	37%	78%	55%	20%	25%	-%	67%	55%	50%
No	54	4	4	1	1	6	5	13	14	1	49	3	1	1	19	3	2
	36%	67%	27%	9%	20%	50%	63%	27%	52%	11%	35%	60%	25%	100%	23%	27%	33%
Don't know	17	-	-	2	1	-	1	6	3	1	14	1	2	-	8	2	1
	11%	-%	-%	18%	20%	-%	13%	13%	11%	11%	10%	20%	50%	-%	10%	18%	17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)

<C1> Have you heard of IP-based alternatives to {MAIN SERVICE} (e.g. SIP trunking?). IP-based solutions are services based on internet protocol technology that can be used as a replacement for {MAIN SERVICE} services.

by
Base: All ISDN users that are not using IP-based alternatives

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	151	78	88	63	73	15	-	-	-	-	-	-	72	79	-	
Yes	80	40	47	33	40	7	-	-	-	-	-	-	37	43	-	
	53%	51%	53%	52%	55%	47%	-%	-%	-%	-%	-%	-%	51%	54%	-%	
No	54	25	35	19	29	6	-	-	-	-	-	-	22	32	-	
	36%	32%	40%	30%	40%	40%	-%	-%	-%	-%	-%	-%	31%	41%	-%	
Don't know	17	13bd	6	11bd	4	2	-	-	-	-	-	-	13b	4	-	
	11%	17%	7%	17%	5%	13%	-%	-%	-%	-%	-%	-%	18%	5%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)

<C1> Have you heard of IP-based alternatives to {MAIN SERVICE} (e.g. SIP trunking?). IP-based solutions are services based on internet protocol technology that can be used as a replacement for {MAIN SERVICE} services.

by
Base: All ISDN users that are not using IP-based alternatives

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 - 20 (e)	28 - 30 (f)	30+ (g)
Total	151	119	72	81	63	49	62	39	45	7	22	16	11	10	1	3
Yes	80 53%	65 55%	42 58%	38 47%	32 51%	30 61%	33 53%	20 51%	25 56%	2 29%	13 59%	10 63%	6 55%	7 70%	- %	2 67%
No	54 36%	43 36%	22 31%	34 42%	24 38%	16 33%	22 35%	15 38%	15 33%	5 71%	8 36%	2 13%	3 27%	3 30%	1 100%	1 33%
Don't know	17 11%	11 9%	8 11%	9 11%	7 11%	3 6%	7 11%	4 10%	5 11%	- %	1 5%	4 25%	2 18%	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)
<C1> Have you heard of IP-based alternatives to {MAIN SERVICE} (e.g. SIP trunking?). IP-based solutions are services based on internet protocol technology that can be used as a replacement for {MAIN SERVICE} services.
by
Base: All ISDN users that are not using IP-based alternatives

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted	
		(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 channe ls(g)	or more chan nels(h)	(a)	(b)	(a)	(b)	Service (a)	mentary service (b)	ck-up (c)	Service (a)	mentary service (b)	ck-up (c)	dalone (a)	-house package (b)	lution (c)	
Total	151	23	8	14	15	11	6	1	2	88	34	64	14	48	20	5	52	25	6	68	59	10	
Yes	80 53%	12 52%	6 75%	7 50%	7 47%	8 73%	3 50%	1 100%	2 100%	64B 73%	7 21%	51 80%	10 71%	25 52%	14 70%	1 20%	30 58%	14 56%	2 33%	39 57%	34 58%	5 50%	
No	54 36%	9 39%	1 13%	5 36%	8 53%	3 27%	3 50%	- -%	- -%	18 20%	25A 74%	10 16%	4 29%	17 35%	5 25%	2 40%	19 37%	10 40%	3 50%	24 35%	20 34%	3 30%	
Don't know	17 11%	2 9%	1 13%	2 14%	- -%	- -%	- -%	- -%	- -%	6 7%	2 6%	3 5%	- -%	6 13%	1 5%	2 40%	3 6%	1 4%	1 17%	5 7%	5 8%	2 20%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)
<C1> Have you heard of IP-based alternatives to {MAIN SERVICE} (e.g. SIP trunking?). IP-based solutions are services based on internet protocol technology that can be used as a replacement for {MAIN SERVICE} services.
by
Base: All ISDN users that are not using IP-based alternatives

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	Co but unlikely to affect decision (d)	
Total	151	28	54	62	54	80	19	55	74	50	16
Yes	80	23	31	25	40B	31	15	32	47	29	2
	53%	82%	57%	40%	74%	39%	79%	58%	64%	58%	13%
No	54	2	21	28	10	39A	3	18	21	16	10
	36%	7%	39%	45%	19%	49%	16%	33%	28%	32%	63%
Don't know	17	3	2	9b	4	10	1	5	6	5	4
	11%	11%	4%	15%	7%	13%	5%	9%	8%	10%	25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)
<C1> Have you heard of IP-based alternatives to {MAIN SERVICE} (e.g. SIP trunking?). IP-based solutions are services based on internet protocol technology that can be used as a replacement for {MAIN SERVICE} services.
by
Base: All ISDN users that are not using IP-based alternatives

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	151	80	54	41	28	11	24	16	6	22	-	-	-	-	-	-	-	-	-	-		
Yes	80	80B	-	41	28	11	24	16	6	22	-	-	-	-	-	-	-	-	-	-		
	53%	100%	-%	100%	100%	100%	100%	100%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
No	54	-	54A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	36%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
Don't know	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)

<C1> Have you heard of IP-based alternatives to {MAIN SERVICE} (e.g. SIP trunking?). IP-based solutions are services based on internet protocol technology that can be used as a replacement for {MAIN SERVICE} services.

by
Base: All ISDN users that are not using IP-based alternatives

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total																						
Total	151	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	80	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	53%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
No	54	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	36%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 81 (continuation)
<C1> Have you heard of IP-based alternatives to {MAIN SERVICE} (e.g. SIP trunking?). IP-based solutions are services based on internet protocol technology that can be used as a replacement for {MAIN SERVICE} services.
by
Base: All ISDN users that are not using IP-based alternatives

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
	-----	-----	-----	-----	-----	-----	
Total	151	80	64	44	23	46	37
Yes	80	41	37	23	12	27	18
	53%	51%	58%	52%	52%	59%	49%
No	54	30	21	13	10	14	18
	36%	38%	33%	30%	43%	30%	49%
Don't know	17	9	6	8	1	5	1
	11%	11%	9%	18%	4%	11%	3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All aware of IP-based alternatives

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	million	million	(d)
						(e)	(f)				(c)		(a)	to £20 million (b)	(c)	
Total	80	—	1	3	4	22	28	26	55	10	7	8	5	37	22	16
Yes	41 51%	— -%	1 100%	1 33%	2 50%	8 36%	20 71%	11 42%	26 47%	6 60%	5 71%	4 50%	3 60%	14 38%	15 68%	9 56%
No	28 35%	— -%	— -%	1 33%	1 25%	10 45%	6 21%	11 42%	22 40%	2 20%	1 14%	3 38%	1 20%	17 46%	5 23%	5 31%
Don't know	11 14%	— -%	— -%	1 33%	1 25%	4 18%	2 7%	4 15%	7 13%	2 20%	1 14%	1 13%	1 20%	6 16%	2 9%	2 13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All aware of IP-based alternatives

PERSONAL PROFILE															
Total	Sector										Number of years trading				
	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+	
	(a)	cturing	ruction	lesale/	(e)	ncial	se	admin	(i)						than
		(b)	(c)	nsport/ Communi cations (d)		Ser vices (f)	rvices (g)	and se rvices (h)		2 years (a)	(b)	(c)	(d)	(e)	
Total	80	3	23	2	8	10	10	10	6	8	1	8	19	22	30
Yes	41 51%	1 33%	9 39%	2 100%	4 50%	7 70%	8 80%	3 30%	4 67%	3 38%	1 100%	8 100%	15 79%	9 41%	8 27%
No	28 35%	2 67%	12 52%	– –%	2 25%	2 20%	1 10%	4 40%	1 17%	4 50%	– –%	– –%	3 16%	8 36%	17 57%
Don't know	11 14%	– –%	2 9%	– –%	2 25%	1 10%	1 10%	3 30%	1 17%	1 13%	– –%	– –%	1 5%	5 23%	5 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)

<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?

by

Base: All aware of IP-based alternatives

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	80	2	11	8	3	6	2	29	10	7	78	1	1	-	56	6	3
Yes	41 51%	1 50%	7 64%	4 50%	2 67%	1 17%	1 50%	21 72%	2 20%	2 29%	41 53%	- %	- %	- %	35 63%	4 67%	- %
No	28 35%	1 50%	4 36%	4 50%	- %	3 50%	- %	7 24%	6 60%	1 14%	26 33%	1 100%	1 100%	- %	15 27%	2 33%	1 33%
Don't know	11 14%	- %	- %	- %	1 33%	2 33%	1 50%	1 3%	2 20%	4 57%	11 14%	- %	- %	- %	6 11%	- %	2 67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All aware of IP-based alternatives

PERSONAL PROFILE																
Total	Fixed line services													Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	80	40	47	33	40	7	-	-	-	-	-	-	37	43	-	
Yes	41 51%	22 55%	24 51%	17 52%	19 48%	5 71%	-	-	-	-	-	-	20 54%	21 49%	-	
No	28 35%	13 33%	17 36%	11 33%	15 38%	2 29%	-	-	-	-	-	-	12 32%	16 37%	-	
Don't know	11 14%	5 13%	6 13%	5 15%	6 15%	-	-	-	-	-	-	-	5 14%	6 14%	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All aware of IP-based alternatives

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)	
Total	80	65	42	38	32	30	33	20	25	2	13	10	6	7	-	2
Yes	41 51%	30 46%	22 52%	19 50%	18 56%	16 53%	21 64%	15 75%	13 52%	1 50%	5 38%	8 80%	3 50%	4 57%	-	1 50%
No	28 35%	28 43%	15 36%	13 34%	11 34%	10 33%	8 24%	3 15%	10 40%	-	6 46%	1 10%	3 50%	2 29%	-	1 50%
Don't know	11 14%	7 11%	5 12%	6 16%	3 9%	4 13%	4 12%	2 10%	2 8%	1 50%	2 15%	1 10%	-	1 14%	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All aware of IP-based alternatives

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 or more chan els(g)	1500 or more chan els(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)
Total	80	12	6	7	7	8	3	1	2	64	7	51	10	25	14	1	30	14	2	39	34	5
Yes	41 51%	3 25%	1 17%	4 57%	4 57%	6 75%	3 100%	1 100%	1 50%	38 59%	2 29%	29 57%	7 70%	12 48%	9 64%	1 100%	11 37%	11 79%	2 100%	17 44%	23a 68%	1 20%
No	28 35%	6 50%	5 83%	1 14%	2 29%	2 25%	- %	- %	1 50%	18 28%	5 71%	15 29%	3 30%	10 40%	3 21%	- %	14 47%	3 21%	- %	18b 46%	7 21%	2 40%
Don't know	11 14%	3 25%	- %	2 29%	1 14%	- %	- %	- %	- %	8 13%	- %	7 14%	- %	3 12%	2 14%	- %	5 17%	- %	- %	4 10%	4 12%	2 40%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All aware of IP-based alternatives

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	Co	
Total	80	23	31	25	40	31	15	32	47	29	2
Yes	41 51%	21 91%	13 42%	7 28%	34B 85%	5 16%	13 87%	19 59%	32 68%	8 28%	- -%
No	28 35%	2 9%	11 35%	15 60%	5 13%	20A 65%	2 13%	9 28%	11 23%	15 52%	2 100%
Don't know	11 14%	- -%	7 23%	3 12%	1 3%	6a 19%	- -%	4 13%	4 9%	6 21%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All aware of IP-based alternatives

		IP Based Services																		
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used						
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)
Total	80	80	-	41	28	11	24	16	6	22	-	-	-	-	-	-	-	-	-	-
Yes	41	41	-	41	-	7	17	12	3	2	-	-	-	-	-	-	-	-	-	-
	51%	51%	-%	100%	-%	64%	71%	75%	50%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	28	28	-	-	28	4	5	2	2	15	-	-	-	-	-	-	-	-	-	-
	35%	35%	-%	-%	100%	36%	21%	13%	33%	68%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	11	11	-	-	-	-	2	2	1	5	-	-	-	-	-	-	-	-	-	-
	14%	14%	-%	-%	-%	-%	8%	13%	17%	23%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All aware of IP-based alternatives

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
Total	80	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	41	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	28	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	35%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 82 (continuation)
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All aware of IP-based alternatives

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	80	41	37	23	12	27	18
Yes	41	15	25A	18	3	18	6
	51%	37%	68%	78%	25%	67%	33%
No	28	18	9	4	6	4	11
	35%	44%	24%	17%	50%	15%	61%
Don't know	11	8	3	1	3	5	1
	14%	20%	8%	4%	25%	19%	6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All respondents

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		(a)	to £20 million	- £100 million	(d)	
					(e)	(f)				(c)		(b)		(c)		
Total	151	—	6	10	16	35	53	47	106	13	12	13	17	75	34	24
Yes	41	—	1	1	2	8	20	11	26	6	5	4	3	14	15B	9
	27%	—%	17%	10%	13%	23%	38%	23%	25%	46%	42%	31%	18%	19%	44%	38%
No	28	—	—	1	1	10f	6	11	22	2	1	3	1	17	5	5
	19%	—%	—%	10%	6%	29%	11%	23%	21%	15%	8%	23%	6%	23%	15%	21%
Don't know	11	—	—	1	1	4	2	4	7	2	1	1	1	6	2	2
	7%	—%	—%	10%	6%	11%	4%	9%	7%	15%	8%	8%	6%	8%	6%	8%
unaware of IP	71	—	5	7	12	13	25	21	51	3	5	5	12	38	12	8
	47%	—%	83%	70%	75%	37%	47%	45%	48%	23%	42%	38%	71%	51%	35%	33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)

<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?

by

Base: All respondents

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Tra nsport/ Communi cations (d)	(e)	ncial Ser vices (f)	se rvices (g)	admin and se rvices (h)	(i)	2 years (a)	5 years (b)	9 years (c)	to 19 years (d)	years (e)
Total	151	4	30	10	18	12	21	24	15	17	3	14	27	44	63
Yes	41 27%	1 25%	9 30%	2 20%	4 22%	7 58%	8 38%	3 13%	4 27%	3 18%	1 33%	8 57%	15 56%	9 20%	8 13%
No	28 19%	2 50%	12 40%	– –%	2 11%	2 17%	1 5%	4 17%	1 7%	4 24%	– –%	– –%	3 11%	8 18%	17 27%
Don't know	11 7%	– –%	2 7%	– –%	2 11%	1 8%	1 5%	3 13%	1 7%	1 6%	– –%	– –%	1 4%	5 11%	5 8%
unaware of IP	71 47%	1 25%	7 23%	8 80%	10 56%	2 17%	11 52%	14 58%	9 60%	9 53%	2 67%	6 43%	8 30%	22 50%	33 52%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All respondents

	Total	PERSONAL PROFILE															
		Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	151	6	15	11	5	12	8	48	27	9	141	5	4	1	83	11	6
Yes	41 27%	1 17%	7 47%	4 36%	2 40%	1 8%	1 13%	21 44%	2 7%	2 22%	41 29%	- -	- -	- -	35 42%	4 36%	- -
No	28 19%	1 17%	4 27%	4 36%	- -	3 25%	- -	7 15%	6 22%	1 11%	26 18%	1 20%	1 25%	- -	15 18%	2 18%	1 17%
Don't know	11 7%	- -	- -	- -	1 20%	2 17%	1 13%	1 2%	2 7%	4 44%	11 8%	- -	- -	- -	6 7%	- -	2 33%
unaware of IP	71 47%	4 67%	4 27%	3 27%	2 40%	6 50%	6 75%	19 40%	17 63%	2 22%	63 45%	4 80%	3 75%	1 100%	27 33%	5 45%	3 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)

<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?

by

Base: All respondents

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	151	78	88	63	73	15	-	-	-	-	-	-	72	79	-	
Yes	41 27%	22 28%	24 27%	17 27%	19 26%	5 33%	- -%	- -%	- -%	- -%	- -%	- -%	20 28%	21 27%	- -%	
No	28 19%	13 17%	17 19%	11 17%	15 21%	2 13%	- -%	- -%	- -%	- -%	- -%	- -%	12 17%	16 20%	- -%	
Don't know	11 7%	5 6%	6 7%	5 8%	6 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 7%	6 8%	- -%	
unaware of IP	71 47%	38 49%	41 47%	30 48%	33 45%	8 53%	- -%	- -%	- -%	- -%	- -%	- -%	35 49%	36 46%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All respondents

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	151	119	72	81	63	49	62	39	45	7	22	16	11	10	1	3
Yes	41 27%	30 25%	22 31%	19 23%	18 29%	16 33%	21 34%	15 38%	13 29%	1 14%	5 23%	8 50%	3 27%	4 40%	- -%	1 33%
No	28 19%	28g 24%	15 21%	13 16%	11 17%	10 20%	8 13%	3 8%	10 22%	- -%	6 27%	1 6%	3 27%	2 20%	- -%	1 33%
Don't know	11 7%	7 6%	5 7%	6 7%	3 5%	4 8%	4 6%	2 5%	2 4%	1 14%	2 9%	1 6%	- -%	1 10%	- -%	- -%
unaware of IP	71 47%	54 45%	30 42%	43 53%	31 49%	19 39%	29 47%	19 49%	20 44%	5 71%	9 41%	6 38%	5 45%	3 30%	1 100%	1 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)

<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?

by

Base: All respondents

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 channels (g)	1500 or more ch nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	151	23	8	14	15	11	6	1	2	88	34	64	14	48	20	5	52	25	6	68	59	10	
Yes	41 27%	3 13%	1 13%	4 29%	4 27%	6 55%	3 50%	1 100%	1 50%	38B 43%	2 6%	29 45%	7 50%	12 25%	9 45%	1 20%	11 21%	11 44%	2 33%	17 25%	23 39%	1 10%	
No	28 19%	6 26%	5 63%	1 7%	2 13%	2 18%	- %	- %	1 50%	18 20%	5 15%	15 23%	3 21%	10 21%	3 15%	- %	14 27%	3 12%	- %	18b 26%	7 12%	2 20%	
Don't know	11 7%	3 13%	- %	2 14%	1 7%	- %	- %	- %	- %	8 9%	- %	7 11%	- %	3 6%	2 10%	- %	5 10%	- %	- %	4 6%	4 7%	2 20%	
unaware of IP	71 47%	11 48%	2 25%	7 50%	8 53%	3 27%	3 50%	- %	- %	24 27%	27A 79%	13 20%	4 29%	23 48%	6 30%	4 80%	22 42%	11 44%	4 67%	29 43%	25 42%	5 50%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All respondents

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	151	28	54	62	54	80	19	55	74	50	16
Yes	41 27%	21 75%	13 24%	7 11%	34B 63%	5 6%	13 68%	19d 35%	32D 43%	8 16%	- -%
No	28 19%	2 7%	11 20%	15 24%	5 9%	20a 25%	2 11%	9 16%	11 15%	15c 30%	2 13%
Don't know	11 7%	- -%	7 13%	3 5%	1 2%	6 8%	- -%	4 7%	4 5%	6 12%	- -%
unaware of IP	71 47%	5 18%	23 43%	37 60%	14 26%	49A 61%	4 21%	23 42%	27 36%	21 42%	14 88%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All respondents

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	151	80	54	41	28	11	24	16	6	22	-	-	-	-	-	-	-	-	-	-	-	
Yes	41 27%	41B 51%	- -%	41 100%	- -%	7 64%	17 71%	12 75%	3 50%	2 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
No	28 19%	28B 35%	- -%	- -%	28 100%	4 36%	5 21%	2 13%	2 33%	15 68%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	11 7%	11B 14%	- -%	- -%	- -%	- -%	2 8%	2 13%	1 17%	5 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
unaware of IP	71 47%	- -%	54A 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)

<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?

by

Base: All respondents

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	Backup (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	Backup (b)	Not at all (c)	Supplementary service (a)	Backup (b)	Not at all (c)	
Total	151	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	41 27%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
No	28 19%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	11 7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
unaware of IP	71 47%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 83 (continuation)
<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years?
by
Base: All respondents

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	151	80	64	44	23	46	37
Yes	41 27%	15 19%	25A 39%	18 41%	3 13%	18b 39%	6 16%
No	28 19%	18 23%	9 14%	4 9%	6 26%	4 9%	11a 30%
Don't know	11 7%	8 10%	3 5%	1 2%	3 13%	5 11%	1 3%
unaware of IP	71 47%	39 49%	27 42%	21 48%	11 48%	19 41%	19 51%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84

<C3> Has your company ever had experience trialling IP services?

by

Base: All aware of IP-based alternatives

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 million - £100 million (c)	£101m+ (d)	
Total	80	-	1	3	4	22	28	26	55	10	7	8	5	37	22	16
Planning to trial these services in the near future	24 30%	- -%	1 100%	- -%	1 25%	4 18%	8 29%	11 42%	14 25%	3 30%	4 57%	3 38%	2 40%	10 27%	7 32%	5 31%
Have trialled these services but decided not to go ahead	16 20%	- -%	- -%	1 33%	1 25%	3 14%	10 36%	2 8%	12 22%	1 10%	2 29%	1 13%	1 20%	7 19%	6 27%	2 13%
Trialling these services currently	11 14%	- -%	- -%	- -%	- -%	4 18%	3 11%	4 15%	8 15%	2 20%	- -%	1 13%	- -%	3 8%	5 23%	3 19%
Trialled these services and plan to implement in near future	6 8%	- -%	- -%	- -%	- -%	1 5%	3 11%	2 8%	2 4%	1 10%	1 14%	2 25%	- -%	2 5%	2 9%	2 13%
None of the above	22 28%	- -%	- -%	2 67%	2 50%	10 45%	4 14%	6 23%	18 33%	3 30%	- -%	1 13%	2 40%	15 41%	1 5%	4 25%
Don't know	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	1 2%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%
NET	---															
Have trialled	33 41%	- -%	- -%	1 33%	1 25%	8 36%	16 57%	8 31%	22 40%	4 40%	3 43%	4 50%	1 20%	12 32%	13 59%	7 44%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)

<C3> Has your company ever had experience trialling IP services?

by

Base: All aware of IP-based alternatives

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	80	3	23	2	8	10	10	10	6	8	1	8	19	22	30
Planning to trial these services in the near future	24 30%	1 33%	4 17%	1 50%	1 13%	5 50%	4 40%	3 30%	2 33%	3 38%	1 100%	4 50%	5 26%	5 23%	9 30%
Have trialled these services but decided not to go ahead	16 20%	- -%	5 22%	1 50%	4 50%	3 30%	1 10%	- -%	1 17%	1 13%	- -%	3 38%	7 37%	4 18%	2 7%
Trialling these services currently	11 14%	1 33%	5 22%	- -%	1 13%	1 10%	2 20%	- -%	1 17%	- -%	- -%	- -%	4 21%	5 23%	2 7%
Trialled these services and plan to implement in near future	6 8%	- -%	- -%	- -%	1 13%	1 10%	- -%	3 30%	1 17%	- -%	- -%	1 13%	1 5%	1 5%	3 10%
None of the above	22 28%	1 33%	9 39%	- -%	1 13%	- -%	3 30%	4 40%	1 17%	3 38%	- -%	- -%	2 11%	7 32%	13 43%
Don't know	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	1 3%
NET	---														
Have trialled	33 41%	1 33%	10 43%	1 50%	6 75%	5 50%	3 30%	3 30%	3 50%	1 13%	- -%	4 50%	12 63%	10 45%	7 23%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)

<C3> Has your company ever had experience trialling IP services?

by

Base: All aware of IP-based alternatives

	PERSONAL PROFILE																
	Location												Involvement				
	Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	80	2	11	8	3	6	2	29	10	7	78	1	1	-	56	6	3
Planning to trial these services in the near future	24 30%	- -%	- -%	1 13%	2 67%	3 50%	- -%	14 48%	3 30%	1 14%	24 31%	- -%	- -%	- -%	20 36%	3 50%	- -%
Have trialled these services but decided not to go ahead	16 20%	- -%	4 36%	4 50%	- -%	- -%	1 50%	5 17%	1 10%	1 14%	16 21%	- -%	- -%	- -%	14 25%	1 17%	- -%
Trialling these services currently	11 14%	1 50%	2 18%	1 13%	- -%	1 17%	1 50%	4 14%	1 10%	- -%	11 14%	- -%	- -%	- -%	8 14%	1 17%	1 33%
Trialled these services and plan to implement in near future	6 8%	- -%	1 9%	- -%	- -%	- -%	- -%	3 10%	- -%	1 14%	5 6%	- -%	1 100%	- -%	4 7%	1 17%	1 33%
None of the above	22 28%	1 50%	4 36%	2 25%	1 33%	2 33%	- -%	3 10%	5 50%	3 43%	21 27%	1 100%	- -%	- -%	10 18%	- -%	- -%
Don't know	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	1 1%	- -%	- -%	- -%	- -%	- -%	1 33%
NET	---																
Have trialled	33 41%	1 50%	7 64%	5 63%	- -%	1 17%	2 100%	12 41%	2 20%	2 29%	32 41%	- -%	1 100%	- -%	26 46%	3 50%	2 67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)

<C3> Has your company ever had experience trialling IP services?

by

Base: All aware of IP-based alternatives

	Total	PERSONAL PROFILE														Mostly used fixed line		
		Fixed line services																
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)		
Total	80	40	47	33	40	7	-	-	-	-	-	-	37	43	-			
Planning to trial these services in the near future	24 30%	14 35%	13 28%	11 33%	10 25%	3 43%	- -%	- -%	- -%	- -%	- -%	- -%	13 35%	11 26%	- -%			
Have trialled these services but decided not to go ahead	16 20%	9 23%	8 17%	8 24%	7 18%	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	9 24%	7 16%	- -%			
Trialling these services currently	11 14%	5 13%	8 17%	3 9%	6 15%	2 29%	- -%	- -%	- -%	- -%	- -%	- -%	4 11%	7 16%	- -%			
Trialled these services and plan to implement in near future	6 8%	1 3%	5 11%	1 3%	5 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	5 12%	- -%			
None of the above	22 28%	11 28%	12 26%	10 30%	11 28%	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	10 27%	12 28%	- -%			
Don't know	1 1%	- -%	1 2%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%			
NET	---																	
Have trialled	33 41%	15 38%	21 45%	12 36%	18 45%	3 43%	- -%	- -%	- -%	- -%	- -%	- -%	14 38%	19 44%	- -%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)

<C3> Has your company ever had experience trialling IP services?

by

Base: All aware of IP-based alternatives

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 - 28 (e)	30+ (f)	30+ (g)
Total	80	65	42	38	32	30	33	20	25	2	13	10	6	7	-	2
Planning to trial these services in the near future	24 30%	20 31%	13 31%	9 24%	9 28%	8 27%	11 33%	5 25%	9 36%	- %	4 31%	5 50%	1 17%	3 43%	- %	1 50%
Have trialled these services but decided not to go ahead	16 20%	9 14%	9 21%	8 21%	6 19%	6 20%	8 24%	6 30%	1 4%	1 50%	2 15%	2 20%	2 33%	2 29%	- %	- %
Trialling these services currently	11 14%	10 15%	8 19%	4 11%	6 19%	5 17%	5 15%	5 25%	5 20%	1 50%	1 8%	1 10%	1 17%	- %	- %	1 50%
Trialled these services and plan to implement in near future	6 8%	4 6%	3 7%	5 13%	4 13%	3 10%	4 12%	1 5%	3 12%	- %	1 8%	- %	- %	- %	- %	- %
None of the above	22 28%	21 32%	8 19%	12 32%	7 22%	8 27%	5 15%	3 15%	6 24%	- %	5 38%	2 20%	2 33%	2 29%	- %	- %
Don't know	1 1%	1 2%	1 2%	- %	- %	- %	- %	- %	1 4%	- %	- %	- %	- %	- %	- %	- %
NET	---															
Have trialled	33 41%	23 35%	20 48%	17 45%	16 50%	14 47%	17 52%	12 60%	9 36%	2 100%	4 31%	3 30%	3 50%	2 29%	- %	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)

<C3> Has your company ever had experience trialling IP services?

by

Base: All aware of IP-based alternatives

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 or more channels (g)	1500 or more channels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In Hosted so lution (c)
Total	80	12	6	7	7	8	3	1	2	64	7	51	10	25	14	1	30	14	2	39	34	5
Planning to trial these services in the near future	24 30%	4 33%	1 17%	1 14%	2 29%	2 25%	1 33%	1 100%	1 50%	21 33%	2 29%	16 31%	3 30%	6 24%	7 50%	1 100%	7 23%	5 36%	1 50%	13 33%	8 24%	2 40%
Have trialled these services but decided not to go ahead	16 20%	1 8%	- -%	- -%	2 29%	4 50%	1 33%	- -%	- -%	13 20%	1 14%	9 18%	4 40%	4 16%	5 36%	- -%	1 3%	6 43%	1 50%	3 8%	13A 38%	- -%
Trialling these services currently	11 14%	2 17%	2 33%	2 29%	1 14%	- -%	1 33%	- -%	- -%	10 16%	1 14%	10 20%	- -%	3 12%	2 14%	- -%	6 20%	2 14%	- -%	7 18%	4 12%	- -%
Trialled these services and plan to implement in near future	6 8%	- -%	1 17%	2 29%	1 14%	1 13%	- -%	- -%	- -%	6 9%	- -%	6 12%	- -%	1 4%	- -%	- -%	4 13%	1 7%	- -%	2 5%	3 9%	1 20%
None of the above	22 28%	5 42%	2 33%	1 14%	1 14%	1 13%	- -%	- -%	1 50%	13 20%	3 43%	9 18%	3 30%	11 44%	- -%	- -%	12 40%	- -%	- -%	14 36%	6 18%	2 40%
Don't know	1 1%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET																						

Have trialled	33 41%	3 25%	3 50%	4 57%	4 57%	5 63%	2 67%	- -%	- -%	29 45%	2 29%	25 49%	4 40%	8 32%	7 50%	- -%	11 37%	9 64%	1 50%	12 31%	20a 59%	1 20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)

<C3> Has your company ever had experience trialling IP services?

by

Base: All aware of IP-based alternatives

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	80	23	31	25	40	31	15	32	47	29	2
Planning to trial these services in the near future	24 30%	12 52%	8 26%	4 16%	16 40%	6 19%	5 33%	15 47%	20 43%	4 14%	- -%
Have trialled these services but decided not to go ahead	16 20%	4 17%	8 26%	4 16%	12 30%	4 13%	3 20%	9 28%	12 26%	4 14%	- -%
Trialling these services currently	11 14%	5 22%	2 6%	4 16%	8 20%	3 10%	6 40%	3 9%	9 19%	1 3%	1 50%
Trialled these services and plan to implement in near future	6 8%	2 9%	2 6%	2 8%	2 5%	2 6%	1 7%	- -%	1 2%	5 17%	- -%
None of the above	22 28%	- -%	11 35%	11 44%	2 5%	16A 52%	- -%	5 16%	5 11%	15 52%	1 50%
Don't know	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET	---										
Have trialled	33 41%	11 48%	12 39%	10 40%	22b 55%	9 29%	10 67%	12 38%	22 47%	10 34%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)

<C3> Has your company ever had experience trialling IP services?

by

Base: All aware of IP-based alternatives

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	80	80	-	41	28	11	24	16	6	22	-	-	-	-	-	-	-	-	-	-	-
Planning to trial these services in the near future	24 30%	24 30%	- %	17 41%	5 18%	- %	24 100%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Have trialled these services but decided not to go ahead	16 20%	16 20%	- %	12 29%	2 7%	- %	- %	16 100%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Trialling these services currently	11 14%	11 14%	- %	7 17%	4 14%	11 100%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Trialled these services and plan to implement in near future	6 8%	6 8%	- %	3 7%	2 7%	- %	- %	- %	6 100%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
None of the above	22 28%	22 28%	- %	2 5%	15 54%	- %	- %	- %	- %	22 100%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know	1 1%	1 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
NET ---																					
Have trialled	33 41%	33 41%	- %	22 54%	8 29%	11 100%	- %	16 100%	6 100%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)

<C3> Has your company ever had experience trialling IP services?

by

Base: All aware of IP-based alternatives

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
Total		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)		
Total	80	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Planning to trial these services in the near future	24 30%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Have trialled these services but decided not to go ahead	16 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Trialling these services currently	11 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Trialled these services and plan to implement in near future	6 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
None of the above	22 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Don't know	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
NET	---																						
Have trialled	33 41%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 84 (continuation)

<C3> Has your company ever had experience trialling IP services?

by

Base: All aware of IP-based alternatives

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	80	41	37	23	12	27	18
Planning to trial these services in the near future	24 30%	14 34%	10 27%	12 52%	- -	10 37%	3 17%
Have trialled these services but decided not to go ahead	16 20%	3 7%	13A 35%	6 26%	3 25%	6 22%	2 11%
Trialling these services currently	11 14%	5 12%	6 16%	3 13%	2 17%	3 11%	5 28%
Trialled these services and plan to implement in near future	6 8%	2 5%	3 8%	- -	- -	3 11%	2 11%
None of the above	22 28%	16b 39%	5 14%	2 9%	7 58%	4 15%	6 33%
Don't know	1 1%	1 2%	- -	- -	- -	1 4%	- -
NET	---						
Have trialled	33 41%	10 24%	22A 59%	9 39%	5 42%	12 44%	9 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 85
<C4> Are you planning to implement these services permanently at the end of your trial?
by
Base: All Trialled/Planning to trial

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20	(c)	£1m	million	- £100	million	
					(e)	(f)						(a)	to £20 million	million (b)	(c)	(d)
Total	41	-	1	-	1	9	14	17	24	6	5	6	2	15	14	10
Yes	20	-	1	-	1	6	7	6	13	4	-	3	2	7	6	5
	49%	-%	100%	-%	100%	67%	50%	35%	54%	67%	-%	50%	100%	47%	43%	50%
Too early to say	20	-	-	-	-	3	6	11	11	2	5	2	-	8	8	4
	49%	-%	-%	-%	-%	33%	43%	65%	46%	33%	100%	33%	-%	53%	57%	40%
No	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-	1
	2%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	17%	-%	-%	-%	10%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
95 percent as lower case or *, 99 percent as UPPER CASE or **																

Table 85 (continuation)

<C4> Are you planning to implement these services permanently at the end of your trial?

by

Base: All Trialled/Planning to trial

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Tra nsport/ Communi cations (d)	(e)	ncial Ser vices (f)	se rvices (g)	admin and se rvices (h)	(i)	2 years (a)	5 years (b)	9 years (c)	19 years (d)	years (e)
Total	41	2	9	1	3	7	6	6	4	3	1	5	10	11	14
Yes	20 49%	2 100%	6 67%	- -%	1 33%	4 57%	5 83%	- -%	1 25%	1 33%	- -%	2 40%	7 70%	8 73%	3 21%
Too early to say	20 49%	- -%	3 33%	1 100%	2 67%	3 43%	1 17%	5 83%	3 75%	2 67%	1 100%	3 60%	3 30%	3 27%	10 71%
No	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 85 (continuation)
<C4> Are you planning to implement these services permanently at the end of your trial?
by
Base: All Trialled/Planning to trial

PERSONAL PROFILE																	
Total	Location												Involvement				
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West of England (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - (k)	Wales (l)	Scotland (m)	No Irish (n)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	41	1	3	2	2	4	1	21	4	2	40	-	1	-	32	5	2
Yes	20 49%	1 100%	1 33%	1 50%	1 50%	1 25%	1 100%	12 57%	2 50%	- 0%	20 50%	- 0%	- 0%	- 0%	16 50%	2 40%	- 0%
Too early to say	20 49%	- 0%	2 67%	1 50%	1 50%	3 75%	- 0%	9 43%	2 50%	2 100%	20 50%	- 0%	- 0%	- 0%	15 47%	3 60%	2 100%
No	1 2%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	1 100%	- 0%	1 3%	- 0%	- 0%
Don't know	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 85 (continuation)

<C4> Are you planning to implement these services permanently at the end of your trial?

by

Base: All Trialled/Planning to trial

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	41	20	26	15	21	5	-	-	-	-	-	-	-	18	23	-
Yes	20 49%	13 65%	11 42%	9 60%	7 33%	4 80%	- %	- %	- %	- %	- %	- %	- %	11 61%	9 39%	- %
Too early to say	20 49%	7 35%	14 54%	6 40%	13 62%	1 20%	- %	- %	- %	- %	- %	- %	- %	7 39%	13 57%	- %
No	1 2%	- %	1 4%	- %	1 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 4%	- %
Don't know	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 85 (continuation)
<C4> Are you planning to implement these services permanently at the end of your trial?
by
Base: All Trialled/Planning to trial

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	41	34	24	18	19	16	20	11	17	1	6	6	2	3	-	2
Yes	20 49%	17 50%	11 46%	6 33%	10 53%	9 56%	11 55%	8 73%	8 47%	1 100%	2 33%	5 83%	1 50%	2 67%	-	2 100%
Too early to say	20 49%	16 47%	12 50%	11 61%	8 42%	6 38%	8 40%	3 27%	8 47%	-	4 67%	1 17%	1 50%	1 33%	-	-
No	1 2%	1 3%	1 4%	1 6%	1 5%	1 6%	1 5%	-	1 6%	-	-	-	-	-	-	-
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 85 (continuation)

<C4> Are you planning to implement these services permanently at the end of your trial?

by

Base: All Trialled/Planning to trial

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	41	6	4	5	4	3	2	1	1	37	3	32	3	10	9	1	17	8	1	22	15	3	
Yes	20 49%	3 50%	2 50%	2 40%	1 25%	2 67%	1 50%	- -%	- -%	18 49%	2 67%	17 53%	1 33%	7 70%	5 56%	1 100%	8 47%	3 38%	- -%	14 64%	5 33%	1 33%	
Too early to say	20 49%	3 50%	2 50%	2 40%	3 75%	1 33%	1 50%	1 100%	1 100%	18 49%	1 33%	14 44%	2 67%	3 30%	4 44%	- -%	8 47%	5 63%	1 100%	8 36%	10 67%	1 33%	
No	1 2%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	1 3%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	1 33%	
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 85 (continuation)
<C4> Are you planning to implement these services permanently at the end of your trial?
by
Base: All Trialled/Planning to trial

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	41	19	12	10	26	11	12	18	30	10	1
Yes	20 49%	12 63%	5 42%	3 30%	18 69%	2 18%	10 83%	9 50%	19 63%	- -%	1 100%
Too early to say	20 49%	7 37%	7 58%	6 60%	7 27%	9 82%	1 8%	9 50%	10 33%	10 100%	- -%
No	1 2%	- -%	- -%	1 10%	1 4%	- -%	1 8%	- -%	1 3%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 85 (continuation)

<C4> Are you planning to implement these services permanently at the end of your trial?

by

Base: All Trialled/Planning to trial

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	41	41	-	27	11	11	24	-	6	-	-	-	-	-	-	-	-	-	-	-	-
Yes	20 49%	20 49%	- -%	16 59%	4 36%	10 91%	10 42%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Too early to say	20 49%	20 49%	- -%	11 41%	6 55%	1 9%	14 58%	- -%	5 83%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No	1 2%	1 2%	- -%	- -%	1 9%	- -%	- -%	- -%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 85 (continuation)
<C4> Are you planning to implement these services permanently at the end of your trial?
by
Base: All Trialled/Planning to trial

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
Total	41	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	49%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Too early to say	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	49%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 85 (continuation)
<C4> Are you planning to implement these services permanently at the end of your trial?
by
Base: All Trialled/Planning to trial

	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		Total
	Less than £24k (a)		Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
		£100k+ (b)					
Total	41	21	19	15	2	16	10
Yes	20	7	13	11	2	6	5
	49%	33%	68%	73%	100%	38%	50%
Too early to say	20	14	5	4	-	10	4
	49%	67%	26%	27%	-%	63%	40%
No	1	-	1	-	-	-	1
	2%	-%	5%	-%	-%	-%	10%
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	80	-	1	3	4	22	28	26	55	10	7	8	5	37	22	16
Reliability	38 48%	- -%	1 100%	- -%	1 25%	10 45%	10 36%	17 65%	24 44%	5 50%	3 43%	6 75%	- -%	19 51%	11 50%	8 50%
Quality of service	30 38%	- -%	1 100%	2 67%	3 75%	8 36%	12 43%	7 27%	21 38%	5 50%	- -%	4 50%	2 40%	13 35%	12 55%	3 19%
Price	27 34%	- -%	- -%	1 33%	1 25%	6 27%	10 36%	10 38%	16 29%	4 40%	5 71%	2 25%	2 40%	12 32%	4 18%	9 56%
Security	22 28%	- -%	- -%	1 33%	1 25%	4 18%	9 32%	8 31%	14 25%	3 30%	2 29%	3 38%	1 20%	8 22%	8 36%	5 31%
Resilience	21 26%	- -%	- -%	- -%	- -%	8 36%	5 18%	8 31%	12 22%	5 50%	3 43%	1 13%	- -%	10 27%	7 32%	4 25%
Cost of investment needed	14 18%	- -%	- -%	1 33%	1 25%	3 14%	3 11%	7 27%	9 16%	3 30%	2 29%	- -%	3 60%	4 11%	1 5%	6 38%
Happy with current system	12 15%	- -%	- -%	2 67%	2 50%	3 14%	1 4%	6 23%	7 13%	4 40%	- -%	1 13%	1 20%	6 16%	1 5%	4 25%
Don't know enough about it	10 13%	- -%	1 100%	1 33%	2 50%	4 18%	1 4%	3 12%	7 13%	1 10%	- -%	2 25%	1 20%	5 14%	2 9%	2 13%
Lack of commercial offerings	10 13%	- -%	- -%	- -%	- -%	4 18%	3 11%	3 12%	6 11%	4 40%	- -%	- -%	2 40%	3 8%	3 14%	2 13%
Unable to meet business needs	9 11%	- -%	- -%	- -%	- -%	1 5%	4 14%	4 15%	6 11%	1 10%	1 14%	1 13%	- -%	5 14%	1 5%	3 19%
Immaturity of commercial offerings	5 6%	- -%	- -%	1 33%	1 25%	2 9%	- -%	2 8%	3 5%	2 20%	- -%	- -%	1 20%	2 5%	- -%	2 13%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies?
by
Base: All respondents

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)					
Total	80	-	1	3	4	22	28	26	55	10	7	8	5	37	22	16
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No concerns	7	-	-	-	-	2	3	2	7	-	-	-	-	4	3	-
	9%	-%	-%	-%	-%	9%	11%	8%	13%	-%	-%	-%	-%	11%	14%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	80	3	23	2	8	10	10	10	6	8	1	8	19	22	30
Reliability	38 48%	2 67%	13 57%	- %	3 38%	6 60%	3 30%	5 50%	3 50%	3 38%	- %	5 63%	5 26%	12 55%	16 53%
Quality of service	30 38%	- %	9 39%	1 50%	3 38%	6 60%	2 20%	6 60%	2 33%	1 13%	- %	2 25%	6 32%	11 50%	11 37%
Price	27 34%	1 33%	6 26%	1 50%	2 25%	4 40%	3 30%	4 40%	4 67%	2 25%	- %	3 38%	8 42%	6 27%	10 33%
Security	22 28%	- %	6 26%	2 100%	3 38%	4 40%	2 20%	3 30%	1 17%	1 13%	- %	4 50%	3 16%	6 27%	9 30%
Resilience	21 26%	1 33%	7 30%	- %	1 13%	2 20%	1 10%	4 40%	3 50%	2 25%	1 100%	2 25%	3 16%	7 32%	8 27%
Cost of investment needed	14 18%	1 33%	4 17%	- %	1 13%	2 20%	1 10%	3 30%	- %	2 25%	- %	- %	4 21%	3 14%	7 23%
Happy with current system	12 15%	1 33%	2 9%	- %	- %	1 10%	1 10%	4 40%	1 17%	2 25%	- %	- %	3 16%	2 9%	7 23%
Don't know enough about it	10 13%	2 67%	3 13%	- %	- %	1 10%	1 10%	1 10%	1 17%	1 13%	- %	1 13%	3 16%	2 9%	4 13%
Lack of commercial offerings	10 13%	1 33%	2 9%	1 50%	- %	1 10%	3 30%	- %	- %	2 25%	- %	2 25%	5 26%	1 5%	2 7%
Unable to meet business needs	9 11%	1 33%	- %	- %	1 13%	1 10%	4 40%	1 10%	1 17%	- %	1 100%	2 25%	4 21%	1 5%	1 3%
Immaturity of commercial offerings	5 6%	- %	1 4%	- %	1 13%	- %	1 10%	1 10%	1 17%	- %	- %	- %	- %	2 9%	3 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	80	3	23	2	8	10	10	10	6	8	1	8	19	22	30
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No concerns	7 9%	- -%	1 4%	- -%	1 13%	- -%	2 20%	1 10%	- -%	2 25%	- -%	- -%	1 5%	3 14%	3 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)
Total	80	2	11	8	3	6	2	29	10	7	78	1	1	-	56	6	3
Reliability	38 48%	1 50%	7 64%	4 50%	- %	3 50%	- %	16 55%	3 30%	3 43%	37 47%	- %	1 100%	- %	29 52%	4 67%	1 33%
Quality of service	30 38%	1 50%	4 36%	2 25%	1 33%	4 67%	1 50%	10 34%	5 50%	2 29%	30 38%	- %	- %	- %	17 30%	5 83%	- %
Price	27 34%	1 50%	5 45%	1 13%	1 33%	2 33%	1 50%	8 28%	3 30%	5 71%	27 35%	- %	- %	- %	20 36%	4 67%	1 33%
Security	22 28%	1 50%	3 27%	3 38%	1 33%	1 17%	- %	10 34%	1 10%	2 29%	22 28%	- %	- %	- %	18 32%	2 33%	1 33%
Resilience	21 26%	1 50%	4 36%	2 25%	- %	1 17%	1 50%	8 28%	2 20%	2 29%	21 27%	- %	- %	- %	15 27%	2 33%	1 33%
Cost of investment needed	14 18%	- %	2 18%	1 13%	2 67%	2 33%	- %	5 17%	- %	2 29%	14 18%	- %	- %	- %	10 18%	2 33%	- %
Happy with current system	12 15%	- %	2 18%	1 13%	- %	1 17%	- %	5 17%	1 10%	2 29%	12 15%	- %	- %	- %	8 14%	1 17%	- %
Don't know enough about it	10 13%	- %	1 9%	- %	1 33%	- %	1 50%	3 10%	1 10%	2 29%	9 12%	1 100%	- %	- %	4 7%	- %	1 33%
Lack of commercial offerings	10 13%	- %	1 9%	1 13%	2 67%	- %	1 50%	5 17%	- %	- %	10 13%	- %	- %	- %	9 16%	1 17%	- %
Unable to meet business needs	9 11%	- %	1 9%	- %	- %	- %	- %	6 21%	1 10%	1 14%	9 12%	- %	- %	- %	9 16%	- %	- %
Immaturity of commercial offerings	5 6%	- %	- %	1 13%	- %	1 17%	- %	2 7%	- %	1 14%	5 6%	- %	- %	- %	2 4%	- %	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 86 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies?
by
Base: All respondents

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	Mid West England (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - West England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	80	2	11	8	3	6	2	29	10	7	78	1	1	-	56	6	3
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
No concerns	7 9%	- -%	- -%	1 13%	- -%	- -%	- -%	3 10%	2 20%	1 14%	7 9%	- -%	- -%	- -%	4 7%	- -%	1 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
		Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	80	40	47	33	40	7	-	-	-	-	-	-	-	37	43	-	
Reliability	38 48%	21 53%	21 45%	17 52%	17 43%	4 57%	-	-	-	-	-	-	-	19 51%	19 44%	-	
Quality of service	30 38%	19 48%	14 30%	16 48%	11 28%	3 43%	-	-	-	-	-	-	-	17 46%	13 30%	-	
Price	27 34%	11 28%	18 38%	9 27%	16 40%	2 29%	-	-	-	-	-	-	-	10 27%	17 40%	-	
Security	22 28%	12 30%	13 28%	9 27%	10 25%	3 43%	-	-	-	-	-	-	-	11 30%	11 26%	-	
Resilience	21 26%	9 23%	15 32%	6 18%	12 30%	3 43%	-	-	-	-	-	-	-	8 22%	13 30%	-	
Cost of investment needed	14 18%	5 13%	10 21%	4 12%	9 23%	1 14%	-	-	-	-	-	-	-	5 14%	9 21%	-	
Happy with current system	12 15%	6 15%	7 15%	5 15%	6 15%	1 14%	-	-	-	-	-	-	-	5 14%	7 16%	-	
Don't know enough about it	10 13%	4 10%	7 15%	3 9%	6 15%	1 14%	-	-	-	-	-	-	-	4 11%	6 14%	-	
Lack of commercial offerings	10 13%	7 18%	3 6%	7b 21%	3 8%	-	-	-	-	-	-	-	-	7 19%	3 7%	-	
Unable to meet business needs	9 11%	2 5%	7 15%	2 6%	7 18%	-	-	-	-	-	-	-	-	2 5%	7 16%	-	
Immaturity of commercial offerings	5 6%	4 10%	2 4%	3 9%	1 3%	1 14%	-	-	-	-	-	-	-	3 8%	2 5%	-	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies?
by
Base: All respondents

PERSONAL PROFILE																
Total	Fixed line services													Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	80	40	47	33	40	7	-	-	-	-	-	-	37	43	-	
Don't know	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
No concerns	7 9%	4 10%	3 6%	4 12%	3 8%	- %	- %	- %	- %	- %	- %	- %	4 11%	3 7%	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

	Total	ISDN LINES														
		ISDN services Used									ISDN2/2e Channels					
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	80	65	42	38	32	30	33	20	25	2	13	10	6	7	-	2
Reliability	38 48%	32 49%	22 52%	19 50%	15 47%	14 47%	20 61%	12 60%	13 52%	1 50%	5 38%	4 40%	4 67%	6 86%	-	1 50%
Quality of service	30 38%	26 40%	15 36%	11 29%	12 38%	9 30%	11 33%	6 30%	7 28%	1 50%	9 69%	3 30%	3 50%	3 43%	-	-
Price	27 34%	20 31%	16 38%	16 42%	11 34%	9 30%	12 36%	7 35%	8 32%	-	4 31%	2 20%	1 17%	2 29%	-	2 100%
Security	22 28%	18 28%	11 26%	11 29%	10 31%	9 30%	13 39%	8 40%	7 28%	1 50%	2 15%	2 20%	3 50%	3 43%	-	1 50%
Resilience	21 26%	18 28%	14 33%	9 24%	9 28%	9 30%	10 30%	6 30%	7 28%	-	3 23%	2 20%	2 33%	2 29%	-	-
Cost of investment needed	14 18%	13 20%	10 24%	9 24%	7 22%	6 20%	6 18%	3 15%	4 16%	-	1 8%	1 10%	1 17%	2 29%	-	-
Happy with current system	12 15%	10 15%	8 19%	7 18%	3 9%	4 13%	6 18%	2 10%	6 24%	-	4 31%	1 10%	-	1 14%	-	-
Don't know enough about it	10 13%	9 14%	4 10%	5 13%	5 16%	3 10%	4 12%	2 10%	3 12%	-	2 15%	2 20%	-	-	-	-
Lack of commercial offerings	10 13%	7 11%	4 10%	6 16%	4 13%	3 10%	7 21%	2 10%	4 16%	-	2 15%	2 20%	1 17%	2 29%	-	-
Unable to meet business needs	9 11%	5 8%	5 12%	4 11%	3 9%	5 17%	6 18%	4 20%	5 20%	-	-	1 10%	-	1 14%	-	-
Immaturity of commercial offerings	5 6%	5 8%	2 5%	1 3%	-	1 3%	1 3%	2 10%	2 8%	-	2 15%	1 10%	-	1 14%	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 86 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies?
by
Base: All respondents

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	paconferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
Total	80	65	42	38	32	30	33	20	25	2	13	10	6	7	-	2
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No concerns	7	7	3	4	1	3	1	1	3	-	2	2	-	-	-	-
	9%	11%	7%	11%	3%	10%	3%	5%	12%	-%	15%	20%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 channels (g)	1500 or more channels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	80	12	6	7	7	8	3	1	2	64	7	51	10	25	14	1	30	14	2	39	34	5
Reliability	38 48%	6 50%	2 33%	1 14%	4 57%	5 63%	1 33%	1 100%	1 50%	30 47%	3 43%	28 55%	2 20%	13 52%	7 50%	1 100%	15 50%	6 43%	- -%	20 51%	15 44%	2 40%
Quality of service	30 38%	4 33%	3 50%	- -	3 43%	3 38%	1 33%	- -%	- -%	24 38%	2 29%	21 41%	3 30%	12 48%	7 50%	- -%	10 33%	3 21%	1 50%	19 49%	10 29%	- -%
Price	27 34%	5 42%	2 33%	3 43%	4 57%	- -%	2 67%	1 100%	- -%	24 38%	2 29%	20 39%	4 40%	9 36%	2 14%	- -%	11 37%	7 50%	- -%	15 38%	9 26%	2 40%
Security	22 28%	3 25%	3 50%	- -%	2 29%	3 38%	1 33%	1 100%	- -%	19 30%	1 14%	18 35%	1 10%	4 16%	7 50%	1 100%	9 30%	3 21%	1 50%	10 26%	11 32%	1 20%
Resilience	21 26%	4 33%	1 17%	1 14%	3 43%	4 50%	1 33%	- -%	1 50%	19 30%	1 14%	16 31%	3 30%	7 28%	1 7%	1 100%	7 23%	8 57%	- -%	14 36%	6 18%	1 20%
Cost of investment needed	14 18%	4 33%	1 17%	1 14%	- -%	2 25%	1 33%	- -%	- -%	11 17%	2 29%	8 16%	3 30%	2 8%	3 21%	- -%	6 20%	3 21%	1 50%	8 21%	4 12%	2 40%
Happy with current system	12 15%	3 25%	- -%	1 14%	- -%	2 25%	- -%	- -%	1 50%	8 13%	1 14%	7 14%	1 10%	6 24%	- -%	- -%	6 20%	1 7%	- -%	7 18%	4 12%	1 20%
Don't know enough about it	10 13%	2 17%	- -%	1 14%	1 14%	1 13%	- -%	- -%	1 50%	7 11%	- -%	6 12%	1 10%	2 8%	1 7%	1 100%	5 17%	2 14%	- -%	5 13%	4 12%	1 20%
Lack of commercial offerings	10 13%	- -%	- -%	2 29%	- -%	1 13%	- -%	- -%	- -%	9 14%	1 14%	7 14%	2 20%	4 16%	3 21%	- -%	1 3%	1 7%	1 50%	6 15%	4 12%	- -%
Unable to meet business needs	9 11%	- -%	- -%	2 29%	1 14%	2 25%	- -%	- -%	2 100%	9 14%	- -%	6 12%	3 30%	2 8%	- -%	- -%	4 13%	2 14%	1 50%	2 5%	7a 21%	- -%
Immaturity of commercial offerings	5 6%	- -%	- -%	- -%	- -%	2 25%	- -%	- -%	- -%	4 6%	- -%	2 4%	2 20%	4 16%	- -%	- -%	2 7%	- -%	- -%	3 8%	2 6%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

ISDN LINES																							
	ISDN 30 channels										Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)	
		(a)	(b)	(c)	ch annels (d)	ch chan nels (e)	chan nels(f)	or -1470 channe ls(g)	more chan nels(h)														
Total	80	12	6	7	7	8	3	1	2	64	7	51	10	25	14	1	30	14	2	39	34	5	
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
No concerns	7 9%	1 8%	- -%	2 29%	- -%	- -%	- -%	- -%	- -%	5 8%	1 14%	2 4%	- -%	4 16%	- -%	- -%	2 7%	- -%	- -%	3 8%	2 6%	1 20%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	80	23	31	25	40	31	15	32	47	29	2
Reliability	38 48%	9 39%	16 52%	13 52%	21 53%	14 45%	8 53%	17 53%	25 53%	13 45%	- -%
Quality of service	30 38%	9 39%	12 39%	9 36%	15 38%	14 45%	8 53%	7 22%	15 32%	14 48%	1 50%
Price	27 34%	10 43%	9 29%	8 32%	16 40%	8 26%	5 33%	10 31%	15 32%	10 34%	1 50%
Security	22 28%	8 35%	8 26%	6 24%	14 35%	7 23%	3 20%	11 34%	14 30%	8 28%	- -%
Resilience	21 26%	5 22%	9 29%	7 28%	9 23%	11 35%	2 13%	8 25%	10 21%	10 34%	1 50%
Cost of investment needed	14 18%	1 4%	8 26%	5 20%	6 15%	6 19%	- -%	6 19%	6 13%	7 24%	- -%
Happy with current system	12 15%	2 9%	5 16%	5 20%	2 5%	9A 29%	1 7%	4 13%	5 11%	7 24%	- -%
Don't know enough about it	10 13%	1 4%	7 23%	2 8%	4 10%	5 16%	2 13%	3 9%	5 11%	4 14%	- -%
Lack of commercial offerings	10 13%	7 30%	2 6%	1 4%	9b 23%	1 3%	4 27%	6 19%	10 21%	- -%	- -%
Unable to meet business needs	9 11%	7 30%	1 3%	1 4%	6 15%	3 10%	2 13%	6 19%	8 17%	1 3%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
Total	80	23	31	25	40	31	15	32	47	29	2
Immaturity of commercial offerings	5 6%	1 4%	3 10%	1 4%	1 3%	4 13%	- -	1 3%	1 2%	4 14%	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No concerns	7 9%	- -	2 6%	4 16%	- -	3a 10%	- -	3 9%	3 6%	3 10%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa yments (f) (g)	Video confe rencing (h)	
Total	80	80	-	41	28	11	24	16	6	22	-	-	-	-	-	-	-	-	-	-	
Reliability	38 48%	38 48%	- -%	17 41%	17 61%	3 27%	15 63%	8 50%	3 50%	9 41%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Quality of service	30 38%	30 38%	- -%	14 34%	13 46%	5 45%	8 33%	5 31%	1 17%	11 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Price	27 34%	27 34%	- -%	16 39%	7 25%	3 27%	10 42%	6 38%	3 50%	5 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Security	22 28%	22 28%	- -%	15 37%	4 14%	2 18%	9 38%	7 44%	2 33%	2 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Resilience	21 26%	21 26%	- -%	10 24%	9 32%	3 27%	5 21%	2 13%	2 33%	9 41%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Cost of investment needed	14 18%	14 18%	- -%	6 15%	5 18%	- -%	4 17%	4 25%	1 17%	5 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Happy with current system	12 15%	12 15%	- -%	2 5%	7 25%	- -%	2 8%	2 13%	- -%	8 36%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know enough about it	10 13%	10 13%	- -%	4 10%	3 11%	1 9%	2 8%	- -%	1 17%	6 27%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Lack of commercial offerings	10 13%	10 13%	- -%	10 24%	- -%	1 9%	6 25%	3 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Unable to meet business needs	9 11%	9 11%	- -%	7 17%	1 4%	- -%	6 25%	1 6%	1 17%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Immaturity of commercial offerings	5 6%	5 6%	- -%	1 2%	4 14%	- -%	1 4%	- -%	- -%	4 18%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies?
by
Base: All respondents

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
																						Total
Total	80	80	-	41	28	11	24	16	6	22	-	-	-	-	-	-	-	-	-	-		
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
No concerns	7 9%	7 9%	- -%	3 7%	2 7%	1 9%	2 8%	- -%	- -%	3 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

		IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	80	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reliability	38 48%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quality of service	30 38%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Price	27 34%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Security	22 28%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Resilience	21 26%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cost of investment needed	14 18%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Happy with current system	12 15%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know enough about it	10 13%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of commercial offerings	10 13%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unable to meet business needs	9 11%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Immaturity of commercial offerings	5 6%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies?
by
Base: All respondents

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
Total	80	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No concerns	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	80	41	37	23	12	27	18
Reliability	38 48%	17 41%	19 51%	12 52%	6 50%	13 48%	8 44%
Quality of service	30 38%	19 46%	10 27%	9 39%	8 67%	8 30%	6 33%
Price	27 34%	11 27%	16 43%	7 30%	3 25%	10 37%	7 39%
Security	22 28%	11 27%	10 27%	9 39%	2 17%	7 26%	6 33%
Resilience	21 26%	9 22%	11 30%	3 13%	4 33%	10 37%	4 22%
Cost of investment needed	14 18%	5 12%	9 24%	3 13%	2 17%	7 26%	2 11%
Happy with current system	12 15%	6 15%	5 14%	1 4%	5 42%	4 15%	2 11%
Don't know enough about it	10 13%	6 15%	4 11%	2 9%	1 8%	3 11%	3 17%
Lack of commercial offerings	10 13%	3 7%	7 19%	6 26%	1 8%	3 11%	- -%
Unable to meet business needs	9 11%	2 5%	7 19%	2 9%	- -%	5 19%	2 11%
Immaturity of commercial offerings	5 6%	2 5%	2 5%	- -%	3 25%	1 4%	1 6%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 86 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies?
by
Base: All respondents

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
	-----	-----	-----	-----	-----	-----	
Total	80	41	37	23	12	27	18
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
No concerns	7	7B	-	1	1	1	2
	9%	17%	-%	4%	8%	4%	11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st

by

Base: All respondents

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	80	-	1	3	4	22	28	26	55	10	7	8	5	37	22	16
Quality of service	16 20%	- -%	- -%	1 33%	1 25%	5 23%	6 21%	4 15%	13 24%	1 10%	- -%	2 25%	- -%	7 19%	7 32%	2 13%
Reliability	15 19%	- -%	- -%	- -%	- -%	4 18%	7 25%	4 15%	11 20%	2 20%	1 14%	1 13%	- -%	9 24%	3 14%	3 19%
Price	13 16%	- -%	- -%	- -%	- -%	3 14%	5 18%	5 19%	6 11%	2 20%	4 57%	1 13%	1 20%	4 11%	3 14%	5 31%
Security	10 13%	- -%	- -%	1 33%	1 25%	1 5%	3 11%	5 19%	5 9%	2 20%	1 14%	2 25%	1 20%	3 8%	3 14%	3 19%
Don't know enough about it	6 8%	- -%	1 100%	- -%	1 25%	2 9%	1 4%	2 8%	4 7%	- -%	- -%	2 25%	1 20%	3 8%	1 5%	1 6%
Resilience	4 5%	- -%	- -%	- -%	- -%	1 5%	1 4%	2 8%	1 2%	2 20%	1 14%	- -%	- -%	1 3%	1 5%	2 13%
Happy with current system	4 5%	- -%	- -%	1 33%	1 25%	2 9%	- -%	1 4%	4 7%	- -%	- -%	- -%	1 20%	2 5%	1 5%	- -%
Cost of investment needed	3 4%	- -%	- -%	- -%	- -%	1 5%	1 4%	1 4%	2 4%	1 10%	- -%	- -%	1 20%	2 5%	- -%	- -%
Unable to meet business needs	2 3%	- -%	- -%	- -%	- -%	1 5%	1 4%	- -%	2 4%	- -%	- -%	- -%	- -%	2 5%	- -%	- -%
Lack of commercial offerings	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Immaturity of commercial offerings	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st
by
Base: All respondents

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20	(c)	£1m	million	million	(d)	
					(e)	(f)						(a)	to £20 million	million	(c)	
													(b)			
Total	80	-	1	3	4	22	28	26	55	10	7	8	5	37	22	16
Dont know	7	-	-	-	-	2	3	2	7	-	-	-	-	4	3	-
	9%	-%	-%	-%	-%	9%	11%	8%	13%	-%	-%	-%	-%	11%	14%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st

by

Base: All respondents

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	80	3	23	2	8	10	10	10	6	8	1	8	19	22	30
Quality of service	16 20%	- -%	5 22%	- -%	2 25%	3 30%	2 20%	3 30%	1 17%	- -%	- -%	- -%	4 21%	9 41%	3 10%
Reliability	15 19%	- -%	6 26%	- -%	2 25%	1 10%	1 10%	2 20%	1 17%	2 25%	- -%	1 13%	3 16%	4 18%	7 23%
Price	13 16%	1 33%	3 13%	- -%	1 13%	4 40%	2 20%	- -%	2 33%	- -%	- -%	1 13%	5 26%	1 5%	6 20%
Security	10 13%	- -%	3 13%	2 100%	2 25%	1 10%	- -%	2 20%	- -%	- -%	- -%	2 25%	2 11%	1 5%	5 17%
Don't know enough about it	6 8%	1 33%	3 13%	- -%	- -%	1 10%	- -%	- -%	- -%	1 13%	- -%	1 13%	1 5%	1 5%	3 10%
Resilience	4 5%	- -%	- -%	- -%	- -%	- -%	1 10%	1 10%	2 33%	- -%	1 100%	1 13%	- -%	1 5%	1 3%
Happy with current system	4 5%	- -%	1 4%	- -%	- -%	- -%	- -%	1 10%	- -%	2 25%	- -%	- -%	1 5%	1 5%	2 7%
Cost of investment needed	3 4%	1 33%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	2 11%	1 5%	- -%
Unable to meet business needs	2 3%	- -%	- -%	- -%	- -%	- -%	2 20%	- -%	- -%	- -%	- -%	2 25%	- -%	- -%	- -%
Lack of commercial offerings	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Immaturity of commercial offerings	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st

by

Base: All respondents

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	80	3	23	2	8	10	10	10	6	8	1	8	19	22	30
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Dont know	7 9%	- %	1 4%	- %	1 13%	- %	2 20%	1 10%	- %	2 25%	- %	- %	1 5%	3 14%	3 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st

by

Base: All respondents

	PERSONAL PROFILE																
	Location												Involvement				
	Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	80	2	11	8	3	6	2	29	10	7	78	1	1	-	56	6	3
Quality of service	16 20%	1 50%	2 18%	1 13%	- -	1 17%	1 50%	6 21%	4 40%	- -	16 21%	- -	- -	- -	11 20%	2 33%	- -
Reliability	15 19%	1 50%	3 27%	2 25%	- -	3 50%	- -	3 10%	1 10%	1 14%	14 18%	- -	1 100%	- -	13 23%	- -	- -
Price	13 16%	- -	1 9%	1 13%	- -	2 33%	1 50%	3 10%	3 30%	2 29%	13 17%	- -	- -	- -	11 20%	1 17%	- -
Security	10 13%	- -	2 18%	1 13%	1 33%	- -	- -	5 17%	- -	1 14%	10 13%	- -	- -	- -	6 11%	2 33%	1 33%
Don't know enough about it	6 8%	- -	1 9%	- -	1 33%	- -	- -	3 10%	- -	- -	5 6%	1 100%	- -	- -	2 4%	- -	- -
Resilience	4 5%	- -	1 9%	- -	- -	- -	- -	2 7%	- -	1 14%	4 5%	- -	- -	- -	2 4%	1 17%	1 33%
Happy with current system	4 5%	- -	1 9%	1 13%	- -	- -	- -	1 3%	- -	1 14%	4 5%	- -	- -	- -	2 4%	- -	- -
Cost of investment needed	3 4%	- -	- -	1 13%	1 33%	- -	- -	1 3%	- -	- -	3 4%	- -	- -	- -	3 5%	- -	- -
Unable to meet business needs	2 3%	- -	- -	- -	- -	- -	- -	2 7%	- -	- -	2 3%	- -	- -	- -	2 4%	- -	- -
Lack of commercial offerings	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Immaturity of commercial offerings	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 87 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st
by
Base: All respondents

PERSONAL PROFILE																	
Total	Location														Involvement		
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	80	2	11	8	3	6	2	29	10	7	78	1	1	-	56	6	3
Dont know	7	-	-	1	-	-	-	3	2	1	7	-	-	-	4	-	1
	9%	-%	-%	13%	-%	-%	-%	10%	20%	14%	9%	-%	-%	-%	7%	-%	33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st

by

Base: All respondents

	Total	PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	80	40	47	33	40	7	-	-	-	-	-	-	-	37	43	-
Quality of service	16 20%	10 25%	8 17%	8 24%	6 15%	2 29%	- -	- -	- -	- -	- -	- -	- -	9 24%	7 16%	- -
Reliability	15 19%	9 23%	8 17%	7 21%	6 15%	2 29%	- -	- -	- -	- -	- -	- -	- -	8 22%	7 16%	- -
Price	13 16%	4 10%	11c 23%	2 6%	9 23%	2 29%	- -	- -	- -	- -	- -	- -	- -	3 8%	10 23%	- -
Security	10 13%	4 10%	6 13%	4 12%	6 15%	- -	- -	- -	- -	- -	- -	- -	- -	4 11%	6 14%	- -
Don't know enough about it	6 8%	2 5%	5 11%	1 3%	4 10%	1 14%	- -	- -	- -	- -	- -	- -	- -	2 5%	4 9%	- -
Resilience	4 5%	1 3%	3 6%	1 3%	3 8%	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	3 7%	- -
Happy with current system	4 5%	3 8%	1 2%	3 9%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	3 8%	1 2%	- -
Cost of investment needed	3 4%	2 5%	1 2%	2 6%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	2 5%	1 2%	- -
Unable to meet business needs	2 3%	1 3%	1 2%	1 3%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	1 2%	- -
Lack of commercial offerings	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Immaturity of commercial offerings	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st
by
Base: All respondents

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	80	40	47	33	40	7	-	-	-	-	-	-	37	43	-	
Dont know	7	4	3	4	3	-	-	-	-	-	-	-	4	3	-	
	9%	10%	6%	12%	8%	-%	-%	-%	-%	-%	-%	-%	11%	7%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st

by

Base: All respondents

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	80	65	42	38	32	30	33	20	25	2	13	10	6	7	-	2
Quality of service	16 20%	13 20%	8 19%	6 16%	7 22%	7 23%	9 27%	5 25%	4 16%	1 50%	4 31%	1 10%	2 33%	2 29%	- -%	- -%
Reliability	15 19%	13 20%	11 26%	9 24%	8 25%	6 20%	7 21%	4 20%	4 16%	1 50%	2 15%	1 10%	4 67%	1 14%	- -%	- -%
Price	13 16%	9 14%	7 17%	6 16%	5 16%	4 13%	3 9%	3 15%	3 12%	- -%	1 8%	1 10%	- -%	- -%	- -%	2 100%
Security	10 13%	8 12%	5 12%	5 13%	3 9%	2 7%	5 15%	3 15%	4 16%	- -%	1 8%	1 10%	- -%	2 29%	- -%	- -%
Don't know enough about it	6 8%	6 9%	3 7%	3 8%	4 13%	3 10%	2 6%	2 10%	2 8%	- -%	- -%	2 20%	- -%	- -%	- -%	- -%
Resilience	4 5%	3 5%	3 7%	1 3%	1 3%	3 10%	2 6%	1 5%	2 8%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%
Happy with current system	4 5%	3 5%	1 2%	2 5%	- -%	1 3%	1 3%	- -%	1 4%	- -%	2 15%	1 10%	- -%	- -%	- -%	- -%
Cost of investment needed	3 4%	2 3%	1 2%	- -%	2 6%	- -%	1 3%	1 5%	- -%	- -%	- -%	1 10%	- -%	1 14%	- -%	- -%
Unable to meet business needs	2 3%	1 2%	- -%	2 5%	1 3%	1 3%	2 6%	- -%	2 8%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%
Lack of commercial offerings	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Immaturity of commercial offerings	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 87 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st
by
Base: All respondents

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total	80	65	42	38	32	30	33	20	25	2	13	10	6	7	-	2
Dont know	7 9%	7 11%	3 7%	4 11%	1 3%	3 10%	1 3%	1 5%	3 12%	- -%	2 15%	2 20%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st

by

Base: All respondents

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch annels (f)	600-1470 channe ls (g)	1500 or more channe ls (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	80	12	6	7	7	8	3	1	2	64	7	51	10	25	14	1	30	14	2	39	34	5
Quality of service	16 20%	2 17%	2 33%	- -	1 14%	2 25%	1 33%	- -	- -	13 20%	1 14%	12 24%	1 10%	6 24%	4 29%	- -	5 17%	2 14%	1 50%	9 23%	7 21%	- -
Reliability	15 19%	4 33%	- -	1 14%	- -	2 25%	1 33%	- -	- -	11 17%	2 29%	9 18%	2 20%	5 20%	4 29%	- -	6 20%	2 14%	- -	7 18%	7 21%	1 20%
Price	13 16%	2 17%	1 17%	3 43%	3 43%	- -	- -	1 100%	- -	13 20%	- -	10 20%	3 30%	4 16%	- -	- -	6 20%	5 36%	- -	6 15%	4 12%	2 40%
Security	10 13%	- -	3 50%	- -	1 14%	1 13%	1 33%	- -	- -	8 13%	1 14%	8 16%	- -	1 4%	3 21%	- -	5 17%	1 7%	- -	4 10%	6 18%	- -
Don't know enough about it	6 8%	2 17%	- -	- -	1 14%	1 13%	- -	- -	1 50%	4 6%	- -	4 8%	- -	- -	1 7%	1 100%	4 13%	1 7%	- -	3 8%	2 6%	1 20%
Resilience	4 5%	- -	- -	- -	1 14%	1 13%	- -	- -	1 50%	4 6%	- -	3 6%	1 10%	1 4%	- -	- -	1 3%	2 14%	- -	2 5%	2 6%	- -
Happy with current system	4 5%	1 8%	- -	- -	- -	- -	- -	- -	- -	2 3%	1 14%	1 2%	1 10%	3 12%	- -	- -	1 3%	- -	- -	3 8%	1 3%	- -
Cost of investment needed	3 4%	- -	- -	- -	- -	1 13%	- -	- -	- -	2 3%	1 14%	1 2%	1 10%	- -	2 14%	- -	- -	1 7%	- -	2 5%	1 3%	- -
Unable to meet business needs	2 3%	- -	- -	1 14%	- -	- -	- -	- -	- -	2 3%	- -	1 2%	1 10%	1 4%	- -	- -	- -	- -	1 50%	- -	2 6%	- -
Lack of commercial offerings	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Immaturity of commercial offerings	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st
by
Base: All respondents

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
		(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 or more chan nels(g) nels(h)	(a)	(b)	(a)	(b)	Service (a)	mentary (b)	ck-up (c)	Service (a)	mentary (b)	ck-up (c)	dalone (a)	-house package (b)	lution (c)	
Total	80	12	6	7	7	8	3	1	2	64	7	51	10	25	14	1	30	14	2	39	34	5
Dont know	7	1	-	2	-	-	-	-	-	5	1	2	-	4	-	-	2	-	-	3	2	1
	9%	8%	-%	29%	-%	-%	-%	-%	-%	8%	14%	4%	-%	16%	-%	-%	7%	-%	-%	8%	6%	20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st

by

Base: All respondents

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	80	23	31	25	40	31	15	32	47	29	2
Quality of service	16 20%	5 22%	6 19%	5 20%	10 25%	6 19%	5 33%	4 13%	9 19%	6 21%	1 50%
Reliability	15 19%	2 9%	7 23%	6 24%	7 18%	7 23%	3 20%	6 19%	9 19%	6 21%	- -%
Price	13 16%	6 26%	3 10%	4 16%	9 23%	2 6%	3 20%	5 16%	8 17%	3 10%	1 50%
Security	10 13%	4 17%	4 13%	2 8%	6 15%	3 10%	1 7%	5 16%	6 13%	4 14%	- -%
Don't know enough about it	6 8%	- -%	5 16%	1 4%	2 5%	4 13%	1 7%	3 9%	4 9%	2 7%	- -%
Resilience	4 5%	3 13%	1 3%	- -%	2 5%	1 3%	- -%	2 6%	2 4%	2 7%	- -%
Happy with current system	4 5%	- -%	2 6%	2 8%	1 3%	3 10%	1 7%	- -%	1 2%	3 10%	- -%
Cost of investment needed	3 4%	1 4%	1 3%	1 4%	2 5%	1 3%	- -%	3 9%	3 6%	- -%	- -%
Unable to meet business needs	2 3%	2 9%	- -%	- -%	1 3%	1 3%	1 7%	1 3%	2 4%	- -%	- -%
Lack of commercial offerings	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st

by

Base: All respondents

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
Total	80	23	31	25	40	31	15	32	47	29	2
Immaturity of commercial offerings	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	7 9%	- -%	2 6%	4 16%	- -%	3a 10%	- -%	3 9%	3 6%	3 10%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st

by

Base: All respondents

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	80	80	-	41	28	11	24	16	6	22	-	-	-	-	-	-	-	-	-	-	-
Quality of service	16 20%	16 20%	- -	9 22%	5 18%	5 45%	1 4%	5 31%	- -	5 23%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Reliability	15 19%	15 19%	- -	3 7%	10 36%	2 18%	3 13%	4 25%	1 17%	5 23%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Price	13 16%	13 16%	- -	9 22%	2 7%	2 18%	6 25%	2 13%	1 17%	2 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Security	10 13%	10 13%	- -	7 17%	2 7%	1 9%	4 17%	3 19%	2 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know enough about it	6 8%	6 8%	- -	2 5%	3 11%	- -	2 8%	- -	- -	4 18%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Resilience	4 5%	4 5%	- -	3 7%	- -	- -	2 8%	- -	2 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Happy with current system	4 5%	4 5%	- -	1 2%	3 11%	- -	- -	1 6%	- -	3 14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Cost of investment needed	3 4%	3 4%	- -	2 5%	1 4%	- -	2 8%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Unable to meet business needs	2 3%	2 3%	- -	2 5%	- -	- -	2 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of commercial offerings	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Immaturity of commercial offerings	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st
by
Base: All respondents

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	80	80	-	41	28	11	24	16	6	22	-	-	-	-	-	-	-	-	-	-	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Dont know	7	7	-	3	2	1	2	-	-	3	-	-	-	-	-	-	-	-	-	-	
	9%	9%	-%	7%	7%	9%	8%	-%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st

by

Base: All respondents

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	80	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quality of service	16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Reliability	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	19%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Price	13	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know enough about it	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Resilience	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Happy with current system	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost of investment needed	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Unable to meet business needs	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lack of commercial offerings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Immaturity of commercial offerings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st

by

Base: All respondents

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	80	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st by

Base: All respondents

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	80	41	37	23	12	27	18
Quality of service	16 20%	8 20%	8 22%	5 22%	5 42%	4 15%	4 22%
Reliability	15 19%	7 17%	8 22%	5 22%	2 17%	6 22%	2 11%
Price	13 16%	3 7%	10a 27%	3 13%	1 8%	8 30%	3 17%
Security	10 13%	6 15%	3 8%	3 13%	1 8%	2 7%	4 22%
Don't know enough about it	6 8%	4 10%	2 5%	2 9%	- -%	1 4%	3 17%
Resilience	4 5%	2 5%	2 5%	- -%	- -%	3 11%	- -%
Happy with current system	4 5%	2 5%	1 3%	1 4%	2 17%	- -%	- -%
Cost of investment needed	3 4%	1 2%	2 5%	2 9%	- -%	1 4%	- -%
Unable to meet business needs	2 3%	1 2%	1 3%	1 4%	- -%	1 4%	- -%
Lack of commercial offerings	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Immaturity of commercial offerings	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 87 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st
by
Base: All respondents

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	80	41	37	23	12	27	18
Dont know	7	7B	-	1	1	1	2
	9%	17%	-%	4%	8%	4%	11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd

by

Base: All respondents

	Total	PERSONAL PROFILE														
		Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)	(a)	(b)	to 20 (c)		£1m (a)	million to £20 million (b)	million - £100 million (c)	(d)
Total	80	-	1	3	4	22	28	26	55	10	7	8	5	37	22	16
Reliability	10 13%	- -%	- -%	- -%	- -%	4 18%	1 4%	5 19%	6 11%	2 20%	1 14%	1 13%	- -%	5 14%	4 18%	1 6%
Quality of service	9 11%	- -%	1 100%	- -%	1 25%	1 5%	5 18%	2 8%	5 9%	2 20%	- -%	2 25%	1 20%	3 8%	5 23%	- -%
Resilience	9 11%	- -%	- -%	- -%	- -%	5 23%	2 7%	2 8%	5 9%	2 20%	1 14%	1 13%	- -%	5 14%	3 14%	1 6%
Security	7 9%	- -%	- -%	- -%	- -%	3 14%	3 11%	1 4%	6 11%	- -%	1 14%	- -%	- -%	3 8%	2 9%	2 13%
Price	7 9%	- -%	- -%	- -%	- -%	1 5%	3 11%	3 12%	5 9%	- -%	1 14%	1 13%	- -%	3 8%	1 5%	3 19%
Cost of investment needed	6 8%	- -%	- -%	1 33%	1 25%	1 5%	- -%	4 15%	4 7%	1 10%	1 14%	- -%	2 40%	1 3%	- -%	3 19%
Unable to meet business needs	5 6%	- -%	- -%	- -%	- -%	- -%	3 11%	2 8%	3 5%	- -%	1 14%	1 13%	- -%	2 5%	1 5%	2 13%
Lack of commercial offerings	2 3%	- -%	- -%	- -%	- -%	2 9%	- -%	- -%	2 4%	- -%	- -%	- -%	1 20%	1 3%	- -%	- -%
Don't know enough about it	1 1%	- -%	- -%	1 33%	1 25%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%
Immaturity of commercial offerings	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	1 10%	- -%	- -%	- -%	- -%	- -%	1 6%
Happy with current system	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	1 10%	- -%	- -%	- -%	- -%	- -%	1 6%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 88 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd
by
Base: All respondents

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	- £100	million	(d)	
					(e)	(f)				(c)		(a)	to £20 million	million (c)		
												(b)				
Total	80	-	1	3	4	22	28	26	55	10	7	8	5	37	22	16
Dont know	22	-	-	1	1	5	11	5	18	1	1	2	1	13	6	2
	28%	-%	-%	33%	25%	23%	39%	19%	33%	10%	14%	25%	20%	35%	27%	13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd

by

Base: All respondents

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	80	3	23	2	8	10	10	10	6	8	1	8	19	22	30
Reliability	10 13%	1 33%	4 17%	- -	1 13%	2 20%	- -	1 10%	1 17%	- -	- -	1 13%	- -	4 18%	5 17%
Quality of service	9 11%	- -	3 13%	1 50%	- -	3 30%	- -	1 10%	- -	1 13%	- -	2 25%	2 11%	- -	5 17%
Resilience	9 11%	1 33%	3 13%	- -	1 13%	1 10%	- -	1 10%	- -	2 25%	- -	- -	3 16%	3 14%	3 10%
Security	7 9%	- -	2 9%	- -	1 13%	1 10%	2 20%	- -	1 17%	- -	- -	2 25%	1 5%	3 14%	1 3%
Price	7 9%	- -	2 9%	- -	1 13%	- -	- -	2 20%	1 17%	1 13%	- -	1 13%	2 11%	2 9%	2 7%
Cost of investment needed	6 8%	- -	2 9%	- -	- -	1 10%	1 10%	2 20%	- -	- -	- -	- -	- -	2 9%	4 13%
Unable to meet business needs	5 6%	1 33%	- -	- -	1 13%	1 10%	1 10%	- -	1 17%	- -	1 100%	- -	4 21%	- -	- -
Lack of commercial offerings	2 3%	- -	- -	- -	- -	- -	1 10%	- -	- -	1 13%	- -	1 13%	1 5%	- -	- -
Don't know enough about it	1 1%	- -	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	1 5%	- -	- -
Immaturity of commercial offerings	1 1%	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -	1 3%
Happy with current system	1 1%	- -	- -	- -	- -	- -	- -	- -	1 17%	- -	- -	- -	- -	- -	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd

by

Base: All respondents

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	80	3	23	2	8	10	10	10	6	8	1	8	19	22	30
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Dont know	22 28%	- %	7 30%	1 50%	3 38%	1 10%	4 40%	2 20%	1 17%	3 38%	- %	1 13%	5 26%	8 36%	8 27%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd

by

Base: All respondents

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)
Total	80	2	11	8	3	6	2	29	10	7	78	1	1	-	56	6	3
Reliability	10 13%	- -	3 27%	1 13%	- -	- -	- -	4 14%	1 10%	1 14%	10 13%	- -	- -	- -	7 13%	1 17%	1 33%
Quality of service	9 11%	- -	2 18%	- -	1 33%	2 33%	- -	3 10%	1 10%	- -	9 12%	- -	- -	- -	4 7%	3 50%	- -
Resilience	9 11%	- -	1 9%	1 13%	- -	1 17%	1 50%	3 10%	1 10%	1 14%	9 12%	- -	- -	- -	7 13%	- -	- -
Security	7 9%	- -	1 9%	2 25%	- -	- -	- -	3 10%	1 10%	- -	7 9%	- -	- -	- -	7 13%	- -	- -
Price	7 9%	1 50%	1 9%	- -	- -	- -	- -	4 14%	- -	1 14%	7 9%	- -	- -	- -	6 11%	1 17%	- -
Cost of investment needed	6 8%	- -	- -	- -	1 33%	2 33%	- -	1 3%	- -	2 29%	6 8%	- -	- -	- -	3 5%	1 17%	- -
Unable to meet business needs	5 6%	- -	1 9%	- -	- -	- -	- -	3 10%	1 10%	- -	5 6%	- -	- -	- -	5 9%	- -	- -
Lack of commercial offerings	2 3%	- -	- -	- -	1 33%	- -	- -	1 3%	- -	- -	2 3%	- -	- -	- -	2 4%	- -	- -
Don't know enough about it	1 1%	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	1 1%	- -	- -	- -	- -	- -	- -
Immaturity of commercial offerings	1 1%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 1%	- -	- -	- -	1 2%	- -	- -
Happy with current system	1 1%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 1%	- -	- -	- -	1 2%	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 88 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd
by
Base: All respondents

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	80	2	11	8	3	6	2	29	10	7	78	1	1	-	56	6	3
Dont know	22	1	2	4	-	1	1	5	4	2	20	1	1	-	13	-	2
	28%	50%	18%	50%	-%	17%	50%	17%	40%	29%	26%	100%	100%	-%	23%	-%	67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd

by

Base: All respondents

	Total	PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	80	40	47	33	40	7	-	-	-	-	-	-	-	37	43	-
Reliability	10 13%	6 15%	4 9%	6 18%	4 10%	- -	- -	- -	- -	- -	- -	- -	- -	6 16%	4 9%	- -
Quality of service	9 11%	5 13%	4 9%	5 15%	4 10%	- -	- -	- -	- -	- -	- -	- -	- -	5 14%	4 9%	- -
Resilience	9 11%	4 10%	7 15%	2 6%	5 13%	2 29%	- -	- -	- -	- -	- -	- -	- -	4 11%	5 12%	- -
Security	7 9%	5 13%	4 9%	3 9%	2 5%	2 29%	- -	- -	- -	- -	- -	- -	- -	4 11%	3 7%	- -
Price	7 9%	3 8%	4 9%	3 9%	4 10%	- -	- -	- -	- -	- -	- -	- -	- -	3 8%	4 9%	- -
Cost of investment needed	6 8%	1 3%	5 11%	1 3%	5 13%	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	5 12%	- -
Unable to meet business needs	5 6%	1 3%	4 9%	1 3%	4 10%	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	4 9%	- -
Lack of commercial offerings	2 3%	1 3%	1 2%	1 3%	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	1 2%	- -
Don't know enough about it	1 1%	1 3%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	- -	- -
Immaturity of commercial offerings	1 1%	- -	1 2%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -
Happy with current system	1 1%	1 3%	1 2%	- -	- -	1 14%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd
by
Base: All respondents

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	80	40	47	33	40	7	-	-	-	-	-	-	37	43	-	
Dont know	22	12	12	10	10	2	-	-	-	-	-	-	11	11	-	
	28%	30%	26%	30%	25%	29%	-%	-%	-%	-%	-%	-%	30%	26%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd

by

Base: All respondents

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	80	65	42	38	32	30	33	20	25	2	13	10	6	7	-	2
Reliability	10 13%	8 12%	5 12%	4 11%	1 3%	3 10%	5 15%	3 15%	1 4%	- %	3 23%	- %	- %	3 43%	- %	- %
Quality of service	9 11%	9 14%	5 12%	3 8%	5 16%	2 7%	1 3%	- %	2 8%	- %	3 23%	1 10%	1 17%	- %	- %	- %
Resilience	9 11%	8 12%	5 12%	4 11%	5 16%	4 13%	5 15%	4 20%	2 8%	- %	1 8%	2 20%	1 17%	- %	- %	- %
Security	7 9%	6 9%	2 5%	4 11%	4 13%	5 17%	4 12%	3 15%	1 4%	1 50%	- %	- %	2 33%	1 14%	- %	1 50%
Price	7 9%	5 8%	5 12%	4 11%	3 9%	2 7%	5 15%	2 10%	4 16%	- %	- %	1 10%	1 17%	1 14%	- %	- %
Cost of investment needed	6 8%	6 9%	4 10%	5 13%	3 9%	2 7%	2 6%	- %	3 12%	- %	1 8%	- %	- %	- %	- %	- %
Unable to meet business needs	5 6%	2 3%	4 10%	2 5%	2 6%	3 10%	3 9%	2 10%	2 8%	- %	- %	1 10%	- %	- %	- %	- %
Lack of commercial offerings	2 3%	- %	1 2%	1 3%	1 3%	- %	1 3%	- %	1 4%	- %	- %	1 10%	- %	- %	- %	- %
Don't know enough about it	1 1%	1 2%	- %	- %	- %	- %	- %	- %	- %	- %	1 8%	- %	- %	- %	- %	- %
Immaturity of commercial offerings	1 1%	1 2%	1 2%	- %	- %	1 3%	1 3%	1 5%	1 4%	- %	- %	- %	- %	- %	- %	- %
Happy with current system	1 1%	1 2%	1 2%	1 3%	- %	- %	- %	- %	1 4%	- %	- %	- %	- %	1 14%	- %	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 88 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd
by
Base: All respondents

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total	80	65	42	38	32	30	33	20	25	2	13	10	6	7	-	2
Dont know	22 28%	18 28%	9 21%	10 26%	8 25%	8 27%	6 18%	5 25%	7 28%	1 50%	4 31%	4 40%	1 17%	1 14%	- -%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd

by

Base: All respondents

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	80	12	6	7	7	8	3	1	2	64	7	51	10	25	14	1	30	14	2	39	34	5
Reliability	10 13%	- -%	1 17%	- -%	2 29%	1 13%	- -%	- -%	- -%	7 11%	1 14%	7 14%	- -%	5 20%	1 7%	- -%	3 10%	1 7%	- -%	7 18%	3 9%	- -%
Quality of service	9 11%	1 8%	1 17%	- -%	2 29%	- -%	- -%	- -%	- -%	7 11%	1 14%	7 14%	- -%	2 8%	3 21%	- -%	3 10%	1 7%	- -%	6 15%	2 6%	- -%
Resilience	9 11%	3 25%	- -%	1 14%	- -%	2 25%	1 33%	- -%	- -%	8 13%	1 14%	6 12%	2 20%	2 8%	1 7%	1 100%	3 10%	4 29%	- -%	6 15%	2 6%	1 20%
Security	7 9%	2 17%	- -%	- -%	- -%	1 13%	- -%	1 100%	- -%	6 9%	- -%	5 10%	1 10%	2 8%	3 21%	- -%	2 7%	1 7%	1 50%	2 5%	5 15%	- -%
Price	7 9%	- -%	1 17%	- -%	1 14%	- -%	2 67%	- -%	- -%	6 9%	- -%	6 12%	- -%	2 8%	1 7%	- -%	3 10%	1 7%	- -%	3 8%	4 12%	- -%
Cost of investment needed	6 8%	3 25%	- -%	1 14%	- -%	- -%	- -%	- -%	- -%	5 8%	- -%	3 6%	2 20%	1 4%	- -%	- -%	4 13%	1 7%	- -%	3 8%	1 3%	2 40%
Unable to meet business needs	5 6%	- -%	- -%	1 14%	- -%	1 13%	- -%	- -%	2 100%	5 8%	- -%	3 6%	2 20%	1 4%	- -%	- -%	2 7%	2 14%	- -%	2 5%	3 9%	- -%
Lack of commercial offerings	2 3%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	1 2%	1 10%	- -%	1 7%	- -%	- -%	- -%	1 50%	1 3%	1 3%	- -%
Don't know enough about it	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%
Immaturity of commercial offerings	1 1%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 3%	- -%
Happy with current system	1 1%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%	1 4%	- -%	- -%	1 3%	- -%	- -%	1 3%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd
by
Base: All respondents

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
		(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 or more channe ls(g)	nels(h)	(a)	(b)	(a)	(b)	Service (a)	mentary service (b)	ck-up (c)	Service (a)	mentary service (b)	ck-up (c)	alone (a)	-house package (b)	so lution (c)
Total	80	12	6	7	7	8	3	1	2	64	7	51	10	25	14	1	30	14	2	39	34	5
Dont know	22	3	3	3	2	1	-	-	-	16	4	11	2	8	4	-	8	3	-	8	11	2
	28%	25%	50%	43%	29%	13%	-%	-%	-%	25%	57%	22%	20%	32%	29%	-%	27%	21%	-%	21%	32%	40%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd

by

Base: All respondents

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	80	23	31	25	40	31	15	32	47	29	2
Reliability	10 13%	1 4%	6 19%	3 12%	5 13%	3 10%	- -	5 16%	5 11%	5 17%	- -
Quality of service	9 11%	4 17%	2 6%	3 12%	5 13%	3 10%	3 20%	2 6%	5 11%	4 14%	- -
Resilience	9 11%	2 9%	5 16%	2 8%	4 10%	5 16%	2 13%	4 13%	6 13%	2 7%	1 50%
Security	7 9%	4 17%	2 6%	1 4%	6 15%	1 3%	2 13%	3 9%	5 11%	2 7%	- -
Price	7 9%	2 9%	2 6%	3 12%	4 10%	3 10%	2 13%	3 9%	5 11%	2 7%	- -
Cost of investment needed	6 8%	- -	3 10%	3 12%	1 3%	3 10%	- -	1 3%	1 2%	4 14%	- -
Unable to meet business needs	5 6%	4 17%	- -	1 4%	4 10%	1 3%	1 7%	3 9%	4 9%	1 3%	- -
Lack of commercial offerings	2 3%	2 9%	- -	- -	1 3%	1 3%	- -	2 6%	2 4%	- -	- -
Don't know enough about it	1 1%	- -	1 3%	- -	- -	1 3%	- -	- -	- -	1 3%	- -
Immaturity of commercial offerings	1 1%	1 4%	- -	- -	1 3%	- -	- -	1 3%	1 2%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd
by
Base: All respondents

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	80	23	31	25	40	31	15	32	47	29	2
Happy with current system	1 1%	- -	1 3%	- -	- -	1 3%	- -	- -	- -	1 3%	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	22 28%	3 13%	9 29%	9 36%	9 23%	9 29%	5 33%	8 25%	13 28%	7 24%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd

by

Base: All respondents

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	80	80	-	41	28	11	24	16	6	22	-	-	-	-	-	-	-	-	-	-	-
Reliability	10 13%	10 13%	- -	5 12%	4 14%	1 9%	1 4%	3 19%	2 33%	3 14%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Quality of service	9 11%	9 11%	- -	5 12%	4 14%	- -	7 29%	- -	1 17%	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Resilience	9 11%	9 11%	- -	4 10%	4 14%	2 18%	2 8%	1 6%	- -	4 18%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Security	7 9%	7 9%	- -	6 15%	- -	- -	3 13%	4 25%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Price	7 9%	7 9%	- -	4 10%	2 7%	1 9%	2 8%	2 13%	1 17%	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Cost of investment needed	6 8%	6 8%	- -	1 2%	2 7%	- -	2 8%	- -	- -	4 18%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Unable to meet business needs	5 6%	5 6%	- -	4 10%	1 4%	- -	2 8%	1 6%	1 17%	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Lack of commercial offerings	2 3%	2 3%	- -	2 5%	- -	- -	2 8%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know enough about it	1 1%	1 1%	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Immaturity of commercial offerings	1 1%	1 1%	- -	1 2%	- -	- -	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Happy with current system	1 1%	1 1%	- -	- -	1 4%	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd
by
Base: All respondents

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	80	80	-	41	28	11	24	16	6	22	-	-	-	-	-	-	-	-	-	-	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Dont know	22	22	-	9	10	7	2	5	1	6	-	-	-	-	-	-	-	-	-	-	
	28%	28%	-%	22%	36%	64%	8%	31%	17%	27%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd

by

Base: All respondents

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	80	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reliability	10 13%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quality of service	9 11%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Resilience	9 11%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Security	7 9%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Price	7 9%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cost of investment needed	6 8%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unable to meet business needs	5 6%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of commercial offerings	2 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know enough about it	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Immaturity of commercial offerings	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Happy with current system	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd

by

Base: All respondents

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	80	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	22	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	28%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd by

Base: All respondents

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	80	41	37	23	12	27	18
Reliability	10 13%	3 7%	5 14%	1 4%	4 33%	2 7%	2 11%
Quality of service	9 11%	8b 20%	1 3%	4 17%	- -	3 11%	1 6%
Resilience	9 11%	4 10%	5 14%	2 9%	1 8%	5 19%	1 6%
Security	7 9%	2 5%	5 14%	4 17%	1 8%	4 15%	- -
Price	7 9%	3 7%	4 11%	3 13%	- -	- -	4 22%
Cost of investment needed	6 8%	3 7%	3 8%	- -	1 8%	5 19%	- -
Unable to meet business needs	5 6%	- -	5a 14%	1 4%	- -	3 11%	1 6%
Lack of commercial offerings	2 3%	2 5%	- -	1 4%	- -	1 4%	- -
Don't know enough about it	1 1%	1 2%	- -	- -	1 8%	- -	- -
Immaturity of commercial offerings	1 1%	- -	1 3%	- -	- -	1 4%	- -
Happy with current system	1 1%	- -	1 3%	- -	1 8%	- -	1 6%
Other	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 88 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd
by
Base: All respondents

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	80	41	37	23	12	27	18
Dont know	22	15	7	7	3	3	8
	28%	37%	19%	30%	25%	11%	44%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd

by

Base: All respondents

	Total	PERSONAL PROFILE														
		Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)	(a)	(b)	to 20 (c)		£1m (a)	million to £20 million (b)	million - £100 million (c)	(d)
Total	80	-	1	3	4	22	28	26	55	10	7	8	5	37	22	16
Reliability	9 11%	- -%	1 100%	- -%	1 25%	2 9%	2 7%	4 15%	5 9%	- -%	1 14%	3 38%	- -%	3 8%	4 18%	2 13%
Price	5 6%	- -%	- -%	- -%	- -%	1 5%	2 7%	2 8%	3 5%	2 20%	- -%	- -%	- -%	4 11%	- -%	1 6%
Cost of investment needed	4 5%	- -%	- -%	- -%	- -%	1 5%	2 7%	1 4%	3 5%	- -%	1 14%	- -%	- -%	1 3%	1 5%	2 13%
Happy with current system	4 5%	- -%	- -%	1 33%	1 25%	1 5%	- -%	2 8%	2 4%	1 10%	- -%	1 13%	- -%	2 5%	- -%	2 13%
Quality of service	3 4%	- -%	- -%	- -%	- -%	2 9%	1 4%	- -%	2 4%	1 10%	- -%	- -%	- -%	3 8%	- -%	- -%
Resilience	3 4%	- -%	- -%	- -%	- -%	1 5%	1 4%	1 4%	2 4%	- -%	1 14%	- -%	- -%	1 3%	2 9%	- -%
Security	3 4%	- -%	- -%	- -%	- -%	- -%	2 7%	1 4%	3 5%	- -%	- -%	- -%	- -%	1 3%	2 9%	- -%
Lack of commercial offerings	3 4%	- -%	- -%	- -%	- -%	2 9%	1 4%	- -%	2 4%	1 10%	- -%	- -%	1 20%	- -%	2 9%	- -%
Unable to meet business needs	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	2 8%	1 2%	1 10%	- -%	- -%	- -%	1 3%	- -%	1 6%
Immaturity of commercial offerings	2 3%	- -%	- -%	1 33%	1 25%	- -%	- -%	1 4%	1 2%	1 10%	- -%	- -%	1 20%	- -%	- -%	1 6%
Don't know enough about it	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd
by
Base: All respondents

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	- £100	million	(d)	
					(e)	(f)				(c)		(a)	to £20 million	million (b)	(c)	
Total	80	-	1	3	4	22	28	26	55	10	7	8	5	37	22	16
Dont know	41	-	-	1	1	12	17	11	30	3	4	4	3	21	11	6
	51%	-%	-%	33%	25%	55%	61%	42%	55%	30%	57%	50%	60%	57%	50%	38%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd

by

Base: All respondents

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	80	3	23	2	8	10	10	10	6	8	1	8	19	22	30
Reliability	9 11%	- -	3 13%	- -	- -	3 30%	1 10%	- -	1 17%	1 13%	- -	3 38%	1 5%	2 9%	3 10%
Price	5 6%	- -	1 4%	1 50%	- -	- -	1 10%	1 10%	1 17%	- -	- -	1 13%	1 5%	2 9%	1 3%
Cost of investment needed	4 5%	- -	- -	- -	1 13%	1 10%	- -	1 10%	- -	1 13%	- -	- -	2 11%	- -	2 7%
Happy with current system	4 5%	1 33%	1 4%	- -	- -	1 10%	- -	1 10%	- -	- -	- -	- -	2 11%	- -	2 7%
Quality of service	3 4%	- -	1 4%	- -	1 13%	- -	- -	1 10%	- -	- -	- -	- -	- -	1 5%	2 7%
Resilience	3 4%	- -	2 9%	- -	- -	- -	- -	1 10%	- -	- -	- -	1 13%	- -	1 5%	1 3%
Security	3 4%	- -	1 4%	- -	- -	1 10%	- -	- -	- -	1 13%	- -	- -	- -	1 5%	2 7%
Lack of commercial offerings	3 4%	1 33%	1 4%	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	2 11%	1 5%	- -
Unable to meet business needs	2 3%	- -	- -	- -	- -	- -	1 10%	1 10%	- -	- -	- -	- -	- -	1 5%	1 3%
Immaturity of commercial offerings	2 3%	- -	- -	- -	- -	- -	- -	1 10%	1 17%	- -	- -	- -	- -	1 5%	1 3%
Don't know enough about it	1 1%	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd

by

Base: All respondents

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufaturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	80	3	23	2	8	10	10	10	6	8	1	8	19	22	30
Other	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%
Dont know	41 51%	1 33%	13 57%	1 50%	6 75%	3 30%	6 60%	3 30%	3 50%	5 63%	1 100%	3 38%	11 58%	12 55%	14 47%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd

by

Base: All respondents

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	80	2	11	8	3	6	2	29	10	7	78	1	1	-	56	6	3
Reliability	9 11%	- -	- -	1 13%	- -	- -	- -	7 24%	1 10%	- -	9 12%	- -	- -	- -	6 11%	2 33%	- -
Price	5 6%	- -	2 18%	- -	1 33%	- -	- -	1 3%	- -	1 14%	5 6%	- -	- -	- -	2 4%	2 33%	1 33%
Cost of investment needed	4 5%	- -	1 9%	- -	- -	- -	- -	3 10%	- -	- -	4 5%	- -	- -	- -	4 7%	- -	- -
Happy with current system	4 5%	- -	1 9%	- -	- -	1 17%	- -	1 3%	1 10%	- -	4 5%	- -	- -	- -	3 5%	- -	- -
Quality of service	3 4%	- -	- -	1 13%	- -	1 17%	- -	- -	- -	1 14%	3 4%	- -	- -	- -	1 2%	- -	- -
Resilience	3 4%	- -	2 18%	- -	- -	- -	- -	- -	1 10%	- -	3 4%	- -	- -	- -	3 5%	- -	- -
Security	3 4%	1 50%	- -	- -	- -	1 17%	- -	1 3%	- -	- -	3 4%	- -	- -	- -	3 5%	- -	- -
Lack of commercial offerings	3 4%	- -	- -	1 13%	- -	- -	1 50%	1 3%	- -	- -	3 4%	- -	- -	- -	3 5%	- -	- -
Unable to meet business needs	2 3%	- -	- -	- -	- -	- -	- -	1 3%	- -	1 14%	2 3%	- -	- -	- -	2 4%	- -	- -
Immaturity of commercial offerings	2 3%	- -	- -	- -	- -	- -	- -	1 3%	- -	1 14%	2 3%	- -	- -	- -	1 2%	- -	- -
Don't know enough about it	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 14%	1 1%	- -	- -	- -	1 2%	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 89 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd
by
Base: All respondents

PERSONAL PROFILE																	
Total	Location														Involvement		
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - England (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	80	2	11	8	3	6	2	29	10	7	78	1	1	-	56	6	3
Dont know	41	1	5	5	2	3	1	13	7	2	39	1	1	-	27	2	2
	51%	50%	45%	63%	67%	50%	50%	45%	70%	29%	50%	100%	100%	-%	48%	33%	67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd

by

Base: All respondents

	PERSONAL PROFILE																
	Total	Fixed line services													Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2e & IP (g)	ISDN 2/30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	80	40	47	33	40	7	-	-	-	-	-	-	-	37	43	-	
Reliability	9 11%	6 15%	5 11%	4 12%	3 8%	2 29%	-	-	-	-	-	-	-	5 14%	4 9%	-	
Price	5 6%	3 8%	2 4%	3 9%	2 5%	-	-	-	-	-	-	-	-	3 8%	2 5%	-	
Cost of investment needed	4 5%	1 3%	4 9%	-	3 8%	1 14%	-	-	-	-	-	-	-	1 3%	3 7%	-	
Happy with current system	4 5%	2 5%	2 4%	2 6%	2 5%	-	-	-	-	-	-	-	-	2 5%	2 5%	-	
Quality of service	3 4%	2 5%	1 2%	2 6%	1 3%	-	-	-	-	-	-	-	-	2 5%	1 2%	-	
Resilience	3 4%	1 3%	2 4%	1 3%	2 5%	-	-	-	-	-	-	-	-	1 3%	2 5%	-	
Security	3 4%	2 5%	1 2%	2 6%	1 3%	-	-	-	-	-	-	-	-	2 5%	1 2%	-	
Lack of commercial offerings	3 4%	2 5%	1 2%	2 6%	1 3%	-	-	-	-	-	-	-	-	2 5%	1 2%	-	
Unable to meet business needs	2 3%	-	2 4%	-	2 5%	-	-	-	-	-	-	-	-	-	2 5%	-	
Immaturity of commercial offerings	2 3%	2 5%	1 2%	1 3%	-	1 14%	-	-	-	-	-	-	-	1 3%	1 2%	-	
Don't know enough about it	1 1%	-	1 2%	-	1 3%	-	-	-	-	-	-	-	-	-	1 2%	-	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd
by
Base: All respondents

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	80	40	47	33	40	7	-	-	-	-	-	-	37	43	-	
Dont know	41	19	25	16	22	3	-	-	-	-	-	-	18	23	-	
	51%	48%	53%	48%	55%	43%	-%	-%	-%	-%	-%	-%	49%	53%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd

by

Base: All respondents

	ISDN LINES															
	ISDN services Used									ISDN2/2e Channels						
	Total	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 - 28 (e)	30+ (f)	30+ (g)
Total	80	65	42	38	32	30	33	20	25	2	13	10	6	7	-	2
Reliability	9 11%	7 11%	3 7%	4 11%	4 13%	3 10%	5 15%	2 10%	5 20%	- -	- -	3 30%	- -	2 29%	- -	1 50%
Price	5 6%	4 6%	3 7%	5 13%	3 9%	2 7%	4 12%	2 10%	1 4%	- -	2 15%	- -	- -	1 14%	- -	- -
Cost of investment needed	4 5%	4 6%	4 10%	3 8%	2 6%	3 10%	2 6%	1 5%	1 4%	- -	- -	- -	1 17%	- -	- -	- -
Happy with current system	4 5%	4 6%	3 7%	2 5%	2 6%	2 7%	2 6%	1 5%	2 8%	- -	2 15%	- -	- -	- -	- -	- -
Quality of service	3 4%	2 3%	1 2%	1 3%	- -	- -	1 3%	1 5%	- -	- -	1 8%	1 10%	- -	- -	- -	- -
Resilience	3 4%	2 3%	2 5%	1 3%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	1 14%	- -	- -
Security	3 4%	3 5%	3 7%	1 3%	2 6%	1 3%	2 6%	1 5%	1 4%	- -	1 8%	- -	1 17%	- -	- -	- -
Lack of commercial offerings	3 4%	3 5%	1 2%	1 3%	1 3%	- -	2 6%	- -	- -	- -	1 8%	- -	1 17%	- -	- -	- -
Unable to meet business needs	2 3%	2 3%	1 2%	- -	- -	1 3%	1 3%	2 10%	1 4%	- -	- -	- -	- -	- -	- -	- -
Immaturity of commercial offerings	2 3%	2 3%	1 2%	1 3%	- -	- -	- -	- -	1 4%	- -	1 8%	- -	- -	1 14%	- -	- -
Don't know enough about it	1 1%	1 2%	- -	1 3%	- -	- -	- -	- -	1 4%	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 89 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd
by
Base: All respondents

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total	80	65	42	38	32	30	33	20	25	2	13	10	6	7	-	2
Dont know	41	31	20	18	18	17	14	10	12	2	5	6	3	2	-	1
	51%	48%	48%	47%	56%	57%	42%	50%	48%	100%	38%	60%	50%	29%	-%	50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd

by

Base: All respondents

	ISDN LINES																					
	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	80	12	6	7	7	8	3	1	2	64	7	51	10	25	14	1	30	14	2	39	34	5
Reliability	9 11%	1 8%	1 17%	- -	1 14%	1 13%	- -	1 100%	- -	8 13%	- -	8 16%	- -	3 12%	2 14%	1 100%	3 10%	2 14%	- -	5 13%	2 6%	1 20%
Price	5 6%	2 17%	- -	- -	- -	- -	- -	- -	- -	4 6%	1 14%	4 8%	- -	2 8%	1 7%	- -	1 3%	1 7%	- -	4 10%	1 3%	- -
Cost of investment needed	4 5%	1 8%	1 17%	- -	- -	1 13%	1 33%	- -	- -	3 5%	1 14%	3 6%	- -	- -	1 7%	- -	2 7%	1 7%	1 50%	2 5%	2 6%	- -
Happy with current system	4 5%	- -	- -	1 14%	- -	- -	- -	- -	1 50%	2 3%	- -	2 4%	- -	2 8%	- -	- -	2 7%	- -	- -	1 3%	2 6%	1 20%
Quality of service	3 4%	1 8%	- -	- -	- -	- -	- -	- -	- -	2 3%	- -	1 2%	1 10%	2 8%	- -	- -	1 3%	- -	- -	2 5%	1 3%	- -
Resilience	3 4%	- -	1 17%	- -	1 14%	- -	- -	- -	- -	3 5%	- -	3 6%	- -	1 4%	- -	- -	1 3%	1 7%	- -	2 5%	1 3%	- -
Security	3 4%	- -	- -	- -	1 14%	- -	- -	- -	- -	3 5%	- -	3 6%	- -	1 4%	1 7%	- -	1 3%	- -	- -	3 8%	- -	- -
Lack of commercial offerings	3 4%	- -	- -	1 14%	- -	- -	- -	- -	- -	3 5%	- -	2 4%	1 10%	1 4%	1 7%	- -	- -	1 7%	- -	2 5%	1 3%	- -
Unable to meet business needs	2 3%	- -	- -	- -	1 14%	1 13%	- -	- -	- -	2 3%	- -	2 4%	- -	- -	- -	- -	2 7%	- -	- -	- -	2 6%	- -
Immaturity of commercial offerings	2 3%	- -	- -	- -	- -	1 13%	- -	- -	- -	2 3%	- -	1 2%	1 10%	2 8%	- -	- -	1 3%	- -	- -	2 5%	- -	- -
Don't know enough about it	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	1 10%	- -	- -	- -	1 3%	- -	- -	- -	1 3%	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd
by
Base: All respondents

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
		(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 or more chan nels(g)	chan nels(h)	(a)	(b)	(a)	(b)	Service (a)	mentary (b)	ck-up (c)	Service (a)	mentary (b)	ck-up (c)	dalone (a)	-house package (b)	lution (c)
Total	80	12	6	7	7	8	3	1	2	64	7	51	10	25	14	1	30	14	2	39	34	5
Dont know	41	7	3	5	3	4	2	-	1	31	5	22	6	11	8	-	15	8	1	16	21	3
	51%	58%	50%	71%	43%	50%	67%	-%	50%	48%	71%	43%	60%	44%	57%	-%	50%	57%	50%	41%	62%	60%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd

by

Base: All respondents

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	80	23	31	25	40	31	15	32	47	29	2
Reliability	9 11%	5 22%	2 6%	2 8%	8b 20%	1 3%	5 33%	3 9%	8 17%	1 3%	- -%
Price	5 6%	2 9%	2 6%	1 4%	3 8%	1 3%	- -%	2 6%	2 4%	3 10%	- -%
Cost of investment needed	4 5%	- -%	3 10%	1 4%	2 5%	2 6%	- -%	1 3%	1 2%	3 10%	- -%
Happy with current system	4 5%	1 4%	1 3%	2 8%	- -%	3a 10%	- -%	2 6%	2 4%	2 7%	- -%
Quality of service	3 4%	- -%	2 6%	1 4%	- -%	3a 10%	- -%	1 3%	1 2%	2 7%	- -%
Resilience	3 4%	- -%	2 6%	1 4%	2 5%	1 3%	- -%	1 3%	1 2%	2 7%	- -%
Security	3 4%	- -%	- -%	3 12%	1 3%	2 6%	- -%	1 3%	1 2%	2 7%	- -%
Lack of commercial offerings	3 4%	2 9%	1 3%	- -%	3 8%	- -%	2 13%	1 3%	3 6%	- -%	- -%
Unable to meet business needs	2 3%	1 4%	1 3%	- -%	1 3%	1 3%	- -%	2 6%	2 4%	- -%	- -%
Immaturity of commercial offerings	2 3%	- -%	2 6%	- -%	- -%	2 6%	- -%	- -%	- -%	2 7%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd
by
Base: All respondents

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect deci- sion (d)	No impact (e)
Total	80	23	31	25	40	31	15	32	47	29	2
Don't know enough about it	1 1%	- -%	- -%	1 4%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	41 51%	12 52%	15 48%	13 52%	19 48%	15 48%	8 53%	18 56%	26 55%	12 41%	2 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd

by

Base: All respondents

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have to (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	80	80	-	41	28	11	24	16	6	22	-	-	-	-	-	-	-	-	-	-	-
Reliability	9 11%	9 11%	- %	8 20%	1 4%	- %	8 33%	1 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Price	5 6%	5 6%	- %	3 7%	1 4%	- %	2 8%	2 13%	1 17%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Cost of investment needed	4 5%	4 5%	- %	2 5%	2 7%	- %	- %	2 13%	1 17%	1 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Happy with current system	4 5%	4 5%	- %	- %	2 7%	- %	- %	1 6%	- %	3 14%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Quality of service	3 4%	3 4%	- %	- %	2 7%	- %	- %	- %	- %	3 14%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Resilience	3 4%	3 4%	- %	2 5%	1 4%	- %	- %	1 6%	- %	2 9%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Security	3 4%	3 4%	- %	1 2%	2 7%	1 9%	1 4%	- %	- %	1 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Lack of commercial offerings	3 4%	3 4%	- %	3 7%	- %	1 9%	1 4%	1 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Unable to meet business needs	2 3%	2 3%	- %	1 2%	- %	- %	2 8%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Immaturity of commercial offerings	2 3%	2 3%	- %	- %	2 7%	- %	- %	- %	- %	2 9%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know enough about it	1 1%	1 1%	- %	1 2%	- %	- %	- %	- %	- %	1 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd
by
Base: All respondents

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr iaied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	80	80	-	41	28	11	24	16	6	22	-	-	-	-	-	-	-	-	-	-	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Dont know	41	41	-	20	15	9	10	8	4	9	-	-	-	-	-	-	-	-	-	-	
	51%	51%	-%	49%	54%	82%	42%	50%	67%	41%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd

by

Base: All respondents

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	80	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reliability	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Price	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost of investment needed	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Happy with current system	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quality of service	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Resilience	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lack of commercial offerings	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Unable to meet business needs	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Immaturity of commercial offerings	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know enough about it	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd

by

Base: All respondents

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	80	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	41	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd by

Base: All respondents

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	80	41	37	23	12	27	18
Reliability	9 11%	5 12%	4 11%	6 26%	- -	3 11%	2 11%
Price	5 6%	3 7%	2 5%	1 4%	1 8%	2 7%	- -
Cost of investment needed	4 5%	1 2%	3 8%	1 4%	- -	1 4%	2 11%
Happy with current system	4 5%	2 5%	2 5%	- -	2 17%	1 4%	1 6%
Quality of service	3 4%	2 5%	- -	- -	1 8%	1 4%	- -
Resilience	3 4%	1 2%	2 5%	- -	1 8%	1 4%	1 6%
Security	3 4%	2 5%	1 3%	1 4%	- -	- -	1 6%
Lack of commercial offerings	3 4%	- -	3 8%	2 9%	- -	1 4%	- -
Unable to meet business needs	2 3%	1 2%	1 3%	- -	- -	1 4%	1 6%
Immaturity of commercial offerings	2 3%	1 2%	1 3%	- -	2 17%	- -	1 6%
Don't know enough about it	1 1%	- -	1 3%	- -	- -	1 4%	- -
Other	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 89 (continuation)
<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd
by
Base: All respondents

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	80	41	37	23	12	27	18
Dont know	41	23	17	12	5	15	9
	51%	56%	46%	52%	42%	56%	50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Don't know enough about it	2.1	-	1.0	2.0	1.5	3.0	-	1.7	2.2	4.0	-	1.0	1.0	2.3	2.5	2.0
Quality of service	1.9	-	2.0	2.5	2.3	1.7	1.8	2.0	1.7	3.0a	-	1.7	3.0c	1.8	1.5	3.0
Reliability	2.2	-	3.0	-	3.0	1.8	1.7	2.6	2.1	2.0	2.0	3.0	-	2.1	2.1	2.6
Resilience	2.5	-	-	-	-	2.3	2.4	2.9	2.9	2.0	2.0	2.0	-	2.8	2.4	2.0
Security	2.0	-	-	-	-	1.8	2.1	1.9	2.0	2.0	1.5	2.0	-	2.0	2.3	1.4
Price	2.0	-	-	5.0	5.0	2.2	1.8	1.7	2.2	2.0	1.3	1.5	3.0	2.4cd	1.3	1.6
Unable to meet business needs	2.0	-	-	-	-	1.0	1.8	2.5	1.8	3.0	2.0	2.0	-	1.8	2.0	2.3
Cost of investment needed	2.2	-	-	2.0	2.0	2.0	2.3	2.3	2.1	2.3	2.5	-	1.7	1.8	3.0	2.7
Lack of commercial offerings	3.4	-	-	-	-	2.5	3.5	4.7E	2.8	4.3a	-	-	2.5	3.0	3.3	5.0ac
Immaturity of commercial offerings	3.4	-	-	3.0	3.0	4.5	-	2.5	4.0	2.5	-	-	3.0	4.5	-	2.5
Happy with current system	2.8	-	-	2.0	2.0	1.7	5.0	3.2	2.0	4.0	-	3.0	1.0	2.8	1.0	3.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Don't know enough about it	2.1	2.5	1.0	-	-	1.0	3.0	2.0	4.0	-	-	1.0	2.3	2.5	2.0
Quality of service	1.9	-	1.7	2.0	2.0	1.5	-	2.0	3.0	2.0	-	2.0	1.4	1.7	2.2
Reliability	2.2	3.0	1.9	-	1.3	2.6d	2.7	3.0	2.0	1.7	-	2.4	2.7	2.4	1.9
Resilience	2.5	2.0	2.9	-	2.0	3.0	1.0	3.0	2.0	2.0	1.0	2.0	2.0	2.9	2.8
Security	2.0	-	1.8	1.0	1.3	2.5	2.0	2.0	2.0	3.0	-	1.7	1.3	2.3	2.0
Price	2.0	1.0	1.7	3.0	2.0	1.0	1.7	3.0e	2.0	3.0e	-	2.0	1.6	2.7	1.8
Unable to meet business needs	2.0	2.0	-	-	2.0	2.0	1.8	3.0	2.0	-	2.0	1.0	2.0	3.0	3.0
Cost of investment needed	2.2	1.0	2.3	-	3.0	2.5	2.0	2.3	-	2.0	-	-	2.0	1.7	2.6
Lack of commercial offerings	3.4	3.0	4.0	4.0	-	3.0	3.5	-	-	3.0	-	2.0	3.2	3.0	5.0c
Immaturity of commercial offerings	3.4	-	5.0	-	4.0	-	2.0	3.0	3.0	-	-	-	-	3.5	3.3
Happy with current system	2.8	3.0	2.0	-	-	3.0	6.0	3.3	2.0	1.0	-	-	2.3	2.5	3.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

	PERSONAL PROFILE																	
	Total	Location														Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Don't know enough about it	2.1	-	1.0	-	1.0	-	4.0	1.0	2.0	3.5g	2.1	-	-	-	2.3	-	4.0	
Quality of service	1.9	-	1.5	2.0	2.0	2.3h	-	1.8	1.3	3.5bHj	1.9	-	-	-	1.8	1.6	-	
Reliability	2.2	1.0	2.0	2.5e	-	1.0	-	2.6e	2.0	2.3	2.2	-	-	-	2.1	3.3	2.0	
Resilience	2.5	4.0	2.3	3.0	-	2.0	2.0	2.8	2.5	1.5	2.5	-	-	-	2.5	3.5	1.0	
Security	2.0	3.0	1.5	2.0	1.0	3.0	-	1.8	2.0	2.5	2.0	-	-	-	2.1	1.0	-	
Price	2.0	2.0	2.6	1.0	3.0	1.0	1.0	1.8	1.0	2.8	2.0	-	-	-	1.7	2.3	3.0	
Unable to meet business needs	2.0	-	2.0	-	-	-	-	1.8	2.0	3.0	2.0	-	-	-	2.0	-	-	
Cost of investment needed	2.2	-	3.5	1.0	1.5	2.0	-	2.4	-	2.0	2.2	-	-	-	2.1	3.0	-	
Lack of commercial offerings	3.4	-	5.0	3.0	3.0	-	3.0	3.5	-	-	3.4	-	-	-	3.3	5.0	-	
Immaturity of commercial offerings	3.4	-	-	5.0	-	4.0	-	2.5	-	3.0	3.4	-	-	-	2.5	-	-	
Happy with current system	2.8	-	2.0	1.0	-	3.0	-	3.2	3.0	3.0	2.8	-	-	-	3.0	4.0	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Don't know enough about it	2.1	2.0	2.0	2.3	2.3	1.0	-	-	-	-	-	-	2.0	2.3	-	
Quality of service	1.9	2.1	1.8	1.9	1.6	3.0	-	-	-	-	-	-	1.9	1.9	-	
Reliability	2.2	1.9	2.4	1.9	2.5	2.0	-	-	-	-	-	-	1.9	2.5	-	
Resilience	2.5	2.7	2.5	2.7	2.4	2.7	-	-	-	-	-	-	2.5	2.5	-	
Security	2.0	2.1	2.0	1.9	1.8	2.7	-	-	-	-	-	-	2.1	1.8	-	
Price	2.0	2.3	1.7	2.4	1.7	1.0	-	-	-	-	-	-	2.4	1.7	-	
Unable to meet business needs	2.0	1.5	2.1	1.5	2.1	-	-	-	-	-	-	-	1.5	2.1	-	
Cost of investment needed	2.2	2.2	2.3	2.0	2.2	3.0	-	-	-	-	-	-	2.2	2.2	-	
Lack of commercial offerings	3.4	3.5	3.3	3.5	3.3	-	-	-	-	-	-	-	3.5	3.3	-	
Immaturity of commercial offerings	3.4	3.8	2.5	4.0	2.0	3.0	-	-	-	-	-	-	4.0	2.5	-	
Happy with current system	2.8	1.8	3.4	1.8	3.7a	2.0	-	-	-	-	-	-	1.8	3.4	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

	ISDN LINES															
	ISDN services Used									ISDN2/2e Channels						
	Total	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
Don't know enough about it	2.1	1.9	1.8	2.0	1.8	1.0	2.5	1.0	1.7	-	3.0	1.0	-	-	-	-
Quality of service	1.9	1.9	1.8	2.0	1.6	1.3	1.4	1.5	2.2	-	2.0	2.5	1.3	3.0	-	-
Reliability	2.2	2.3	2.1	2.2	2.2	2.3	2.4	2.5	2.8	1.0	1.8	2.5	1.0	2.2d	-	3.0
Resilience	2.5	2.6	2.6	2.9	2.8	2.0	2.6	2.2	2.9	-	2.3	2.0	3.0	3.5	-	-
Security	2.0	1.9	2.1	1.9	2.1	2.1	2.1	2.0	2.0	2.0	2.0	4.0	2.3	1.3	-	2.0
Price	2.0	2.1	1.9	2.1	1.9	2.0	2.1	2.0	1.8	-	3.0	1.5	2.0	2.5	-	1.0
Unable to meet business needs	2.0	2.2	2.2	1.5	1.7	2.0	1.8	2.5c	1.8	-	-	2.0	-	1.0	-	-
Cost of investment needed	2.2	2.3	2.5	2.6	2.0	2.8	2.5	2.7	2.3	-	2.0	1.0	3.0	2.5	-	-
Lack of commercial offerings	3.4	3.8	3.8	3.6	3.0	5.0	3.7	5.0	3.7	-	3.5	3.0	3.0	5.0	-	-
Immaturity of commercial offerings	3.4	3.4	2.5	3.0	-	2.0	2.0	3.0	2.5	-	4.0	4.0	-	3.0	-	-
Happy with current system	2.8	2.7	3.4	2.7	3.3	3.3	3.7	4.5	3.2	-	2.0	1.0	-	2.0	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service (a)	Supplementary service (b)	A back-up (c)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Standalone (a)	In-house package (b)	Hosted solution (c)
			(a)	(b)	(c)	channels (d)	channels (e)	channels (f)	channels (g)	channels (h)													
Don't know enough about it		2.1	1.0	-	4.0	-	1.0	-	-	1.0	2.3	-	2.2	3.0	3.0	1.0	1.0	1.7	2.5	-	2.5	2.0	1.0
Quality of service		1.9	2.0	1.5	-	1.7	2.3	1.0	-	-	1.9	2.0	1.8	2.7	2.3	1.6	-	2.1	1.3	1.0	2.1	1.5	-
Reliability		2.2	2.0	2.5	-	2.8	2.5	1.0	3.0	4.0	2.3	2.0	2.3	1.0	1.9	1.8	3.0	2.3	2.8	-	2.1	2.3	3.0
Resilience		2.5	3.0	3.0	2.0	2.7	2.3	2.0	-	1.0	2.5	2.0	2.6	1.7	2.9	2.0	2.0	2.6	2.4	-	2.7	2.2	2.0
Security		2.0	2.7	1.0	-	2.0	2.3	1.0	2.0	-	2.1	1.0	2.1	2.0	2.0	1.8	4.0	1.9	2.3	2.0	2.1	1.6	4.0
Price		2.0	2.4	2.0	1.0	1.3	-	2.0	1.0	-	1.8	3.5a	1.7	2.3	2.3	2.5	-	1.7	1.6	-	2.3	1.8	1.0
Unable to meet business needs		2.0	-	-	1.5	3.0	2.5	-	-	2.0	2.0	-	2.2	1.7	1.5	-	-	2.5	2.0	1.0	2.0	2.0	-
Cost of investment needed		2.2	2.3	3.0	2.0	-	2.0	3.0	-	-	2.3	2.0	2.5	1.7	3.0	1.7	-	2.3	2.0	3.0	2.3	2.3	2.0
Lack of commercial offerings		3.4	-	-	2.5	-	5.0	-	-	-	3.4	4.0	3.7	2.5	4.0	3.0	-	5.0	3.0	2.0	3.5	3.3	-
Immaturity of commercial offerings		3.4	-	-	-	-	2.5	-	-	-	3.0	-	2.5	3.5	3.8	-	-	2.5	-	-	3.3	3.5	-
Happy with current system		2.8	3.3	-	3.0	-	4.0	-	-	3.0	3.1	1.0	3.4	1.0	1.8	-	-	3.3	4.0	-	2.4	3.3	3.0

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

	ISDN LINES										
	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Don't know enough about it	2.1	4.0	1.8	2.0	2.3	1.3	2.5	1.0	1.8	2.3	-
Quality of service	1.9	1.6	2.3	1.6	1.5	2.2	1.6	1.7	1.6	2.2	1.0
Reliability	2.2	2.6	1.9	2.3	2.3	2.2	2.7	2.3	2.4	1.8	-
Resilience	2.5	1.4	2.3	3.6Ab	2.2	2.9	2.0	2.1	2.1	3.0	2.0
Security	2.0	1.6	2.0	2.4	1.8	2.3	1.7	2.0	1.9	2.0	-
Price	2.0	1.6	2.6	1.7	1.7	2.7a	1.4	1.8	1.6	2.5	-
Unable to meet business needs	2.0	1.9	3.0	2.0	2.0	2.0	1.5	2.2	2.0	2.0	-
Cost of investment needed	2.2	1.0	2.5	2.0	2.3	2.2	-	2.0	2.0	2.4	-
Lack of commercial offerings	3.4	3.2	4.0	4.0	3.6	2.0	3.3	3.5	3.4	-	-
Immaturity of commercial offerings	3.4	2.0	3.3	5.0	2.0	3.8	-	2.0	2.0	3.8	-
Happy with current system	2.8	4.5	2.4	2.4	3.5	2.6	1.0	4.3d	3.6	2.1	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Currently (a)	Planning to (b)	Have trialed (c)	plan to implement (d)	Not trialed (e)	SIP trunking (a)	Hosted VOIP (b)	IP Centrex (c)	Incoming/Outgoing Calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarms (e)	Data (f)	Card payments (g)	Video conferencing (h)
Don't know enough about it	2.1	2.1	-	2.3	1.0	4.0	1.0	-	4.0	1.8	-	-	-	-	-	-	-	-	-	-
Quality of service	1.9	1.9	-	1.5	2.3	1.0	1.9aC	1.0	2.0	2.4	-	-	-	-	-	-	-	-	-	-
Reliability	2.2	2.2	-	2.5	1.9	1.5	2.8e	1.8	2.0	1.7	-	-	-	-	-	-	-	-	-	-
Resilience	2.5	2.5	-	2.1	3.2	2.7	2.4	2.5	1.0	2.9d	-	-	-	-	-	-	-	-	-	-
Security	2.0	2.0	-	1.8	2.3	3.0	1.9	1.7	1.0	3.5Cd	-	-	-	-	-	-	-	-	-	-
Price	2.0	2.0	-	1.7	2.8a	1.5	1.6	2.2	2.0	2.6	-	-	-	-	-	-	-	-	-	-
Unable to meet business needs	2.0	2.0	-	1.9	2.0	-	2.0	2.0	2.0	2.0	-	-	-	-	-	-	-	-	-	-
Cost of investment needed	2.2	2.2	-	2.3	2.2	-	1.5	2.8	3.0	2.2	-	-	-	-	-	-	-	-	-	-
Lack of commercial offerings	3.4	3.4	-	3.4	-	3.0	3.2	4.0	-	-	-	-	-	-	-	-	-	-	-	-
Immaturity of commercial offerings	3.4	3.4	-	2.0	3.8	-	2.0	-	-	3.8	-	-	-	-	-	-	-	-	-	-
Happy with current system	2.8	2.8	-	3.5	2.1	-	5.0e	2.0	-	2.4	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

		IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
-----		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Don't know enough about it	2.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quality of service	1.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Reliability	2.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Resilience	2.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Security	2.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Price	2.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unable to meet business needs	2.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cost of investment needed	2.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of commercial offerings	3.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Immaturity of commercial offerings	3.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Happy with current system	2.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 90 (continuation)

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by

Base: All respondents

		IP Based Services					
		COMMS SPEND		CONTINUE		CONTINUE	
				TO USE	ISDN2/2e	TO USE	ISDN30
		Total	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)
-----		-----	-----	-----	-----	-----	-----
Don't know enough about it	2.1	2.0	2.3	1.0	2.0	2.7	1.0
Quality of service	1.9	1.9	1.6	1.7	2.3	1.7	2.0
Reliability	2.2	2.2	2.3	2.3	1.7	2.3	2.7
Resilience	2.5	2.6	2.4	2.7	3.3	2.2	3.3
Security	2.0	2.0	2.0	2.1	1.5	2.0	2.0
Price	2.0	2.6b	1.5	1.7	4.0a	1.4	1.8
Unable to meet business needs	2.0	2.0	2.0	1.5	-	2.0	2.5
Cost of investment needed	2.2	2.0	2.3	1.7	3.0	2.0	3.0
Lack of commercial offerings	3.4	2.7	3.8	3.2	5.0	3.3	-
Immaturity of commercial offerings	3.4	3.5	2.5	-	3.7	2.0	3.0
Happy with current system	2.8	2.8	3.0	1.0	2.0	4.5	2.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 91

<C5a> Do you have any / What were your concerns about moving to IP technologies?

by Has your company ever had experience trialling IP services?

Base: All respondents

	Total	Trialling these services currently	Planning to trial these services in the near future	Have trialled these services but decided not to go ahead	Trialled these services and plan to implement in near future	None of the above	Don't know
Total	80	11	24	16	6	22	1
Reliability	38 48%	3 27%	15 63%	8 50%	3 50%	9 41%	- -
Quality of service	30 38%	5 45%	8 33%	5 31%	1 17%	11 50%	- -
Price	27 34%	3 27%	10 42%	6 38%	3 50%	5 23%	- -
Security	22 28%	2 18%	9 38%	7 44%	2 33%	2 9%	- -
Resilience	21 26%	3 27%	5 21%	2 13%	2 33%	9 41%	- -
Cost of investment needed	14 18%	- -	4 17%	4 25%	1 17%	5 23%	- -
Happy with current system	12 15%	- -	2 8%	2 13%	- -	8 36%	- -
Don't know enough about it	10 13%	1 9%	2 8%	- -	1 17%	6 27%	- -
Lack of commercial offerings	10 13%	1 9%	6 25%	3 19%	- -	- -	- -
Unable to meet business needs	9 11%	- -	6 25%	1 6%	1 17%	1 5%	- -
Immaturity of commercial offerings	5 6%	- -	1 4%	- -	- -	4 18%	- -
Other	- -	- -	- -	- -	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -
No concerns	7 9%	1 9%	2 8%	- -	- -	3 14%	1 100%

Table 92

<D1> What type of IP services do you use?

by

Base: All that use IP

PERSONAL PROFILE																
Total																
	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Hosted VOIP	103 69%	2 100%	3 50%	3 60%	8 62%	19 70%	24 71%	52 68%	63 66%	13 87%	6 67%	12 67%	20 74%	40 68%	23 82%	17 65%
SIP trunking	54 36%	- -%	1 17%	- -%	1 8%	11 41%	11 32%	31 41%	32 34%	5 33%	5 56%	9 50%	5 19%	28 47%	9 32%	9 35%
IP Centrex	40 27%	- -%	1 17%	- -%	1 8%	7 26%	7 21%	25 33%	26 27%	- -%	2 22%	8 44%	4 15%	18 31%	6 21%	10 38%
Other	1 1%	- -%	1 17%	- -%	1 8%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%
Don't know	13 9%	- -%	1 17%	2 40%	3 23%	2 7%	4 12%	4 5%	9 9%	1 7%	- -%	- -%	3 11%	5 8%	2 7%	1 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)
<D1> What type of IP services do you use?

by

Base: All that use IP

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing (b)	ruction (c)	lesale/ Tra nsport/ Communi cations (d)	(e)	ncial Ser vices (f)	se rvices (g)	admin and se rvices (h)	(i)	2 years (a)	5 years (b)	9 years (c)	19 years (d)	years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Hosted VOIP	103 69%	3 60%	19 70%	6 67%	11 79%	10 83%	18 95%	16 46%	9 60%	11 79%	5 83%	12 63%	15 68%	35 70%	34 67%
SIP trunking	54 36%	3 60%	10 37%	2 22%	6 43%	6 50%	5 26%	12 34%	6 40%	4 29%	2 33%	5 26%	7 32%	22 44%	18 35%
IP Centrex	40 27%	1 20%	10 37%	2 22%	4 29%	3 25%	8 42%	1 3%	6 40%	5 36%	2 33%	8 42%	5 23%	11 22%	13 25%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%
Don't know	13 9%	- -%	- -%	1 11%	- -%	- -%	- -%	8 23%	3 20%	1 7%	- -%	2 11%	1 5%	3 6%	7 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)
<D1> What type of IP services do you use?
by
Base: All that use IP

		PERSONAL PROFILE															
		Location													Involvement		
		North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	Mid West England (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scot land (l)	No rthern Ireland (m)	All sites (a)	Some sites (b)	Just the site oper ating from (c)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
Hosted VOIP	103 69%	2 67%	11 65%	5 63%	5 63%	9 75%	5 71%	29 67%	14 64%	8 73%	88 67%	1 50%	12 86%	2 67%	54 71%	19 79%	2 33%
SIP trunking	54 36%	1 33%	10 59%	2 25%	1 13%	3 25%	1 14%	15 35%	6 27%	2 18%	41 31%	2 100%	9 64%	2 67%	34 45%	9 38%	2 33%
IP Centrex	40 27%	- -	6 35%	1 13%	2 25%	6 50%	- -	13 30%	4 18%	2 18%	34 26%	- -	5 36%	1 33%	20 26%	9 38%	- -
Other	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 9%	1 1%	- -	- -	- -	- -	- -	- -
Don't know	13 9%	- -	2 12%	2 25%	2 25%	1 8%	2 29%	2 5%	1 5%	1 9%	13 10%	- -	- -	- -	2 3%	1 4%	2 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)
<D1> What type of IP services do you use?

by

Base: All that use IP

PERSONAL PROFILE																
Total	Fixed line services													Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	150	29	28	-	-	7	100	29	28	50	100	50	150	21	9	120
Hosted VOIP	103 69%	19 66%	17 61%	- -%	- -%	5 71%	72 72%	19 66%	17 61%	31 62%	63 63%	40ij 80%	103 69%	15 71%	4 44%	84 70%
SIP trunking	54 36%	14 48%	15 54%	- -%	- -%	4 57%	29 29%	14 48%	15 54%	25fk 50%	39 39%	15 30%	54 36%	8 38%	5 56%	41 34%
IP Centrex	40 27%	5 17%	3 11%	- -%	- -%	- -%	32iK 32%	5 17%	3 11%	8 16%	34iK 34%	6 12%	40k 27%	4 19%	1 11%	35 29%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 2%	1 1%	- -%	- -%	1 1%
Don't know	13 9%	2 7%	3 11%	- -%	- -%	- -%	8 8%	2 7%	3 11%	5 10%	9 9%	4 8%	13 9%	2 10%	1 11%	10 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)

<D1> What type of IP services do you use?

by

Base: All that use IP

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Hosted VOIP	103 69%	18 62%	14 64%	14 74%	9 56%	12 67%	12 67%	9 53%	8 80%	- -%	2 67%	5 71%	5 100%	- -%	1 100%	2 100%
SIP trunking	54 36%	13 45%	10 45%	7 37%	5 31%	8 44%	6 33%	5 29%	3 30%	1 50%	1 33%	2 29%	2 40%	1 100%	- -%	1 50%
IP Centrex	40 27%	5 17%	3 14%	4 21%	3 19%	3 17%	5 28%	2 12%	3 30%	- -%	1 33%	2 29%	- -%	- -%	- -%	1 50%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	13 9%	3 10%	1 5%	2 11%	2 13%	2 11%	1 6%	3 18%	- -%	1 50%	1 33%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)
 <D1> What type of IP services do you use?
 by
 Base: All that use IP

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3	
Hosted VOIP	103 69%	- -%	- -%	1 50%	4 100%	1 100%	- -%	- -%	1 100%	14 67%	4 57%	12 71%	1 33%	5 56%	10 83%	1 100%	2 33%	2 67%	3 100%	5 56%	11 61%	3 100%	
SIP trunking	54 36%	3 100%	- -%	2 100%	- -%	1 100%	- -%	- -%	- -%	9 43%	3 43%	9 53%	- -%	3 33%	5 42%	- -%	3 50%	2 67%	1 33%	3 33%	9 50%	1 33%	
IP Centrex	40 27%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	4 19%	1 14%	3 18%	1 33%	1 11%	3 25%	- -%	- -%	- -%	1 33%	- -%	4 22%	1 33%	
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	13 9%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	3 14%	- -%	1 6%	2 67%	2 22%	- -%	- -%	1 17%	- -%	- -%	2 22%	1 6%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)

<D1> What type of IP services do you use?

by

Base: All that use IP

ISDN LINES											

	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Total	150	9	12	9	14	12	8	9	17	10	2
Hosted VOIP	103 69%	6 67%	10 83%	3 33%	8 57%	8 67%	5 63%	6 67%	11 65%	7 70%	- -%
SIP trunking	54 36%	6 67%	4 33%	3 33%	8 57%	5 42%	4 50%	4 44%	8 47%	4 40%	1 50%
IP Centrex	40 27%	2 22%	1 8%	2 22%	2 14%	2 17%	1 13%	- -%	1 6%	3 30%	- -%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	13 9%	- -%	- -%	3 33%	- -%	2 17%	- -%	1 11%	1 6%	1 10%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)
 <D1> What type of IP services do you use?
 by
 Base: All that use IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Hosted VOIP	103	-	-	-	-	-	-	-	-	31	103AC	25	79	67	69	36	37	52	32	42
	69%	-%	-%	-%	-%	-%	-%	-%	-%	57%	100%	63%	68%	71%	70%	71%	74%	72%	70%	67%
SIP trunking	54	-	-	-	-	-	-	-	-	54BC	31	18	45	39	34	24	24	31	20	26
	36%	-%	-%	-%	-%	-%	-%	-%	-%	100%	30%	45%	38%	41%	35%	47%	48%	43%	43%	41%
IP Centrex	40	-	-	-	-	-	-	-	-	18	25	40AB	35	27	26	16	19	25	14	19
	27%	-%	-%	-%	-%	-%	-%	-%	-%	33%	24%	100%	30%	28%	27%	31%	38%	35%	30%	30%
Other	1	-	-	-	-	-	-	-	-	-	-	-	1	1	1	-	-	1	1	1
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	1%	-%	-%	1%	2%	2%
Don't know	13	-	-	-	-	-	-	-	-	-	-	-	8	4	7	1	-	1	3	3
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	4%	7%	2%	-%	1%	7%	5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)
<D1> What type of IP services do you use?

by

Base: All that use IP

IP Based Services																					
	Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had and	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a)	service	(c)				(c)	(b)	added	lines	(d)	(a)	(b)	(c)	(a)	(b)	(c)	
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
Hosted VOIP	103	57	33	62	29	10	70	28	71	19	9	15	15	59	10	-	3	-	4	4	1
	69%	66%	75%	68%	69%	91%	67%	80%	68%	86%	75%	75%	75%	69%	63%	-%	75%	-%	67%	67%	100%
SIP trunking	54	38	13	34	16	3	44	9	41	10	2	9	7	33	4	2	3	-	3	3	1
	36%	44%	30%	37%	38%	27%	42%	26%	39%	45%	17%	45%	35%	39%	25%	100%	75%	-%	50%	50%	100%
IP Centrex	40	30	9	24	13	1	26	13	28	8	2	3	12	19	4	1	-	-	2	-	-
	27%	34%	20%	26%	31%	9%	25%	37%	27%	36%	17%	15%	60%	22%	25%	50%	-%	-%	33%	-%	-%
Other	1	-	1	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-
	1%	-%	2%	1%	-%	-%	1%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%
Don't know	13	7	1	8	1	1	6	3	5	1	1	1	1	6	1	-	-	-	1	-	-
	9%	8%	2%	9%	2%	9%	6%	9%	5%	5%	8%	5%	5%	7%	6%	-%	-%	-%	17%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 92 (continuation)
<D1> What type of IP services do you use?
by
Base: All that use IP

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	150	69	69	13	7	8	3
Hosted VOIP	103 69%	44 64%	56a 81%	9 69%	5 71%	5 63%	2 67%
SIP trunking	54 36%	25 36%	27 39%	6 46%	2 29%	4 50%	1 33%
IP Centrex	40 27%	17 25%	20 29%	3 23%	1 14%	- -	1 33%
Other	1 1%	1 1%	- -	- -	- -	- -	- -
Don't know	13 9%	6 9%	3 4%	- -	2 29%	1 13%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93

<D2> Can you specify whether you use IP-based services for the following business uses?

by

Base: All that use IP

		PERSONAL PROFILE																	
		Company Size							No.Sites				Turnover						
		Total	1	2	5	1	10	50	250+	1	5	6	10	11	21+	Up to	£1	£21	£101m+
			(a)	to 4	to 9	to 9	to 49	to 249	(g)	to 5	to 6	to 10	to 20	(a)	£1m	to £20 million	- £100 million	(d)	
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26			
Outgoing calls	113 75%	2 100%	5 83%	4 80%	11 85%	20 74%	21 62%	61f 80%	74 78%	11 73%	7 78%	14 78%	20 74%	43 73%	18 64%	24 92%			
Incoming calls	108 72%	2 100%	5 83%	3 60%	10 77%	19 70%	21 62%	58 76%	71 75%	12 80%	7 78%	13 72%	18 67%	40 68%	18 64%	24 92%			
Internet services	98 65%	1 50%	3 50%	4 80%	8 62%	18 67%	21 62%	51 67%	68 72%	9 60%	5 56%	13 72%	20 74%	40 68%	18 64%	15 58%			
Calls between different sites	95 63%	1 50%	3 50%	- -%	4 31%	15 56%	19 56%	57f 75%	54 57%	14 93%	7 78%	14 78%	15 56%	35 59%	21 75%	18 69%			
Data services	72 48%	1 50%	1 17%	2 40%	4 31%	9 33%	18 53%	41 54%	45 47%	8 53%	5 56%	11 61%	11 41%	32 54%	11 39%	15 58%			
Video conferencing	63 42%	- -%	2 33%	1 20%	3 23%	10 37%	12 35%	38 50%	41 43%	7 47%	5 56%	8 44%	8 30%	23 39%	11 39%	16 62%			
Fax services	51 34%	- -%	1 17%	2 40%	3 23%	9 33%	10 29%	29 38%	33 35%	5 33%	4 44%	5 28%	9 33%	19 32%	11 39%	10 38%			
Security/alarm systems	50 33%	- -%	1 17%	- -%	1 8%	7 26%	11 32%	31 41%	28 29%	5 33%	3 33%	11 61%	7 26%	20 34%	10 36%	11 42%			
Card payments	46 31%	- -%	1 17%	- -%	1 8%	7 26%	13 38%	25 33%	25 26%	7 47%	2 22%	9 50%	9 33%	18 31%	11 39%	8 31%			
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Don't know	6 4%	- -%	1 17%	1 20%	2 15%	- -%	3 9%	1 1%	3 3%	- -%	- -%	- -%	1 4%	2 3%	- -%	1 4%			
NET	---																		
Incoming/Outgoing calls	117 78%	2 100%	5 83%	4 80%	11 85%	21 78%	22 65%	63f 83%	77 81%	12 80%	7 78%	14 78%	20 74%	45 76%	19 68%	25 96%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<D2> Can you specify whether you use IP-based services for the following business uses?

by

Base: All that use IP

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Outgoing calls	113 75%	3 60%	22 81%	3 33%	11 79%	10 83%	12 63%	29 83%	12 80%	11 79%	4 67%	17 89%	15 68%	34 68%	42 82%
Incoming calls	108 72%	2 40%	19 70%	4 44%	11 79%	11 92%	11 58%	28 80%	12 80%	10 71%	4 67%	16 84%	14 64%	32 64%	41 80%
Internet services	98 65%	3 60%	20 74%	6 67%	7 50%	7 58%	9 47%	25 71%	10 67%	11 79%	1 17%	15 79%	15 68%	31 62%	35 69%
Calls between different sites	95 63%	1 20%	14 52%	4 44%	10 71%	10 83%	14 74%	20 57%	12 80%	10 71%	5 83%	10 53%	14 64%	30 60%	35 69%
Data services	72 48%	1 20%	13 48%	2 22%	8 57%	7 58%	7 37%	15 43%	12 80%	7 50%	1 17%	10 53%	10 45%	24 48%	26 51%
Video conferencing	63 42%	- -%	11 41%	2 22%	5 36%	5 42%	7 37%	16 46%	9 60%	8 57%	- -%	9 47%	6 27%	20 40%	28 55%
Fax services	51 34%	1 20%	11 41%	4 44%	5 36%	4 33%	7 37%	8 23%	5 33%	6 43%	1 17%	7 37%	8 36%	17 34%	18 35%
Security/alarm systems	50 33%	- -%	9 33%	2 22%	6 43%	7 58%	7 37%	9 26%	5 33%	5 36%	1 17%	5 26%	7 32%	19 38%	18 35%
Card payments	46 31%	1 20%	4 15%	2 22%	8 57%	6 50%	9 47%	8 23%	5 33%	3 21%	1 17%	9 47%	6 27%	15 30%	15 29%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	6 4%	- -%	1 4%	- -%	- -%	- -%	- -%	3 9%	1 7%	1 7%	- -%	- -%	- -%	2 4%	3 6%
NET	---														
Incoming/Outgoing calls	117 78%	3 60%	23 85%	4 44%	12 86%	11 92%	12 63%	29 83%	12 80%	11 79%	4 67%	18 95%	16 73%	35 70%	43 84%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<D2> Can you specify whether you use IP-based services for the following business uses?

by

Base: All that use IP

	PERSONAL PROFILE																	
	Total	Location													Involvement			
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (g)	South East England (h)	South West England (i)	Net - Wales (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6	
Outgoing calls	113 75%	3 100%	11 65%	6 75%	7 88%	12 100%	4 57%	30 70%	18 82%	8 73%	99 76%	1 50%	10 71%	3 100%	57 75%	18 75%	4 67%	
Incoming calls	108 72%	3 100%	10 59%	5 63%	7 88%	12 100%	4 57%	28 65%	16 73%	9 82%	94 72%	1 50%	10 71%	3 100%	56 74%	18 75%	4 67%	
Internet services	98 65%	3 100%	13 76%	6 75%	4 50%	11 92%	4 57%	25 58%	18 82%	8 73%	92 70%	2 100%	3 21%	1 33%	52 68%	18 75%	3 50%	
Calls between different sites	95 63%	2 67%	10 59%	2 25%	6 75%	8 67%	5 71%	31 72%	13 59%	6 55%	83 63%	1 50%	9 64%	2 67%	54 71%	20 83%	4 67%	
Data services	72 48%	2 67%	11 65%	2 25%	3 38%	8 67%	1 14%	19 44%	15 68%	5 45%	66 50%	1 50%	4 29%	1 33%	43 57%	12 50%	1 17%	
Video conferencing	63 42%	2 67%	8 47%	2 25%	4 50%	9 75%	1 14%	19 44%	8 36%	4 36%	57 44%	1 50%	4 29%	1 33%	35 46%	11 46%	2 33%	
Fax services	51 34%	- -%	3 18%	2 25%	3 38%	7 58%	2 29%	17 40%	8 36%	2 18%	44 34%	- -%	6 43%	1 33%	27 36%	7 29%	1 17%	
Security/alarm systems	50 33%	2 67%	6 35%	1 13%	2 25%	8 67%	1 14%	15 35%	7 32%	2 18%	44 34%	- -%	4 29%	2 67%	31 41%	10 42%	1 17%	
Card payments	46 31%	2 67%	8 47%	2 25%	3 38%	6 50%	- -%	13 30%	6 27%	3 27%	43 33%	- -%	2 14%	1 33%	27 36%	7 29%	2 33%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	6 4%	- -%	2 12%	- -%	- -%	- -%	2 29%	- -%	1 5%	1 9%	6 5%	- -%	- -%	- -%	1 1%	- -%	1 17%	
NET	---																	
Incoming/Outgoing calls	117 78%	3 100%	11 65%	6 75%	7 88%	12 100%	4 57%	32 74%	18 82%	9 82%	102 78%	1 50%	11 79%	3 100%	61 80%	18 75%	4 67%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<D2> Can you specify whether you use IP-based services for the following business uses?

by

Base: All that use IP

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total																	
Total	150	29	28	—	—	7	100	29	28	50	100	50	150	21	9	120	
Outgoing calls	113 75%	17 59%	23 82%	— —%	— —%	5 71%	78 78%	17 59%	23 82%	35 70%	77 77%	36 72%	113 75%	9 43%	7 78%	97 81%	
Incoming calls	108 72%	15 52%	24 86%	— —%	— —%	6 86%	75 75%	15 52%	24 86%	33 66%	75 75%	33 66%	108 72%	7 33%	7 78%	94 78%	
Internet services	98 65%	19 66%	20 71%	— —%	— —%	7 100%	66 66%	19 66%	20 71%	32 64%	63 63%	35 70%	98 65%	12 57%	4 44%	82 68%	
Calls between different sites	95 63%	19 66%	23 82%	— —%	— —%	5 71%	58 58%	19 66%	23 82%	37 74%	65 65%	30 60%	95 63%	11 52%	7 78%	77 64%	
Data services	72 48%	13 45%	15 54%	— —%	— —%	5 71%	49 49%	13 45%	15 54%	23 46%	50 50%	22 44%	72 48%	6 29%	4 44%	62 52%	
Video conferencing	63 42%	9 31%	16 57%	— —%	— —%	4 57%	42 42%	9 31%	16 57%	21 42%	43 43%	20 40%	63 42%	3 14%	3 33%	57 48%	
Fax services	51 34%	12 41%	9 32%	— —%	— —%	3 43%	33 33%	12 41%	9 32%	18 36%	36 36%	15 30%	51 34%	8 38%	2 22%	41 34%	
Security/alarm systems	50 33%	12 41%	11 39%	— —%	— —%	5 71%	32 32%	12 41%	11 39%	18 36%	35 35%	15 30%	50 33%	5 24%	3 33%	42 35%	
Card payments	46 31%	9 31%	10 36%	— —%	— —%	3 43%	30 30%	9 31%	10 36%	16 32%	33 33%	13 26%	46 31%	4 19%	2 22%	40 33%	
Other	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	
Don't know	6 4%	1 3%	1 4%	— —%	— —%	— —%	4 4%	1 3%	1 4%	2 4%	3 3%	3 6%	6 4%	1 5%	1 11%	4 3%	
NET ---																	
Incoming/Outgoing calls	117 78%	18 62%	24 86%	— —%	— —%	6 86%	81 81%	18 62%	24 86%	36 72%	80 80%	37 74%	117 78%	10 48%	7 78%	100 83%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<D2> Can you specify whether you use IP-based services for the following business uses?

by

Base: All that use IP

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Outgoing calls	113 75%	16 55%	13 59%	9 47%	10 63%	11 61%	12 67%	11 65%	7 70%	- -%	- -%	5 71%	3 60%	1 100%	- -%	1 50%
Incoming calls	108 72%	14 48%	11 50%	8 42%	8 50%	8 44%	10 56%	9 53%	6 60%	- -%	1 33%	4 57%	1 20%	1 100%	- -%	1 50%
Internet services	98 65%	16 55%	12 55%	13 68%	9 56%	10 56%	12 67%	9 53%	6 60%	1 50%	2 67%	2 29%	4 80%	1 100%	- -%	2 100%
Calls between different sites	95 63%	17 59%	15 68%	9 47%	9 56%	9 50%	12 67%	10 59%	6 60%	2 100%	1 33%	5 71%	2 40%	- -%	- -%	2 100%
Data services	72 48%	10 34%	9 41%	9 47%	5 31%	8 44%	8 44%	6 35%	5 50%	- -%	- -%	1 14%	1 20%	1 100%	1 100%	2 100%
Video conferencing	63 42%	6 21%	6 27%	4 21%	6 38%	5 28%	6 33%	6 35%	5 50%	- -%	- -%	2 29%	- -%	1 100%	- -%	1 50%
Fax services	51 34%	9 31%	9 41%	5 26%	7 44%	6 33%	7 39%	6 35%	3 30%	- -%	1 33%	4 57%	2 40%	1 100%	- -%	- -%
Security/alarm systems	50 33%	8 28%	6 27%	5 26%	7 44%	7 39%	8 44%	7 41%	4 40%	- -%	- -%	3 43%	2 40%	- -%	- -%	1 50%
Card payments	46 31%	6 21%	4 18%	2 11%	4 25%	3 17%	5 28%	6 35%	1 10%	- -%	- -%	2 29%	1 20%	1 100%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	6 4%	2 7%	- -%	1 5%	1 6%	2 11%	1 6%	2 12%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	- -%
NET																

Incoming/Outgoing calls	117 78%	17 59%	13 59%	10 53%	10 63%	11 61%	12 67%	11 65%	7 70%	- -%	1 33%	5 71%	3 60%	1 100%	- -%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<D2> Can you specify whether you use IP-based services for the following business uses?

by

Base: All that use IP

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 or more channe ls (g)	1500 nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In lution (c)
Total	150	3	—	2	4	1	1	—	1	21	7	17	3	9	12	1	6	3	3	9	18	3	
Outgoing calls	113 75%	3 100%	— —	1 50%	3 75%	— —	— —	— —	1 100%	9 43%	5 71%	8 47%	1 33%	4 44%	6 50%	— —	4 67%	2 67%	2 67%	4 44%	9 50%	3 100%	
Incoming calls	108 72%	3 100%	— —	2 100%	3 75%	— —	— —	— —	1 100%	7 33%	5 71%	6 35%	1 33%	3 33%	5 42%	— —	4 67%	2 67%	3 100%	3 33%	8 44%	3 100%	
Internet services	98 65%	1 33%	— —	2 100%	2 50%	1 100%	— —	— —	1 100%	11 52%	4 57%	9 53%	1 33%	6 67%	7 58%	— —	3 50%	2 67%	2 67%	5 56%	10 56%	1 33%	
Calls between different sites	95 63%	3 100%	— —	1 50%	3 75%	— —	— —	— —	1 100%	9 43%	7 100%	7 41%	2 67%	4 44%	8 67%	— —	4 67%	2 67%	2 67%	4 44%	11 61%	3 100%	
Data services	72 48%	1 33%	— —	1 50%	1 25%	1 100%	— —	— —	1 100%	7 33%	2 29%	6 35%	— —	3 33%	3 25%	1 100%	2 33%	2 67%	1 33%	3 33%	6 33%	1 33%	
Video conferencing	63 42%	— —	— —	1 50%	2 50%	— —	— —	— —	1 100%	4 19%	1 14%	4 24%	— —	1 11%	3 25%	— —	2 33%	1 33%	1 33%	1 11%	4 22%	1 33%	
Fax services	51 34%	1 33%	— —	1 50%	1 25%	— —	— —	— —	— —	4 19%	4 57%	4 24%	— —	2 22%	6 50%	— —	2 33%	— —	1 33%	1 11%	9 50%	— —	
Security/alarm systems	50 33%	— —	— —	1 50%	2 50%	— —	— —	— —	1 100%	6 29%	1 14%	5 29%	1 33%	2 22%	4 33%	— —	2 33%	— —	2 67%	2 22%	4 22%	2 67%	
Card payments	46 31%	1 33%	— —	1 50%	— —	— —	— —	— —	— —	3 14%	3 43%	3 18%	— —	3 33%	1 8%	— —	2 33%	— —	— —	2 22%	4 22%	— —	
Other	— —	— —	— —	— —	— —	— —	— —	— —	— —	— —	— —	— —	— —	— —	— —	— —	— —	— —	— —	— —	— —	— —	
Don't know	6 4%	— —	— —	— —	— —	— —	1 100%	— —	— —	2 10%	— —	1 6%	1 33%	1 11%	— —	— —	1 17%	— —	— —	2 22%	— —	— —	
NET ---																							
Incoming/Outgoing calls	117 78%	3 100%	— —	2 100%	3 75%	— —	— —	— —	1 100%	10 48%	5 71%	9 53%	1 33%	4 44%	7 58%	— —	4 67%	2 67%	3 100%	4 44%	10 56%	3 100%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<D2> Can you specify whether you use IP-based services for the following business uses?

by

Base: All that use IP

ISDN LINES											
	Total	-----									
		Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	150	9	12	9	14	12	8	9	17	10	2
Outgoing calls	113 75%	5 56%	6 50%	5 56%	7 50%	7 58%	3 38%	5 56%	8 47%	7 70%	1 50%
Incoming calls	108 72%	3 33%	6 50%	5 56%	4 29%	8 67%	1 13%	6 67%	7 41%	6 60%	1 50%
Internet services	98 65%	5 56%	8 67%	3 33%	7 50%	7 58%	3 38%	7 78%	10 59%	4 40%	1 50%
Calls between different sites	95 63%	4 44%	7 58%	7 78%	6 43%	9 75%	4 50%	4 44%	8 47%	8 80%	1 50%
Data services	72 48%	- -%	8 67%	2 22%	5 36%	5 42%	- -%	5 56%	5 29%	4 40%	1 50%
Video conferencing	63 42%	2 22%	3 25%	1 11%	4 29%	2 17%	- -%	3 33%	3 18%	3 30%	- -%
Fax services	51 34%	2 22%	6 50%	2 22%	7 50%	1 8%	4 50%	4 44%	8 47%	1 10%	- -%
Security/alarm systems	50 33%	2 22%	3 25%	3 33%	5 36%	3 25%	2 25%	2 22%	4 24%	4 40%	- -%
Card payments	46 31%	1 11%	4 33%	1 11%	4 29%	1 8%	2 25%	3 33%	5 29%	1 10%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	6 4%	- -%	- -%	2 22%	- -%	1 8%	- -%	1 11%	1 6%	- -%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)
<D2> Can you specify whether you use IP-based services for the following business uses?
by
Base: All that use IP

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	150	9	12	9	14	12	8	9	17	10	2
NET	---										
Incoming/Outgoing calls	117 78%	6 67%	6 50%	5 56%	7 50%	8 67%	3 38%	6 67%	9 53%	7 70%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<D2> Can you specify whether you use IP-based services for the following business uses?

by

Base: All that use IP

IP Based Services																					
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Outgoing calls	113	-	-	-	-	-	-	-	-	-	42	76	34	113	76	80	43	41	61	39	57
	75%	-%	-%	-%	-%	-%	-%	-%	-%	-%	78%	74%	85%	BCDEFG 97%	80%	82%	84%	82%	85%	85%	90%
Incoming calls	108	-	-	-	-	-	-	-	-	-	39	73	31	108	76	78	41	39	60	39	56
	72%	-%	-%	-%	-%	-%	-%	-%	-%	-%	72%	71%	78%	BCDE 92%	80%	80%	80%	78%	83%	85%	89%
Internet services	98	-	-	-	-	-	-	-	-	-	34	69	26	82	64	98	42	37	64	34	54
	65%	-%	-%	-%	-%	-%	-%	-%	-%	-%	63%	67%	65%	ABDEFGH 70%	67%	100%	82%	74%	89%	74%	86%
Calls between different sites	95	-	-	-	-	-	-	-	-	-	39	67	27	79	95	64	35	39	52	33	49
	63%	-%	-%	-%	-%	-%	-%	-%	-%	-%	72%	65%	68%	ACDEFGH 68%	100%	65%	69%	78%	72%	72%	78%
Data services	72	-	-	-	-	-	-	-	-	-	31	52	25	63	52	64	32	33	72	34	46
	48%	-%	-%	-%	-%	-%	-%	-%	-%	-%	57%	50%	63%	54%	55%	65%	63%	66%	100%	74%	73%
Video conferencing	63	-	-	-	-	-	-	-	-	-	26	42	19	58	49	54	30	26	46	27	63
	42%	-%	-%	-%	-%	-%	-%	-%	-%	-%	48%	41%	48%	50%	52%	55%	59%	52%	64%	59%	100%
Fax services	51	-	-	-	-	-	-	-	-	-	24	36	16	44	35	42	51	23	32	20	30
	34%	-%	-%	-%	-%	-%	-%	-%	-%	-%	44%	35%	40%	38%	37%	43%	100%	46%	44%	43%	48%
Security/alarm systems	50	-	-	-	-	-	-	-	-	-	24	37	19	44	39	37	23	50	33	24	26
	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	44%	36%	48%	38%	41%	38%	45%	100%	46%	52%	41%
Card payments	46	-	-	-	-	-	-	-	-	-	20	32	14	40	33	34	20	24	34	46	27
	31%	-%	-%	-%	-%	-%	-%	-%	-%	-%	37%	31%	35%	34%	35%	35%	39%	48%	47%	100%	43%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 93 (continuation)
<D2> Can you specify whether you use IP-based services for the following business uses?
by
Base: All that use IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
NET	---																			
Incoming/Outgoing calls	117	-	-	-	-	-	-	-	-	45	79	35	117	79	82	44	44	63	40	58
	78%	-%	-%	-%	-%	-%	-%	-%	-%	83%	77%	88%	BCDEFGH 100%	83%	84%	86%	88%	88%	87%	92%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<D2> Can you specify whether you use IP-based services for the following business uses?

by

Base: All that use IP

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	and	and	but	mentary	ck-up	at all	mentary	ck-up	at all
				(a) service (b) (c)					(c)			(a) (b) (c) (d)					(a) (b) (c)			(a) (b) (c)			
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1		
Outgoing calls	113 75%	65 75%	35 80%	82B 90%	25 60%	3 27%	81 78%	26 74%	83 80%	16 73%	8 67%	14 70%	16 80%	64 75%	14 88%	2 100%	4 100%	- -%	6 100%	5 83%	1 100%		
Incoming calls	108 72%	63 72%	32 73%	80B 88%	23 55%	3 27%	79 76%	24 69%	81 78%	15 68%	6 50%	11 55%	15 75%	64 75%	14 88%	2 100%	4 100%	- -%	6 100%	5 83%	1 100%		
Internet services	98 65%	61 70%	29 66%	69b 76%	24 57%	3 27%	70 67%	24 69%	71 68%	15 68%	7 58%	14 70%	14 70%	55 65%	11 69%	2 100%	3 75%	- -%	5 83%	4 67%	1 100%		
Calls between different sites	95 63%	57 66%	25 57%	63 69%	26 62%	4 36%	68 65%	21 60%	71 68%	10 45%	8 67%	11 55%	12 60%	58 68%	9 56%	2 100%	4 100%	- -%	5 83%	6 100%	1 100%		
Data services	72 48%	47 54%	20 45%	47 52%	19 45%	5 45%	57b 55%	11 31%	56 54%	8 36%	5 42%	8 40%	9 45%	47 55%	7 44%	2 100%	3 75%	- -%	4 67%	3 50%	1 100%		
Video conferencing	63 42%	45B 52%	11 25%	41 45%	18 43%	3 27%	48 46%	13 37%	49 47%	7 32%	4 33%	8 40%	9 45%	37 44%	7 44%	2 100%	2 50%	- -%	5 83%	4 67%	1 100%		
Fax services	51 34%	27 31%	20 45%	36b 40%	9 21%	5 45%	33 32%	16 46%	35 34%	9 41%	4 33%	8 40%	5 25%	32 38%	4 25%	2 100%	1 25%	- -%	3 50%	- -%	1 100%		
Security/alarm systems	50 33%	35 40%	13 30%	31 34%	15 36%	3 27%	35 34%	14 40%	40 38%	5 23%	4 33%	8 40%	9 45%	29 34%	2 13%	1 50%	4 100%	- -%	3 50%	2 33%	1 100%		
Card payments	46 31%	26 30%	14 32%	33 36%	11 26%	2 18%	34 33%	12 34%	38 37%	4 18%	2 17%	5 25%	6 30%	29 34%	4 25%	1 50%	3 75%	- -%	3 50%	2 33%	1 100%		
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Don't know	6 4%	2 2%	2 5%	- -%	2a 5%	1 9%	1 1%	1 3%	1 1%	- -%	- -%	- -%	- -%	2 2%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%		
NET ---																							
Incoming/Outgoing calls	117 78%	69 79%	35 80%	83B 91%	28 67%	3 27%	84 81%	27 77%	86 83%	17 77%	8 67%	14 70%	17 85%	67 79%	14 88%	2 100%	4 100%	- -%	6 100%	5 83%	1 100%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 93 (continuation)

<D2> Can you specify whether you use IP-based services for the following business uses?

by

Base: All that use IP

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	150	69	69	13	7	8	3
Outgoing calls	113 75%	54 78%	50 72%	5 38%	3 43%	4 50%	3 100%
Incoming calls	108 72%	52 75%	47 68%	3 23%	3 43%	5 63%	3 100%
Internet services	98 65%	43 62%	47 68%	7 54%	5 71%	5 63%	2 67%
Calls between different sites	95 63%	40 58%	47 68%	5 38%	5 71%	4 50%	3 100%
Data services	72 48%	31 45%	36 52%	3 23%	4 57%	3 38%	2 67%
Video conferencing	63 42%	26 38%	30 43%	2 15%	2 29%	3 38%	1 33%
Fax services	51 34%	22 32%	25 36%	6 46%	1 14%	2 25%	- -
Security/alarm systems	50 33%	21 30%	25 36%	4 31%	2 29%	2 25%	2 67%
Card payments	46 31%	22 32%	24 35%	3 23%	- -	2 25%	- -
Other	- -	- -	- -	- -	- -	- -	- -
Don't know	6 4%	2 3%	1 1%	- -	1 14%	1 13%	- -
NET ---							
Incoming/Outgoing calls	117 78%	56 81%	52 75%	6 46%	3 43%	5 63%	3 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 94

<D3a> You have said that you use IP-based services for the following purposes. Please select your most important function for which your company uses IP-based services.

by

Base: All that use IP

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1m to £20m	£21m to £100m	£101m+	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(a)	(b)	(c)		(a)	(b)	(c)	(d)	
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Incoming calls	43 29%	1 50%	2 33%	1 20%	4 31%	10 37%	11 32%	18 24%	30 32%	4 27%	3 33%	5 28%	9 33%	18 31%	4 14%	8 31%
Outgoing calls	21 14%	- -%	- -%	2 40%	2 15%	6 22%	4 12%	9 12%	17 18%	1 7%	- -%	1 6%	4 15%	11 19%	3 11%	2 8%
Calls between different sites	19 13%	- -%	1 17%	- -%	1 8%	- -%	5 15%	13 17%	9 9%	2 13%	1 11%	5 28%	2 7%	8 14%	5 18%	3 12%
Internet services	33 22%	1 50%	2 33%	1 20%	4 31%	8 30%	6 18%	15 20%	25 26%	5 33%	1 11%	2 11%	7 26%	12 20%	9 32%	4 15%
Fax services	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	1 1%	- -%	- -%	- -%	- -%	- -%	2 7%	- -%
Security/alarm systems	4 3%	- -%	- -%	- -%	- -%	1 4%	1 3%	2 3%	1 1%	1 7%	- -%	1 6%	2 7%	1 2%	- -%	1 4%
Data services	14 9%	- -%	- -%	- -%	- -%	2 7%	1 3%	11 14%	5 5%	1 7%	3 33%	4 22%	2 7%	3 5%	3 11%	5 19%
Card payments	4 3%	- -%	- -%	- -%	- -%	- -%	2 6%	2 3%	2 2%	1 7%	- -%	- -%	- -%	2 3%	2 7%	- -%
Video conferencing	4 3%	- -%	- -%	- -%	- -%	- -%	1 3%	3 4%	2 2%	- -%	1 11%	- -%	- -%	2 3%	- -%	2 8%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	6 4%	- -%	1 17%	1 20%	2 15%	- -%	3 9%	1 1%	3 3%	- -%	- -%	- -%	1 4%	2 3%	- -%	1 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 94 (continuation)

<D3a> You have said that you use IP-based services for the following purposes. Please select your most important function for which your company uses IP-based services.

by

Base: All that use IP

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Finan	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	cial	er	se	admin					
		(b)	(c)	Transport/ Communications (d)		(f)	Services (g)	and services (h)			2 years (a)	years (b)	years (c)	19 years (d)	years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Incoming calls	43 29%	2 40%	5 19%	2 22%	5 36%	3 25%	5 26%	12 34%	7 47%	2 14%	2 33%	4 21%	6 27%	11 22%	19 37%
Outgoing calls	21 14%	1 20%	9 33%	1 11%	2 14%	1 8%	1 5%	4 11%	- -%	2 14%	1 17%	6 32%	1 5%	8 16%	5 10%
Calls between different sites	19 13%	- -%	2 7%	2 22%	3 21%	2 17%	4 21%	2 6%	1 7%	3 21%	1 17%	1 5%	4 18%	6 12%	7 14%
Internet services	33 22%	2 40%	6 22%	2 22%	2 14%	2 17%	3 16%	10 29%	2 13%	4 29%	1 17%	5 26%	8 36%	11 22%	8 16%
Fax services	2 1%	- -%	- -%	1 11%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	- -%
Security/alarm systems	4 3%	- -%	- -%	1 11%	1 7%	1 8%	1 5%	- -%	- -%	- -%	1 17%	1 5%	- -%	2 4%	- -%
Data services	14 9%	- -%	2 7%	- -%	1 7%	1 8%	1 5%	3 9%	4 27%	2 14%	- -%	1 5%	1 5%	5 10%	7 14%
Card payments	4 3%	- -%	1 4%	- -%	- -%	1 8%	2 11%	- -%	- -%	- -%	- -%	1 5%	1 5%	2 4%	- -%
Video conferencing	4 3%	- -%	1 4%	- -%	- -%	1 8%	1 5%	1 3%	- -%	- -%	- -%	- -%	1 5%	1 2%	2 4%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	6 4%	- -%	1 4%	- -%	- -%	- -%	- -%	3 9%	1 7%	1 7%	- -%	- -%	- -%	2 4%	3 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 94 (continuation)

<D3a> You have said that you use IP-based services for the following purposes. Please select your most important function for which your company uses IP-based services.

by

Base: All that use IP

		PERSONAL PROFILE																		
		Location													Involvement					
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)				Some sites (b)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6			
Incoming calls	43 29%	2 67%	2 12%	2 25%	3 38%	2 17%	3 43%	9 21%	7 32%	4 36%	34 26%	1 50%	7 50%	1 33%	22 29%	7 29%	2 33%			
Outgoing calls	21 14%	- %	3 18%	2 25%	- %	2 17%	- %	6 14%	4 18%	1 9%	18 14%	- %	3 21%	- %	11 14%	2 8%	- %			
Calls between different sites	19 13%	- %	2 12%	- %	3 38%	2 17%	- %	6 14%	2 9%	1 9%	16 12%	- %	2 14%	1 33%	7 9%	7 29%	1 17%			
Internet services	33 22%	- %	3 18%	3 38%	2 25%	3 25%	1 14%	11 26%	6 27%	3 27%	32 24%	1 50%	- %	- %	17 22%	4 17%	2 33%			
Fax services	2 1%	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	1 1%	- %	1 7%	- %	1 1%	- %	- %			
Security/alarm systems	4 3%	- %	- %	- %	- %	- %	- %	4 9%	- %	- %	4 3%	- %	- %	- %	3 4%	- %	- %			
Data services	14 9%	1 33%	5 29%	- %	- %	1 8%	1 14%	3 7%	2 9%	- %	13 10%	- %	- %	1 33%	9 12%	3 13%	- %			
Card payments	4 3%	- %	- %	1 13%	- %	1 8%	- %	1 2%	- %	1 9%	4 3%	- %	- %	- %	3 4%	- %	- %			
Video conferencing	4 3%	- %	- %	- %	- %	1 8%	- %	2 5%	- %	- %	3 2%	- %	1 7%	- %	2 3%	1 4%	- %			
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %			
Dont know	6 4%	- %	2 12%	- %	- %	- %	2 29%	- %	1 5%	1 9%	6 5%	- %	- %	- %	1 1%	- %	1 17%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 94 (continuation)

<D3a> You have said that you use IP-based services for the following purposes. Please select your most important function for which your company uses IP-based services.
by

Base: All that use IP

		PERSONAL PROFILE														
		Fixed line services													Mostly used fixed line	
		Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)
Total	150	29	28	-	-	7	100	29	28	50	100	50	150	21	9	120
Incoming calls	43 29%	5 17%	11 39%	- -%	- -%	3 43%	30 30%	5 17%	11 39%	13 26%	29 29%	14 28%	43 29%	2 10%	2 22%	39 33%
Outgoing calls	21 14%	5 17%	5 18%	- -%	- -%	2 29%	13 13%	5 17%	5 18%	8 16%	14 14%	7 14%	21 14%	4 19%	1 11%	16 13%
Calls between different sites	19 13%	2 7%	3 11%	- -%	- -%	- -%	14 14%	2 7%	3 11%	5 10%	12 12%	7 14%	19 13%	2 10%	2 22%	15 13%
Internet services	33 22%	6 21%	5 18%	- -%	- -%	1 14%	23 23%	6 21%	5 18%	10 20%	19 19%	14 28%	33 22%	5 24%	1 11%	27 23%
Fax services	2 1%	2 7%	- -%	- -%	- -%	- -%	- -%	2 7%	- -%	2f 4%	2 2%	- -%	2 1%	2 10%	- -%	- -%
Security/alarm systems	4 3%	2 7%	- -%	- -%	- -%	- -%	2 2%	2 7%	- -%	2 4%	4 4%	- -%	4 3%	1 5%	- -%	3 3%
Data services	14 9%	5 17%	3 11%	- -%	- -%	1 14%	7 7%	5 17%	3 11%	7 14%	11 11%	3 6%	14 9%	3 14%	2 22%	9 8%
Card payments	4 3%	1 3%	- -%	- -%	- -%	- -%	3 3%	1 3%	- -%	1 2%	3 3%	1 2%	4 3%	1 5%	- -%	3 3%
Video conferencing	4 3%	- -%	- -%	- -%	- -%	- -%	4 4%	- -%	- -%	- -%	3 3%	1 2%	4 3%	- -%	- -%	4 3%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	6 4%	1 3%	1 4%	- -%	- -%	- -%	4 4%	1 3%	1 4%	2 4%	3 3%	3 6%	6 4%	1 5%	1 11%	4 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 94 (continuation)

<D3a> You have said that you use IP-based services for the following purposes. Please select your most important function for which your company uses IP-based services.

by

Base: All that use IP

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Incoming calls	43 29%	4 14%	3 14%	2 11%	- %	2 11%	1 6%	1 6%	- %	- %	1 33%	1 14%	- %	- %	- %	- %
Outgoing calls	21 14%	5 17%	4 18%	3 16%	4 25%	4 22%	3 17%	3 18%	2 20%	- %	- %	2 29%	2 40%	- %	- %	- %
Calls between different sites	19 13%	4 14%	3 14%	2 11%	2 13%	1 6%	3 17%	2 12%	3 30%	1 50%	- %	1 14%	- %	- %	- %	- %
Internet services	33 22%	6 21%	5 23%	6 32%	3 19%	2 11%	4 22%	3 18%	2 20%	1 50%	1 33%	- %	2 40%	- %	- %	- %
Fax services	2 1%	1 3%	2 9%	1 5%	1 6%	2 11%	- %	- %	- %	- %	- %	1 14%	1 20%	- %	- %	- %
Security/alarm systems	4 3%	1 3%	- %	- %	1 6%	- %	1 6%	1 6%	- %	- %	- %	1 14%	- %	- %	- %	- %
Data services	14 9%	5 17%	5 23%	4 21%	3 19%	5 28%	4 22%	4 24%	3 30%	- %	- %	- %	- %	1 100%	1 100%	2 100%
Card payments	4 3%	1 3%	- %	- %	1 6%	- %	1 6%	1 6%	- %	- %	- %	1 14%	- %	- %	- %	- %
Video conferencing	4 3%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Dont know	6 4%	2 7%	- %	1 5%	1 6%	2 11%	1 6%	2 12%	- %	- %	1 33%	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 94 (continuation)

<D3a> You have said that you use IP-based services for the following purposes. Please select your most important function for which your company uses IP-based services.

by

Base: All that use IP

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted	
		(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	or -1470 channe ls(g)	more chan nels(h)	(a)	(b)	(a)	(b)	Service (a)	mentary service (b)	ck-up (c)	Service (a)	mentary service (b)	ck-up (c)	dalone (a)	-house package (b)	lution (c)	
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3	
Incoming calls	43 29%	2 67%	- %	1 50%	- %	- %	- %	- %	- %	2 10%	2 29%	2 12%	- %	1 11%	1 8%	- %	1 17%	1 33%	1 33%	1 11%	2 11%	1 33%	
Outgoing calls	21 14%	1 33%	- %	- %	1 25%	- %	- %	- %	- %	3 14%	- %	3 18%	- %	1 11%	3 25%	- %	1 17%	- %	1 33%	2 22%	3 17%	- %	
Calls between different sites	19 13%	- %	- %	- %	2 50%	- %	- %	- %	- %	3 14%	1 14%	2 12%	1 33%	- %	2 17%	- %	- %	1 33%	1 33%	1 11%	2 11%	1 33%	
Internet services	33 22%	- %	- %	- %	1 25%	1 100%	- %	- %	- %	5 24%	1 14%	3 18%	1 33%	4 44%	1 8%	- %	1 17%	1 33%	- %	3 33%	3 17%	- %	
Fax services	2 1%	- %	- %	- %	- %	- %	- %	- %	- %	1 5%	1 14%	1 6%	- %	- %	2 17%	- %	- %	- %	- %	- %	2 11%	- %	
Security/alarm systems	4 3%	- %	- %	- %	- %	- %	- %	- %	- %	1 5%	- %	1 6%	- %	1 11%	- %	- %	- %	- %	- %	- %	1 6%	- %	
Data services	14 9%	- %	- %	1 50%	- %	- %	- %	1 100%	- %	4 19%	1 14%	4 24%	- %	1 11%	2 17%	1 100%	2 33%	- %	- %	- %	4 22%	1 33%	
Card payments	4 3%	- %	- %	- %	- %	- %	- %	- %	- %	- %	1 14%	- %	- %	- %	1 8%	- %	- %	- %	- %	- %	1 6%	- %	
Video conferencing	4 3%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Dont know	6 4%	- %	- %	- %	- %	- %	1 100%	- %	- %	2 10%	- %	1 6%	1 33%	1 11%	- %	- %	1 17%	- %	- %	2 22%	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 94 (continuation)

<D3a> You have said that you use IP-based services for the following purposes. Please select your most important function for which your company uses IP-based services.

by

Base: All that use IP

ISDN LINES												

	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Total	150	9	12	9	14	12	8	9	17	10	2	
Incoming calls	43 29%	2 22%	- -	2 22%	1 7%	3 25%	1 13%	1 11%	2 12%	1 10%	1 50%	
Outgoing calls	21 14%	3 33%	1 8%	1 11%	4 29%	1 8%	2 25%	1 11%	3 18%	2 20%	- -	
Calls between different sites	19 13%	2 22%	1 8%	1 11%	1 7%	2 17%	1 13%	1 11%	2 12%	2 20%	- -	
Internet services	33 22%	2 22%	3 25%	1 11%	2 14%	3 25%	1 13%	2 22%	3 18%	2 20%	- -	
Fax services	2 1%	- -	2 17%	- -	2 14%	- -	2 25%	- -	2 12%	- -	- -	
Security/alarm systems	4 3%	- -	- -	1 11%	1 7%	- -	1 13%	- -	1 6%	- -	- -	
Data services	14 9%	- -	4 33%	1 11%	3 21%	2 17%	- -	2 22%	2 12%	3 30%	- -	
Card payments	4 3%	- -	1 8%	- -	- -	- -	- -	1 11%	1 6%	- -	- -	
Video conferencing	4 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Dont know	6 4%	- -	- -	2 22%	- -	1 8%	- -	1 11%	1 6%	- -	1 50%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 94 (continuation)

<D3a> You have said that you use IP-based services for the following purposes. Please select your most important function for which your company uses IP-based services.

by

Base: All that use IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Incoming calls	43 29%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	18 33%	27 26%	11 28%	43 37%	29 31%	27 28%	16 31%	13 26%	20 28%	16 35%	19 30%
Outgoing calls	21 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 17%	12 12%	6 15%	21bg 18%	7 7%	14 14%	6 12%	8 16%	7 10%	2 4%	6 10%
Calls between different sites	19 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 11%	15 15%	9 23%	14 12%	19Cdh 20%	7 7%	3 6%	8 16%	7 10%	5 11%	4 6%
Internet services	33 22%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 17%	26 25%	7 18%	22 19%	19 20%	33abe 34%	15 29%	8 16%	19 26%	10 22%	16 25%
Fax services	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	1 1%	- -%	2ac 4%	- -%	- -%	- -%	- -%
Security/alarm systems	4 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	3 3%	1 3%	1 1%	3 3%	- -%	2c 4%	4aC 8%	1 1%	3ac 7%	1 2%
Data services	14 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	8 15%	10 10%	4 10%	9 8%	11 12%	11 11%	5 10%	7 14%	14a 19%	6 13%	11a 17%
Card payments	4 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 4%	- -%	3 3%	3 3%	3 3%	- -%	1 2%	2 3%	4d 9%	2 3%
Video conferencing	4 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	2 2%	2 5%	4 3%	3 3%	3 3%	2 4%	1 2%	2 3%	- -%	4 6%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	6 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 94 (continuation)

<D3a> You have said that you use IP-based services for the following purposes. Please select your most important function for which your company uses IP-based services.

by

Base: All that use IP

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1	
Incoming calls	43 29%	20 23%	17 39%	33 36%	10 24%	- %	33 32%	9 26%	33 32%	8 36%	1 8%	5 25%	5 25%	26 31%	7 44%	1 50%	1 25%	- %	4 67%	3 50%	- %	
Outgoing calls	21 14%	14 16%	4 9%	12 13%	6 14%	2 18%	10 10%	7 20%	12 12%	4 18%	3 25%	6 30%	3 15%	10 12%	1 6%	- %	1 25%	- %	- %	2 33%	- %	
Calls between different sites	19 13%	13 15%	4 9%	11 12%	6 14%	1 9%	12 12%	5 14%	12 12%	5 23%	1 8%	1 5%	7 35%	8 9%	1 6%	- %	- %	- %	1 17%	- %	- %	
Internet services	33 22%	19 22%	12 27%	22 24%	10 24%	1 9%	24 23%	9 26%	27 26%	3 14%	2 17%	4 20%	4 20%	18 21%	4 25%	1 50%	- %	- %	- %	1 17%	1 100%	
Fax services	2 1%	1 1%	1 2%	- %	- %	2 18%	1 1%	1 3%	- %	1 5%	1 8%	- %	- %	2 2%	- %	- %	- %	- %	- %	- %	- %	
Security/alarm systems	4 3%	2 2%	1 2%	1 1%	2 5%	1 9%	2 2%	2 6%	3 3%	- %	1 8%	2 10%	1 5%	1 1%	- %	- %	1 25%	- %	- %	- %	- %	
Data services	14 9%	12b 14%	1 2%	8 9%	4 10%	2 18%	14b 13%	- %	11 11%	- %	2 17%	2 10%	- %	11 13%	1 6%	- %	1 25%	- %	1 17%	- %	- %	
Card payments	4 3%	1 1%	1 2%	3 3%	- %	1 9%	4 4%	- %	3 3%	1 5%	- %	- %	- %	4 5%	- %	- %	- %	- %	- %	- %	- %	
Video conferencing	4 3%	3 3%	1 2%	1 1%	2 5%	- %	3 3%	1 3%	2 2%	- %	1 8%	- %	- %	3 4%	1 6%	- %	- %	- %	- %	- %	- %	
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Dont know	6 4%	2 2%	2 5%	- %	2a 5%	1 9%	1 1%	1 3%	1 1%	- %	- %	- %	- %	2 2%	1 6%	- %	- %	- %	- %	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 94 (continuation)

<D3a> You have said that you use IP-based services for the following purposes. Please select your most important function for which your company uses IP-based services.
by

Base: All that use IP

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	150	69	69	13	7	8	3
Incoming calls	43 29%	28B 41%	13 19%	1 8%	1 14%	2 25%	1 33%
Outgoing calls	21 14%	12 17%	7 10%	3 23%	1 14%	1 13%	- -%
Calls between different sites	19 13%	9 13%	10 14%	1 8%	- -%	1 13%	1 33%
Internet services	33 22%	10 14%	21a 30%	3 23%	2 29%	2 25%	- -%
Fax services	2 1%	- -%	2 3%	2 15%	- -%	- -%	- -%
Security/alarm systems	4 3%	3 4%	1 1%	1 8%	- -%	- -%	- -%
Data services	14 9%	3 4%	9 13%	2 15%	2 29%	1 13%	1 33%
Card payments	4 3%	1 1%	3 4%	- -%	- -%	- -%	- -%
Video conferencing	4 3%	1 1%	2 3%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	6 4%	2 3%	1 1%	- -%	1 14%	1 13%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95

<D3b> You have said that you use IP-based services for the following purposes. Please select your 2nd most important function for which your company uses IP-based services, by

Base: All that use IP

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)	(a)	(b)	to 20 (c)		£1m (a)	million to £20 million (b)	- £100 million (c)	(d)	
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Incoming calls	25 17%	1 50%	1 17%	1 20%	3 23%	4 15%	3 9%	15 20%	18 19%	4 27%	2 22%	- -%	4 15%	10 17%	5 18%	5 19%
Outgoing calls	38 25%	1 50%	2 33%	2 40%	5 38%	9 33%	7 21%	17 22%	25 26%	4 27%	3 33%	5 28%	10 37%	15 25%	2 7%	7 27%
Calls between different sites	17 11%	- -%	1 17%	- -%	1 8%	5 19%	2 6%	9 12%	11 12%	2 13%	1 11%	1 6%	4 15%	2 3%	8 29%	2 8%
Internet services	21 14%	- -%	1 17%	1 20%	2 15%	3 11%	5 15%	11 14%	12 13%	1 7%	2 22%	4 22%	5 19%	8 14%	2 7%	5 19%
Fax services	3 2%	- -%	- -%	- -%	- -%	2 7%	- -%	1 1%	1 1%	- -%	- -%	- -%	- -%	3 5%	- -%	- -%
Security/alarm systems	11 7%	- -%	- -%	- -%	- -%	1 4%	2 6%	8 11%	5 5%	1 7%	- -%	4 22%	- -%	6 10%	1 4%	3 12%
Data services	9 6%	- -%	- -%	- -%	- -%	- -%	4 12%	5 7%	6 6%	1 7%	- -%	2 11%	- -%	6 10%	1 4%	2 8%
Card payments	5 3%	- -%	- -%	- -%	- -%	1 4%	2 6%	2 3%	4 4%	- -%	- -%	1 6%	2 7%	1 2%	1 4%	1 4%
Video conferencing	6 4%	- -%	- -%	- -%	- -%	1 4%	2 6%	3 4%	5 5%	1 7%	- -%	- -%	- -%	4 7%	2 7%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	15 10%	- -%	1 17%	1 20%	2 15%	1 4%	7g 21%	5 7%	8 8%	1 7%	1 11%	1 6%	2 7%	4 7%	6 21%	1 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95 (continuation)

<D3b> You have said that you use IP-based services for the following purposes. Please select your 2nd most important function for which your company uses IP-based services, by

Base: All that use IP

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fin ancial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Incoming calls	25 17%	– -%	4 15%	2 22%	2 14%	3 25%	3 16%	8 23%	1 7%	2 14%	2 33%	4 21%	4 18%	8 16%	7 14%
Outgoing calls	38 25%	2 40%	5 19%	– -%	5 36%	3 25%	2 11%	13 37%	6 40%	2 14%	2 33%	5 26%	5 23%	11 22%	14 27%
Calls between different sites	17 11%	– -%	5 19%	– -%	2 14%	1 8%	3 16%	2 6%	1 7%	3 21%	2 33%	1 5%	3 14%	7 14%	4 8%
Internet services	21 14%	1 20%	5 19%	2 22%	2 14%	1 8%	3 16%	4 11%	2 13%	1 7%	– -%	4 21%	2 9%	4 8%	11 22%
Fax services	3 2%	– -%	– -%	1 11%	– -%	1 8%	– -%	– -%	– -%	1 7%	– -%	1 5%	– -%	1 2%	2 4%
Security/alarm systems	11 7%	– -%	4 15%	– -%	– -%	1 8%	1 5%	2 6%	2 13%	1 7%	– -%	1 5%	2 9%	4 8%	4 8%
Data services	9 6%	– -%	2 7%	1 11%	– -%	2 17%	1 5%	1 3%	1 7%	1 7%	– -%	1 5%	2 9%	4 8%	2 4%
Card payments	5 3%	– -%	– -%	1 11%	– -%	– -%	2 11%	– -%	1 7%	1 7%	– -%	1 5%	1 5%	1 2%	2 4%
Video conferencing	6 4%	– -%	1 4%	1 11%	1 7%	– -%	– -%	2 6%	– -%	1 7%	– -%	1 5%	2 9%	2 4%	1 2%
Other	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%
Don't know	15 10%	2 40%	1 4%	1 11%	2 14%	– -%	4 21%	3 9%	1 7%	1 7%	– -%	– -%	1 5%	8 16%	5 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95 (continuation)

<D3b> You have said that you use IP-based services for the following purposes. Please select your 2nd most important function for which your company uses IP-based services, by

Base: All that use IP

	Total	PERSONAL PROFILE															
		Location											Involvement				
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
Incoming calls	25 17%	- %	3 18%	3 38%	1 13%	2 17%	- %	9 21%	2 9%	2 18%	22 17%	- %	2 14%	1 33%	12 16%	4 17%	1 17%
Outgoing calls	38 25%	1 33%	2 12%	1 13%	2 25%	2 17%	3 43%	9 21%	6 27%	5 45%	31 24%	1 50%	6 43%	- %	18 24%	7 29%	2 33%
Calls between different sites	17 11%	- %	1 6%	1 13%	2 25%	3 25%	1 14%	5 12%	2 9%	1 9%	16 12%	- %	1 7%	- %	11 14%	- %	1 17%
Internet services	21 14%	2 67%	3 18%	- %	1 13%	1 8%	1 14%	4 9%	5 23%	1 9%	18 14%	- %	2 14%	1 33%	9 12%	5 21%	- %
Fax services	3 2%	- %	- %	- %	- %	- %	- %	2 5%	- %	- %	2 2%	- %	1 7%	- %	- %	- %	- %
Security/alarm systems	11 7%	- %	1 6%	1 13%	- %	2 17%	- %	4 9%	- %	1 9%	9 7%	- %	1 7%	1 33%	6 8%	3 13%	- %
Data services	9 6%	- %	2 12%	- %	- %	2 17%	- %	1 2%	3 14%	- %	8 6%	1 50%	- %	- %	6 8%	2 8%	1 17%
Card payments	5 3%	- %	2 12%	1 13%	- %	- %	- %	2 5%	- %	- %	5 4%	- %	- %	- %	4 5%	- %	- %
Video conferencing	6 4%	- %	1 6%	- %	1 13%	- %	- %	2 5%	2 9%	- %	6 5%	- %	- %	- %	3 4%	2 8%	- %
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know	15 10%	- %	2 12%	1 13%	1 13%	- %	2 29%	5 12%	2 9%	1 9%	14 11%	- %	1 7%	- %	7 9%	1 4%	1 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95 (continuation)

<D3b> You have said that you use IP-based services for the following purposes. Please select your 2nd most important function for which your company uses IP-based services, by

Base: All that use IP

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	150	29	28	-	-	7	100	29	28	50	100	50	150	21	9	120
Incoming calls	25 17%	2 7%	4 14%	- -%	- -%	- -%	19 19%	2 7%	4 14%	6 12%	16 16%	9 18%	25 17%	1 5%	2 22%	22 18%
Outgoing calls	38 25%	4 14%	9 32%	- -%	- -%	2 29%	27 27%	4 14%	9 32%	11 22%	25 25%	13 26%	38 25%	1 5%	2 22%	35 29%
Calls between different sites	17 11%	7 24%	4 14%	- -%	- -%	2 29%	8 8%	7 24%	4 14%	9 18%	10 10%	7 14%	17 11%	5 24%	- -%	12 10%
Internet services	21 14%	6 21%	3 11%	- -%	- -%	1 14%	13 13%	6 21%	3 11%	8 16%	15 15%	6 12%	21 14%	5 24%	- -%	16 13%
Fax services	3 2%	- -%	- -%	- -%	- -%	- -%	3 3%	- -%	- -%	- -%	1 1%	2 4%	3 2%	- -%	- -%	3 3%
Security/alarm systems	11 7%	2 7%	2 7%	- -%	- -%	1 14%	8 8%	2 7%	2 7%	3 6%	8 8%	3 6%	11 7%	1 5%	2 22%	8 7%
Data services	9 6%	2 7%	1 4%	- -%	- -%	- -%	6 6%	2 7%	1 4%	3 6%	9k 9%	- -%	9 6%	2 10%	1 11%	6 5%
Card payments	5 3%	1 3%	1 4%	- -%	- -%	- -%	3 3%	1 3%	1 4%	2 4%	3 3%	2 4%	5 3%	1 5%	- -%	4 3%
Video conferencing	6 4%	- -%	2 7%	- -%	- -%	- -%	4 4%	- -%	2 7%	2 4%	4 4%	2 4%	6 4%	- -%	1 11%	5 4%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	15 10%	5 17%	2 7%	- -%	- -%	1 14%	9 9%	5 17%	2 7%	6 12%	9 9%	6 12%	15 10%	5 24%	1 11%	9 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95 (continuation)

<D3b> You have said that you use IP-based services for the following purposes. Please select your 2nd most important function for which your company uses IP-based services, by

Base: All that use IP

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8-10 (d)	18-20 (e)	28-30 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Incoming calls	25 17%	3 10%	3 14%	1 5%	2 13%	1 6%	2 11%	2 12%	1 10%	- -	- -	1 14%	- -	- -	- -	- -
Outgoing calls	38 25%	3 10%	3 14%	1 5%	- -	2 11%	1 6%	1 6%	- -	- -	- -	1 14%	- -	- -	- -	- -
Calls between different sites	17 11%	4 14%	4 18%	3 16%	3 19%	2 11%	3 17%	3 18%	1 10%	1 50%	1 33%	2 29%	1 20%	- -	- -	- -
Internet services	21 14%	5 17%	3 14%	4 21%	2 13%	4 22%	3 17%	2 12%	2 20%	- -	1 33%	- -	2 40%	1 100%	- -	1 50%
Fax services	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Security/alarm systems	11 7%	3 10%	2 9%	3 16%	3 19%	3 17%	3 17%	2 12%	3 30%	- -	- -	1 14%	- -	- -	- -	1 50%
Data services	9 6%	3 10%	2 9%	3 16%	1 6%	1 6%	2 11%	1 6%	1 10%	- -	- -	- -	1 20%	- -	- -	- -
Card payments	5 3%	1 3%	- -	- -	1 6%	- -	1 6%	1 6%	- -	- -	- -	1 14%	- -	- -	- -	- -
Video conferencing	6 4%	1 3%	1 5%	- -	1 6%	- -	1 6%	1 6%	1 10%	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	15 10%	6 21%	4 18%	4 21%	3 19%	5 28%	2 11%	4 24%	1 10%	1 50%	1 33%	1 14%	1 20%	- -	1 100%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95 (continuation)

<D3b> You have said that you use IP-based services for the following purposes. Please select your 2nd most important function for which your company uses IP-based services, by

Base: All that use IP

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted	
		(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 or channe ls(g)	more chan nels(h)	(a)	(b)	(a)	(b)	Service (a)	mentary service (b)	ck-up (c)	Service (a)	mentary service (b)	ck-up (c)	dalone (a)	house package (b)	lution (c)	
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3	
Incoming calls	25 17%	1 33%	- -	1 50%	- -	- -	- -	- -	- -	- -	2 29%	- -	- -	- -	1 8%	- -	2 33%	- -	- -	- -	3 17%	- -	
Outgoing calls	38 25%	2 67%	- -	- -	- -	- -	- -	- -	- -	1 5%	2 29%	1 6%	- -	1 11%	- -	- -	1 17%	1 33%	- -	1 11%	1 6%	1 33%	
Calls between different sites	17 11%	- -	- -	- -	1 25%	- -	- -	- -	- -	1 5%	3 43%	- -	1 33%	1 11%	4 33%	- -	- -	- -	1 33%	1 11%	4 22%	- -	
Internet services	21 14%	- -	- -	1 50%	- -	- -	- -	- -	- -	5 24%	- -	5 29%	- -	2 22%	3 25%	- -	- -	- -	1 33%	1 11%	4 22%	- -	
Fax services	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Security/alarm systems	11 7%	- -	- -	- -	1 25%	- -	- -	- -	1 100%	3 14%	- -	2 12%	1 33%	- -	2 17%	- -	1 17%	- -	1 33%	- -	1 6%	2 67%	
Data services	9 6%	- -	- -	- -	- -	1 100%	- -	- -	- -	3 14%	- -	2 12%	- -	2 22%	- -	- -	- -	1 33%	- -	2 22%	1 6%	- -	
Card payments	5 3%	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	1 6%	- -	1 11%	- -	- -	- -	- -	- -	- -	1 6%	- -	
Video conferencing	6 4%	- -	- -	- -	1 25%	- -	- -	- -	- -	1 5%	- -	1 6%	- -	- -	- -	- -	- -	1 33%	- -	- -	1 6%	- -	
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Don't know	15 10%	- -	- -	- -	1 25%	- -	1 100%	- -	- -	6 29%	- -	5 29%	1 33%	2 22%	2 17%	1 100%	2 33%	- -	- -	4 44%	2 11%	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95 (continuation)

<D3b> You have said that you use IP-based services for the following purposes. Please select your 2nd most important function for which your company uses IP-based services, by

Base: All that use IP

	ISDN LINES											

	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
Total	150	9	12	9	14	12	8	9	17	10	2	
Incoming calls	25 17%	— —%	2 17%	1 11%	1 7%	1 8%	— —%	2 22%	2 12%	1 10%	— —%	
Outgoing calls	38 25%	1 11%	— —%	2 22%	1 7%	2 17%	1 13%	— —%	1 6%	1 10%	1 50%	
Calls between different sites	17 11%	1 11%	3 25%	1 11%	2 14%	1 8%	1 13%	2 22%	3 18%	1 10%	— —%	
Internet services	21 14%	3 33%	2 17%	— —%	3 21%	2 17%	2 25%	2 22%	4 24%	1 10%	— —%	
Fax services	3 2%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	
Security/alarm systems	11 7%	1 11%	— —%	2 22%	1 7%	2 17%	— —%	— —%	— —%	3 30%	— —%	
Data services	9 6%	— —%	3 25%	— —%	1 7%	2 17%	— —%	2 22%	2 12%	1 10%	— —%	
Card payments	5 3%	— —%	— —%	1 11%	1 7%	— —%	1 13%	— —%	1 6%	— —%	— —%	
Video conferencing	6 4%	1 11%	— —%	— —%	— —%	1 8%	— —%	— —%	— —%	1 10%	— —%	
Other	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	
Don't know	15 10%	2 22%	2 17%	2 22%	4 29%	1 8%	3 38%	1 11%	4 24%	1 10%	1 50%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95 (continuation)

<D3b> You have said that you use IP-based services for the following purposes. Please select your 2nd most important function for which your company uses IP-based services.
by

Base: All that use IP

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plemen (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total																					
Total	150	-	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Incoming calls	25 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	10 19%	16 16%	4 10%	25 21%	16 17%	16 16%	9 18%	5 10%	10 14%	7 15%	10 16%
Outgoing calls	38 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	15 28%	24 23%	8 20%	38e 32%	27 28%	25 26%	13 25%	8 16%	21 29%	15 33%	17 27%
Calls between different sites	17 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 7%	12 12%	4 10%	12 10%	17 18%	13 13%	7 14%	10 20%	7 10%	5 11%	8 13%
Internet services	21 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	11 20%	16 16%	7 18%	20 17%	11 12%	21 21%	11 22%	8 16%	13 18%	6 13%	10 16%
Fax services	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	3 3%	2 5%	2 2%	1 1%	1 1%	3f 6%	1 2%	- -%	- -%	- -%
Security/alarm systems	11 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 9%	8 8%	7 18%	8 7%	8 8%	5 5%	3 6%	11 22%	6 8%	2 4%	5 8%
Data services	9 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 6%	6 6%	4 10%	6 5%	4 4%	9 9%	3 6%	3 6%	9b 13%	5 11%	4 6%
Card payments	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 3%	2 5%	2 2%	2 2%	1 1%	1 2%	2 4%	1 1%	5AbCf 11%	3 5%
Video conferencing	6 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	5 5%	2 5%	3 3%	6 6%	5 5%	- -%	2 4%	4 6%	- -%	6adg 10%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	15 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	10c 10%	- -%	1 1%	3 3%	2 2%	1 2%	- -%	1 1%	1 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95 (continuation)

<D3b> You have said that you use IP-based services for the following purposes. Please select your 2nd most important function for which your company uses IP-based services.

by

Base: All that use IP

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not all (c)	Supple mentary service (a)	A ba ck-up (b)	Not all (c)
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1	
Incoming calls	25 17%	14 16%	6 14%	19 21%	5 12%	- %	21 20%	3 9%	18 17%	3 14%	2 17%	2 10%	2 10%	15 18%	4 25%	1 50%	- %	- %	- %	- %	1 100%	
Outgoing calls	38 25%	17 20%	16a 36%	29 32%	9 21%	- %	31 30%	6 17%	30 29%	6 27%	1 8%	4 20%	5 25%	23 27%	6 38%	1 50%	1 25%	- %	3 50%	3 50%	- %	
Calls between different sites	17 11%	8 9%	7 16%	8 9%	6 14%	3 27%	6 6%	9A 26%	12 12%	- %	3 25%	2 10%	2 10%	10 12%	- %	- %	2 50%	- %	- %	2 33%	- %	
Internet services	21 14%	14 16%	6 14%	16 18%	4 10%	- %	14 13%	6 17%	14 13%	4 18%	1 8%	5 25%	4 20%	10 12%	2 13%	- %	1 25%	- %	2 33%	- %	- %	
Fax services	3 2%	1 1%	2 5%	- %	1 2%	1 9%	1 1%	2 6%	1 1%	2 9%	- %	- %	1 5%	1 1%	1 6%	- %	- %	- %	- %	- %	- %	
Security/alarm systems	11 7%	9 10%	2 5%	6 7%	4 10%	1 9%	9 9%	2 6%	8 8%	1 5%	2 17%	2 10%	1 5%	6 7%	1 6%	- %	- %	- %	- %	- %	- %	
Data services	9 6%	9b 10%	- %	5 5%	3 7%	1 9%	6 6%	2 6%	5 5%	2 9%	2 17%	1 5%	2 10%	6 7%	- %	- %	- %	- %	- %	- %	- %	
Card payments	5 3%	3 3%	1 2%	3 3%	1 2%	1 9%	4 4%	1 3%	5 5%	- %	- %	1 5%	1 5%	2 2%	1 6%	- %	- %	- %	1 17%	- %	- %	
Video conferencing	6 4%	5 6%	- %	- %	6A 14%	- %	4 4%	2 6%	5 5%	1 5%	- %	1 5%	1 5%	4 5%	- %	- %	- %	- %	- %	1 17%	- %	
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Don't know	15 10%	7 8%	4 9%	5 5%	3 7%	4 36%	8 8%	2 6%	6 6%	3 14%	1 8%	2 10%	1 5%	8 9%	1 6%	- %	- %	- %	- %	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 95 (continuation)

<D3b> You have said that you use IP-based services for the following purposes. Please select your 2nd most important function for which your company uses IP-based services, by

Base: All that use IP

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	150	69	69	13	7	8	3
Incoming calls	25 17%	13 19%	12 17%	- -	- -	1 13%	- -
Outgoing calls	38 25%	23 33%	13 19%	- -	1 14%	1 13%	1 33%
Calls between different sites	17 11%	4 6%	9 13%	2 15%	2 29%	1 13%	- -
Internet services	21 14%	11 16%	8 12%	4 31%	1 14%	1 13%	- -
Fax services	3 2%	1 1%	2 3%	- -	- -	- -	- -
Security/alarm systems	11 7%	2 3%	8a 12%	1 8%	1 14%	- -	2 67%
Data services	9 6%	1 1%	8a 12%	1 8%	1 14%	1 13%	- -
Card payments	5 3%	4 6%	1 1%	1 8%	- -	- -	- -
Video conferencing	6 4%	5 7%	1 1%	- -	- -	1 13%	- -
Other	- -	- -	- -	- -	- -	- -	- -
Don't know	15 10%	5 7%	7 10%	4 31%	1 14%	2 25%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96

<D3c> You have said that you use IP-based services for the following purposes. Please select your 3rd most important function for which your company uses IP-based services, by

Base: All that use IP

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+		1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 - £100 million	£101m+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)		(a)	(b)	(c)		(a)	(b)	(c)	(d)
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Incoming calls	12 8%	- -%	1 17%	1 20%	2 15%	1 4%	3 9%	6 8%	8 8%	2 13%	1 11%	- -%	2 7%	4 7%	3 11%	2 8%
Outgoing calls	23 15%	- -%	2 33%	- -%	2 15%	1 4%	5 15%	15 20%	15 16%	2 13%	2 22%	3 17%	3 11%	6 10%	6 21%	7 27%
Calls between different sites	23 15%	1 50%	- -%	- -%	1 8%	6 22%	4 12%	12 16%	13 14%	4 27%	2 22%	4 22%	5 19%	10 17%	3 11%	2 8%
Internet services	16 11%	- -%	- -%	2 40%	2 15%	2 7%	4 12%	8 11%	13 14%	- -%	1 11%	1 6%	4 15%	8 14%	3 11%	1 4%
Fax services	5 3%	- -%	- -%	- -%	- -%	2 7%	1 3%	2 3%	5 5%	- -%	- -%	- -%	1 4%	1 2%	2 7%	1 4%
Security/alarm systems	8 5%	- -%	- -%	- -%	- -%	1 4%	1 3%	6 8%	4 4%	1 7%	- -%	2 11%	1 4%	3 5%	1 4%	3 12%
Data services	12 8%	1 50%	- -%	1 20%	2 15%	4 15%	2 6%	4 5%	10 11%	- -%	- -%	1 6%	3 11%	6 10%	1 4%	1 4%
Card payments	9 6%	- -%	- -%	- -%	- -%	2 7%	1 3%	6 8%	3 3%	2 13%	1 11%	2 11%	2 7%	4 7%	1 4%	2 8%
Video conferencing	12 8%	- -%	1 17%	- -%	1 8%	3 11%	1 3%	7 9%	6 6%	2 13%	1 11%	2 11%	2 7%	3 5%	1 4%	5 19%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	30 20%	- -%	2 33%	1 20%	3 23%	5 19%	12 35%	10 13%	18 19%	2 13%	1 11%	3 17%	4 15%	14 24%	7 25%	2 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<D3c> You have said that you use IP-based services for the following purposes. Please select your 3rd most important function for which your company uses IP-based services, by

Base: All that use IP

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Transport/ Communi- cations	(e)	ncial Ser- vices	se rvices	admin and se- rvices	(i)					
			(b)	(c)	(d)		(f)	(g)	(h)		(a)	(b)	(c)	(d)	
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Incoming calls	12 8%	- -%	5 19%	- -%	1 7%	2 17%	- -%	2 6%	- -%	2 14%	- -%	3 16%	3 14%	4 8%	2 4%
Outgoing calls	23 15%	- -%	2 7%	1 11%	2 14%	1 8%	6 32%	6 17%	3 20%	2 14%	1 17%	1 5%	4 18%	7 14%	10 20%
Calls between different sites	23 15%	- -%	2 7%	1 11%	2 14%	2 17%	3 16%	7 20%	4 27%	2 14%	2 33%	4 21%	2 9%	6 12%	9 18%
Internet services	16 11%	- -%	2 7%	2 22%	2 14%	- -%	2 11%	4 11%	2 13%	2 14%	- -%	3 16%	1 5%	6 12%	5 10%
Fax services	5 3%	1 20%	2 7%	1 11%	- -%	- -%	1 5%	- -%	- -%	- -%	1 17%	- -%	3 14%	1 2%	- -%
Security/alarm systems	8 5%	- -%	1 4%	1 11%	2 14%	2 17%	- -%	1 3%	- -%	1 7%	- -%	1 5%	1 5%	2 4%	4 8%
Data services	12 8%	- -%	2 7%	- -%	1 7%	1 8%	1 5%	5 14%	1 7%	1 7%	- -%	2 11%	2 9%	3 6%	5 10%
Card payments	9 6%	1 20%	1 4%	- -%	2 14%	3 25%	- -%	2 6%	- -%	- -%	1 17%	2 11%	2 9%	2 4%	2 4%
Video conferencing	12 8%	- -%	4 15%	- -%	- -%	- -%	- -%	2 6%	3 20%	3 21%	- -%	1 5%	1 5%	3 6%	7 14%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	30 20%	3 60%	6 22%	3 33%	2 14%	1 8%	6 32%	6 17%	2 13%	1 7%	1 17%	2 11%	3 14%	16e 32%	7 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<D3c> You have said that you use IP-based services for the following purposes. Please select your 3rd most important function for which your company uses IP-based services, by

Base: All that use IP

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
Incoming calls	12 8%	- %	1 6%	- %	1 13%	2 17%	- %	4 9%	1 5%	2 18%	11 8%	- %	1 7%	- %	7 9%	1 4%	1 17%
Outgoing calls	23 15%	1 33%	3 18%	2 25%	2 25%	1 8%	- %	7 16%	3 14%	1 9%	20 15%	- %	1 7%	2 67%	12 16%	5 21%	1 17%
Calls between different sites	23 15%	1 33%	1 6%	1 13%	- %	1 8%	3 43%	7 16%	3 14%	1 9%	18 14%	1 50%	3 21%	1 33%	15 20%	6 25%	- %
Internet services	16 11%	- %	3 18%	2 25%	1 13%	3 25%	- %	4 9%	2 9%	- %	15 11%	- %	1 7%	- %	6 8%	5 21%	- %
Fax services	5 3%	- %	- %	1 13%	- %	- %	- %	- %	2 9%	- %	3 2%	- %	2 14%	- %	3 4%	- %	- %
Security/alarm systems	8 5%	1 33%	1 6%	- %	- %	1 8%	- %	3 7%	- %	1 9%	7 5%	- %	1 7%	- %	5 7%	2 8%	- %
Data services	12 8%	- %	1 6%	- %	1 13%	1 8%	- %	4 9%	4 18%	1 9%	12 9%	- %	- %	- %	4 5%	- %	- %
Card payments	9 6%	- %	1 6%	- %	- %	1 8%	- %	3 7%	2 9%	1 9%	8 6%	- %	1 7%	- %	5 7%	1 4%	1 17%
Video conferencing	12 8%	- %	2 12%	- %	1 13%	2 17%	1 14%	4 9%	1 5%	1 9%	12 9%	- %	- %	- %	6 8%	1 4%	1 17%
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Dont know	30 20%	- %	4 24%	2 25%	2 25%	- %	3 43%	7 16%	4 18%	3 27%	25 19%	1 50%	4 29%	- %	13 17%	3 13%	2 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<D3c> You have said that you use IP-based services for the following purposes. Please select your 3rd most important function for which your company uses IP-based services, by

Base: All that use IP

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	150	29	28	-	-	7	100	29	28	50	100	50	150	21	9	120
Incoming calls	12 8%	4 14%	4 14%	- -	- -	2 29%	6 6%	4 14%	4 14%	6 12%	8 8%	4 8%	12 8%	2 10%	2 22%	8 7%
Outgoing calls	23 15%	2 7%	4 14%	- -	- -	- -	17 17%	2 7%	4 14%	6 12%	15 15%	8 16%	23 15%	2 10%	1 11%	20 17%
Calls between different sites	23 15%	5 17%	6 21%	- -	- -	1 14%	13 13%	5 17%	6 21%	10 20%	14 14%	9 18%	23 15%	3 14%	1 11%	19 16%
Internet services	16 11%	- -	1 4%	- -	- -	- -	15i 15%	- -	1 4%	1 2%	13i 13%	3 6%	16 11%	- -	- -	16 13%
Fax services	5 3%	2 7%	- -	- -	- -	- -	3 3%	2 7%	- -	2 4%	3 3%	2 4%	5 3%	2 10%	- -	3 3%
Security/alarm systems	8 5%	1 3%	1 4%	- -	- -	- -	6 6%	1 3%	1 4%	2 4%	6 6%	2 4%	8 5%	- -	- -	8 7%
Data services	12 8%	1 3%	2 7%	- -	- -	- -	9 9%	1 3%	2 7%	3 6%	7 7%	5 10%	12 8%	- -	1 11%	11 9%
Card payments	9 6%	2 7%	2 7%	- -	- -	1 14%	6 6%	2 7%	2 7%	3 6%	8 8%	1 2%	9 6%	1 5%	1 11%	7 6%
Video conferencing	12 8%	2 7%	4 14%	- -	- -	1 14%	7 7%	2 7%	4 14%	5 10%	9 9%	3 6%	12 8%	1 5%	1 11%	10 8%
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Dont know	30 20%	10 34%	4 14%	- -	- -	2 29%	18 18%	10 34%	4 14%	12 24%	17 17%	13 26%	30 20%	10 48%	2 22%	18 15%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<D3c> You have said that you use IP-based services for the following purposes. Please select your 3rd most important function for which your company uses IP-based services, by

Base: All that use IP

		ISDN LINES															
		ISDN services Used								ISDN2/2e Channels							
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)	
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2	
Incoming calls	12 8%	4 14%	2 9%	2 11%	4 25%	2 11%	4 22%	3 18%	3 30%	- -	- -	2 29%	- -	- -	- -	- -	
Outgoing calls	23 15%	3 10%	3 14%	2 11%	2 13%	2 11%	3 17%	3 18%	2 20%	- -	- -	1 14%	- -	1 100%	- -	- -	
Calls between different sites	23 15%	4 14%	3 14%	1 5%	2 13%	2 11%	2 11%	1 6%	1 10%	- -	- -	2 29%	- -	- -	- -	1 50%	
Internet services	16 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Fax services	5 3%	2 7%	2 9%	1 5%	1 6%	1 6%	2 11%	1 6%	- -	- -	1 33%	- -	1 20%	- -	- -	- -	
Security/alarm systems	8 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Data services	12 8%	1 3%	1 5%	1 5%	- -	1 6%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Card payments	9 6%	2 7%	2 9%	1 5%	- -	1 6%	1 6%	2 12%	- -	- -	- -	- -	1 20%	- -	- -	- -	
Video conferencing	12 8%	2 7%	2 9%	2 11%	2 13%	2 11%	2 11%	2 12%	2 20%	- -	- -	1 14%	- -	- -	- -	1 50%	
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Dont know	30 20%	11 38%	7 32%	9 47%	5 31%	7 39%	3 17%	5 29%	2 20%	2 100%	2 67%	1 14%	3 60%	- -	1 100%	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<D3c> You have said that you use IP-based services for the following purposes. Please select your 3rd most important function for which your company uses IP-based services.

by

Base: All that use IP

		ISDN LINES																						
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In lution (c)	Hosted so (c)
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3		
Incoming calls	12 8%	- -%	- -%	- -%	3 75%	- -%	- -%	- -%	- -%	2 10%	1 14%	1 6%	1 33%	- -%	2 17%	- -%	- -%	1 33%	2 67%	1 11%	2 11%	1 33%		
Outgoing calls	23 15%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	1 5%	2 29%	1 6%	- -%	1 11%	1 8%	- -%	1 17%	- -%	- -%	- -%	3 17%	- -%		
Calls between different sites	23 15%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 14%	- -%	3 18%	- -%	2 22%	1 8%	- -%	1 17%	- -%	- -%	- -%	3 17%	1 33%		
Internet services	16 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Fax services	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	1 14%	1 6%	- -%	- -%	2 17%	- -%	- -%	- -%	- -%	- -%	2 11%	- -%		
Security/alarm systems	8 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Data services	12 8%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	1 6%	- -%		
Card payments	9 6%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	1 14%	1 6%	- -%	1 11%	- -%	- -%	1 17%	- -%	- -%	2 22%	- -%	- -%		
Video conferencing	12 8%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	2 10%	- -%	2 12%	- -%	- -%	2 17%	- -%	1 17%	- -%	- -%	- -%	1 6%	1 33%		
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Dont know	30 20%	- -%	- -%	1 50%	1 25%	1 100%	1 100%	- -%	- -%	11 52%	1 14%	8 47%	2 67%	5 56%	4 33%	1 100%	2 33%	1 33%	1 33%	6 67%	6 33%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<D3c> You have said that you use IP-based services for the following purposes. Please select your 3rd most important function for which your company uses IP-based services, by

Base: All that use IP

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	150	9	12	9	14	12	8	9	17	10	2	
Incoming calls	12 8%	1 11%	2 17%	1 11%	1 7%	2 17%	- -	2 22%	2 12%	2 20%	- -	
Outgoing calls	23 15%	- -	3 25%	- -	2 14%	- -	- -	3 33%	3 18%	- -	- -	
Calls between different sites	23 15%	- -	1 8%	3 33%	1 7%	3 25%	1 13%	- -	1 6%	3 30%	- -	
Internet services	16 11%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Fax services	5 3%	2 22%	- -	- -	1 7%	- -	1 13%	- -	1 6%	- -	- -	
Security/alarm systems	8 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Data services	12 8%	- -	- -	1 11%	- -	1 8%	- -	- -	- -	- -	1 50%	
Card payments	9 6%	1 11%	1 8%	- -	1 7%	1 8%	1 13%	- -	1 6%	1 10%	- -	
Video conferencing	12 8%	1 11%	- -	1 11%	1 7%	1 8%	- -	- -	- -	2 20%	- -	
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Dont know	30 20%	4 44%	5 42%	3 33%	7 50%	4 33%	5 63%	4 44%	9 53%	2 20%	1 50%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<D3c> You have said that you use IP-based services for the following purposes. Please select your 3rd most important function for which your company uses IP-based services.

by

Base: All that use IP

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63	
Incoming calls	12 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 9%	9 9%	3 8%	12 10%	9 9%	8 8%	6 12%	6 12%	5 7%	3 7%	4 6%	
Outgoing calls	23 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 17%	15 15%	8 20%	23 20%	15 16%	15 15%	10 20%	7 14%	11 15%	12 26%	12 19%	
Calls between different sites	23 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	11 20%	15 15%	4 10%	19 16%	23cf 24%	12 12%	6 12%	6 12%	8 11%	5 11%	9 14%	
Internet services	16 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 7%	11 11%	7 18%	14 12%	9 9%	16 16%	6 12%	6 12%	13 18%	7 15%	10 16%	
Fax services	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	3 3%	3 8%	3 3%	2 2%	4 4%	5abfgh 10%	1 2%	1 1%	- -%	- -%	
Security/alarm systems	8 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 9%	5 5%	5 13%	8 7%	7 7%	5 5%	3 6%	8ch 16%	5 7%	3 7%	3 5%	
Data services	12 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 7%	9 9%	4 10%	12 10%	7 7%	12 12%	3 6%	3 6%	12 17%	3 7%	7 11%	
Card payments	9 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 9%	6 6%	1 3%	8 7%	7 7%	6 6%	5 10%	4 8%	6 8%	9abc 20%	6 10%	
Video conferencing	12 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	9 9%	3 8%	10 9%	10 11%	11 11%	4 8%	5 10%	8 11%	2 4%	12ag 19%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Dont know	30 20%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 13%	21c 20%	2 5%	8h 7%	6h 6%	9h 9%	3 6%	4h 8%	3 4%	2 4%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<D3c> You have said that you use IP-based services for the following purposes. Please select your 3rd most important function for which your company uses IP-based services.

by

Base: All that use IP

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1	
Incoming calls	12 8%	6 7%	5 11%	8 9%	1 2%	3 27%	5 5%	6a 17%	10 10%	2 9%	- -%	2 10%	- -%	8 9%	1 6%	- -%	2 50%	- -%	- -%	1 17%	- -%	
Outgoing calls	23 15%	12 14%	8 18%	19 21%	4 10%	- -%	18 17%	4 11%	20 19%	1 5%	1 8%	- -%	4 20%	13 15%	3 19%	- -%	- -%	- -%	1 17%	- -%	1 100%	
Calls between different sites	23 15%	12 14%	5 11%	16 18%	7 17%	- -%	18 17%	3 9%	18 17%	2 9%	2 17%	4 20%	1 5%	17 20%	1 6%	- -%	1 25%	- -%	- -%	4 67%	- -%	
Internet services	16 11%	10 11%	3 7%	10 11%	5 12%	- -%	12 12%	4 11%	11 11%	4 18%	- -%	1 5%	3 15%	11 13%	1 6%	- -%	- -%	- -%	1 17%	- -%	- -%	
Fax services	5 3%	1 1%	4a 9%	4 4%	1 2%	- -%	2 2%	3 9%	2 2%	1 5%	1 8%	- -%	- -%	3 4%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	
Security/alarm systems	8 5%	8b 9%	- -%	4 4%	3 7%	- -%	6 6%	2 6%	6 6%	2 9%	- -%	- -%	3 15%	5 6%	- -%	- -%	1 25%	- -%	1 17%	- -%	- -%	
Data services	12 8%	7 8%	5 11%	7 8%	4 10%	- -%	11b 11%	- -%	7 7%	3 14%	1 8%	3 15%	- -%	5 6%	4 25%	1 50%	- -%	- -%	1 17%	- -%	- -%	
Card payments	9 6%	6 7%	2 5%	6 7%	3 7%	- -%	6 6%	3 9%	7 7%	- -%	2 17%	3 15%	1 5%	5 6%	- -%	1 50%	- -%	- -%	1 17%	- -%	- -%	
Video conferencing	12 8%	8 9%	3 7%	8 9%	3 7%	1 9%	8 8%	3 9%	8 8%	- -%	2 17%	2 10%	3 15%	4 5%	2 13%	- -%	- -%	- -%	1 17%	1 17%	- -%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Dont know	30 20%	17 20%	9 20%	9 10%	11a 26%	7 64%	18 17%	7 20%	15 14%	7 32%	3 25%	5 25%	5 25%	14 16%	3 19%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 96 (continuation)

<D3c> You have said that you use IP-based services for the following purposes. Please select your 3rd most important function for which your company uses IP-based services, by

Base: All that use IP

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	150	69	69	13	7	8	3
Incoming calls	12 8%	3 4%	6 9%	- -	1 14%	2 25%	1 33%
Outgoing calls	23 15%	9 13%	13 19%	1 8%	- -	1 13%	- -
Calls between different sites	23 15%	13 19%	9 13%	1 8%	2 29%	- -	- -
Internet services	16 11%	10 14%	6 9%	- -	- -	- -	- -
Fax services	5 3%	3 4%	2 3%	2 15%	- -	- -	- -
Security/alarm systems	8 5%	3 4%	5 7%	- -	- -	- -	- -
Data services	12 8%	7 10%	4 6%	- -	- -	- -	1 33%
Card payments	9 6%	4 6%	5 7%	1 8%	- -	1 13%	- -
Video conferencing	12 8%	3 4%	6 9%	1 8%	1 14%	- -	1 33%
Other	- -	- -	- -	- -	- -	- -	- -
Dont know	30 20%	14 20%	13 19%	7 54%	3 43%	4 50%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97

<D3a,b,c> Summary Table - You have said that you use IP-based services for the following purposes.

by

Base: All that use IP

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 million - £100 million	£101m+	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(a)	(b)	(c)		(a)	(b)	(c)	(d)	
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Incoming calls	80	2	4	3	9	15	17	39	56	10	6	5	15	32	12	15
	53%	100%	67%	60%	69%	56%	50%	51%	59%	67%	67%	28%	56%	54%	43%	58%
Outgoing calls	82	1	4	4	9	16	16	41	57	7	5	9	17	32	11	16
	55%	50%	67%	80%	69%	59%	47%	54%	60%	47%	56%	50%	63%	54%	39%	62%
Calls between different sites	59	1	2	-	3	11	11	34	33	8	4	10	11	20	16	7
	39%	50%	33%	-%	23%	41%	32%	45%	35%	53%	44%	56%	41%	34%	57%	27%
Internet services	70	1	3	4	8	13	15	34	50	6	4	7	16	28	14	10
	47%	50%	50%	80%	62%	48%	44%	45%	53%	40%	44%	39%	59%	47%	50%	38%
Fax services	10	-	-	-	-	4	1	5	7	-	-	-	1	4	4	1
	7%	-%	-%	-%	-%	15%	3%	7%	7%	-%	-%	-%	4%	7%	14%	4%
Security/alarm systems	23	-	-	-	-	3	4	16	10	3	-	7	3	10	2	7
	15%	-%	-%	-%	-%	11%	12%	21%	11%	20%	-%	39%	11%	17%	7%	27%
Data services	35	1	-	1	2	6	7	20	21	2	3	7	5	15	5	8
	23%	50%	-%	20%	15%	22%	21%	26%	22%	13%	33%	39%	19%	25%	18%	31%
Card payments	18	-	-	-	-	3	5	10	9	3	1	3	4	7	4	3
	12%	-%	-%	-%	-%	11%	15%	13%	9%	20%	11%	17%	15%	12%	14%	12%
Video conferencing	22	-	1	-	1	4	4	13	13	3	2	2	2	9	3	7
	15%	-%	17%	-%	8%	15%	12%	17%	14%	20%	22%	11%	7%	15%	11%	27%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	6	-	1	1	2	-	3	1	3	-	-	-	1	2	-	1
	4%	-%	17%	20%	15%	-%	9%	1%	3%	-%	-%	-%	4%	3%	-%	4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<D3a,b,c> Summary Table - You have said that you use IP-based services for the following purposes.

by

Base: All that use IP

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Incoming calls	80 53%	2 40%	14 52%	4 44%	8 57%	8 67%	8 42%	22 63%	8 53%	6 43%	4 67%	11 58%	13 59%	23 46%	28 55%
Outgoing calls	82 55%	3 60%	16 59%	2 22%	9 64%	5 42%	9 47%	23 66%	9 60%	6 43%	4 67%	12 63%	10 45%	26 52%	29 57%
Calls between different sites	59 39%	- -%	9 33%	3 33%	7 50%	5 42%	10 53%	11 31%	6 40%	8 57%	5 83%	6 32%	9 41%	19 38%	20 39%
Internet services	70 47%	3 60%	13 48%	6 67%	6 43%	3 25%	8 42%	18 51%	6 40%	7 50%	1 17%	12 63%	11 50%	21 42%	24 47%
Fax services	10 7%	1 20%	2 7%	3 33%	- -%	1 8%	2 11%	- -%	- -%	1 7%	1 17%	1 5%	3 14%	4 8%	1 2%
Security/alarm systems	23 15%	- -%	5 19%	2 22%	3 21%	4 33%	2 11%	3 9%	2 13%	2 14%	1 17%	3 16%	3 14%	8 16%	8 16%
Data services	35 23%	- -%	6 22%	1 11%	2 14%	4 33%	3 16%	9 26%	6 40%	4 29%	- -%	4 21%	5 23%	12 24%	14 27%
Card payments	18 12%	1 20%	2 7%	1 11%	2 14%	4 33%	4 21%	2 6%	1 7%	1 7%	1 17%	4 21%	4 18%	5 10%	4 8%
Video conferencing	22 15%	- -%	6 22%	1 11%	1 7%	1 8%	1 5%	5 14%	3 20%	4 29%	- -%	2 11%	4 18%	6 12%	10 20%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	6 4%	- -%	1 4%	- -%	- -%	- -%	- -%	3 9%	1 7%	1 7%	- -%	- -%	- -%	2 4%	3 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<D3a,b,c> Summary Table - You have said that you use IP-based services for the following purposes.

by

Base: All that use IP

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
Incoming calls	80 53%	2 67%	6 35%	5 63%	5 63%	6 50%	3 43%	22 51%	10 45%	8 73%	67 51%	1 50%	10 71%	2 67%	41 54%	12 50%	4 67%
Outgoing calls	82 55%	2 67%	8 47%	5 63%	4 50%	5 42%	3 43%	22 51%	13 59%	7 64%	69 53%	1 50%	10 71%	2 67%	41 54%	14 58%	3 50%
Calls between different sites	59 39%	1 33%	4 24%	2 25%	5 63%	6 50%	4 57%	18 42%	7 32%	3 27%	50 38%	1 50%	6 43%	2 67%	33 43%	13 54%	2 33%
Internet services	70 47%	2 67%	9 53%	5 63%	4 50%	7 58%	2 29%	19 44%	13 59%	4 36%	65 50%	1 50%	3 21%	1 33%	32 42%	14 58%	2 33%
Fax services	10 7%	- -%	- -%	1 13%	- -%	- -%	- -%	3 7%	2 9%	- -%	6 5%	- -%	4 29%	- -%	4 5%	- -%	- -%
Security/alarm systems	23 15%	1 33%	2 12%	1 13%	- -%	3 25%	- -%	11 26%	- -%	2 18%	20 15%	- -%	2 14%	1 33%	14 18%	5 21%	- -%
Data services	35 23%	1 33%	8 47%	- -%	1 13%	4 33%	1 14%	8 19%	9 41%	1 9%	33 25%	1 50%	- -%	1 33%	19 25%	5 21%	1 17%
Card payments	18 12%	- -%	3 18%	2 25%	- -%	2 17%	- -%	6 14%	2 9%	2 18%	17 13%	- -%	1 7%	- -%	12 16%	1 4%	1 17%
Video conferencing	22 15%	- -%	3 18%	- -%	2 25%	3 25%	1 14%	8 19%	3 14%	1 9%	21 16%	- -%	1 7%	- -%	11 14%	4 17%	1 17%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	6 4%	- -%	2 12%	- -%	- -%	- -%	2 29%	- -%	1 5%	1 9%	6 5%	- -%	- -%	- -%	1 1%	- -%	1 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<D3a,b,c> Summary Table - You have said that you use IP-based services for the following purposes.

by

Base: All that use IP

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	150	29	28	-	-	7	100	29	28	50	100	50	150	21	9	120
Incoming calls	80 53%	11 38%	19 68%	- -%	- -%	5 71%	55 55%	11 38%	19 68%	25 50%	53 53%	27 54%	80 53%	5 24%	6 67%	69 58%
Outgoing calls	82 55%	11 38%	18 64%	- -%	- -%	4 57%	57 57%	11 38%	18 64%	25 50%	54 54%	28 56%	82 55%	7 33%	4 44%	71 59%
Calls between different sites	59 39%	14 48%	13 46%	- -%	- -%	3 43%	35 35%	14 48%	13 46%	24 48%	36 36%	23 46%	59 39%	10 48%	3 33%	46 38%
Internet services	70 47%	12 41%	9 32%	- -%	- -%	2 29%	51 51%	12 41%	9 32%	19 38%	47 47%	23 46%	70 47%	10 48%	1 11%	59 49%
Fax services	10 7%	4 14%	- -%	- -%	- -%	- -%	6 6%	4 14%	- -%	4 8%	6 6%	4 8%	10 7%	4 19%	- -%	6 5%
Security/alarm systems	23 15%	5 17%	3 11%	- -%	- -%	1 14%	16 16%	5 17%	3 11%	7 14%	18 18%	5 10%	23 15%	2 10%	2 22%	19 16%
Data services	35 23%	8 28%	6 21%	- -%	- -%	1 14%	22 22%	8 28%	6 21%	13 26%	27 27%	8 16%	35 23%	5 24%	4 44%	26 22%
Card payments	18 12%	4 14%	3 11%	- -%	- -%	1 14%	12 12%	4 14%	3 11%	6 12%	14 14%	4 8%	18 12%	3 14%	1 11%	14 12%
Video conferencing	22 15%	2 7%	6 21%	- -%	- -%	1 14%	15 15%	2 7%	6 21%	7 14%	16 16%	6 12%	22 15%	1 5%	2 22%	19 16%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	6 4%	1 3%	1 4%	- -%	- -%	- -%	4 4%	1 3%	1 4%	2 4%	3 3%	3 6%	6 4%	1 5%	1 11%	4 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<D3a,b,c> Summary Table - You have said that you use IP-based services for the following purposes.

by

Base: All that use IP

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Incoming calls	80 53%	11 38%	8 36%	5 26%	6 38%	5 28%	7 39%	6 35%	4 40%	- -%	1 33%	4 57%	- -%	- -%	- -%	- -%
Outgoing calls	82 55%	11 38%	10 45%	6 32%	6 38%	8 44%	7 39%	7 41%	4 40%	- -%	- -%	4 57%	2 40%	1 100%	- -%	- -%
Calls between different sites	59 39%	12 41%	10 45%	6 32%	7 44%	5 28%	8 44%	6 35%	5 50%	2 100%	1 33%	5 71%	1 20%	- -%	- -%	1 50%
Internet services	70 47%	11 38%	8 36%	10 53%	5 31%	6 33%	7 39%	5 29%	4 40%	1 50%	2 67%	- -%	4 80%	1 100%	- -%	1 50%
Fax services	10 7%	3 10%	4 18%	2 11%	2 13%	3 17%	2 11%	1 6%	- -%	- -%	1 33%	1 14%	2 40%	- -%	- -%	- -%
Security/alarm systems	23 15%	4 14%	2 9%	3 16%	4 25%	3 17%	4 22%	3 18%	3 30%	- -%	- -%	2 29%	- -%	- -%	- -%	1 50%
Data services	35 23%	9 31%	8 36%	8 42%	4 25%	7 39%	7 39%	5 29%	4 40%	- -%	- -%	- -%	1 20%	1 100%	1 100%	2 100%
Card payments	18 12%	4 14%	2 9%	1 5%	2 13%	1 6%	3 17%	4 24%	- -%	- -%	- -%	2 29%	1 20%	- -%	- -%	- -%
Video conferencing	22 15%	3 10%	3 14%	2 11%	3 19%	2 11%	3 17%	3 18%	3 30%	- -%	- -%	1 14%	- -%	- -%	- -%	1 50%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	6 4%	2 7%	- -%	1 5%	1 6%	2 11%	1 6%	2 12%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<D3a,b,c> Summary Table - You have said that you use IP-based services for the following purposes.

by

Base: All that use IP

		ISDN LINES																						
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary service	A ba ck-up	Primary Service	Supple mentary service	A ba ck-up	Stan dalone	-house package	In lution	Hosted so
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	ch nels (f)	-1470 channe ls (g)	or more chan nels (h)														
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3		
Incoming calls	80 53%	3 100%	- -%	2 100%	3 75%	- -%	- -%	- -%	- -%	4 19%	5 71%	3 18%	1 33%	1 11%	4 33%	- -%	3 50%	2 67%	3 100%	2 22%	7 39%	2 67%		
Outgoing calls	82 55%	3 100%	- -%	1 50%	1 25%	- -%	- -%	- -%	- -%	5 24%	4 57%	5 29%	- -%	3 33%	4 33%	- -%	3 50%	1 33%	1 33%	3 33%	7 39%	1 33%		
Calls between different sites	59 39%	1 33%	- -%	- -%	3 75%	- -%	- -%	- -%	- -%	7 33%	4 57%	5 29%	2 67%	3 33%	7 58%	- -%	1 17%	1 33%	2 67%	2 22%	9 50%	2 67%		
Internet services	70 47%	- -%	- -%	1 50%	1 25%	1 100%	- -%	- -%	- -%	10 48%	1 14%	8 47%	1 33%	6 67%	4 33%	- -%	1 17%	1 33%	1 33%	4 44%	7 39%	- -%		
Fax services	10 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	2 29%	2 12%	- -%	- -%	4 33%	- -%	- -%	- -%	- -%	- -%	4 22%	- -%		
Security/alarm systems	23 15%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	1 100%	4 19%	- -%	3 18%	1 33%	1 11%	2 17%	- -%	1 17%	- -%	1 33%	- -%	2 11%	2 67%		
Data services	35 23%	1 33%	- -%	1 50%	- -%	1 100%	- -%	- -%	1 100%	7 33%	2 29%	6 35%	- -%	3 33%	2 17%	1 100%	2 33%	2 67%	- -%	2 22%	6 33%	1 33%		
Card payments	18 12%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	2 29%	2 12%	- -%	2 22%	1 8%	- -%	1 17%	- -%	- -%	2 22%	2 11%	- -%		
Video conferencing	22 15%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	1 100%	3 14%	- -%	3 18%	- -%	- -%	2 17%	- -%	1 17%	1 33%	- -%	- -%	2 11%	1 33%		
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Dont know	6 4%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	2 10%	- -%	1 6%	1 33%	1 11%	- -%	- -%	1 17%	- -%	- -%	2 22%	- -%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<D3a,b,c> Summary Table - You have said that you use IP-based services for the following purposes.

by

Base: All that use IP

ISDN LINES											
	Total	-----									
		Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	150	9	12	9	14	12	8	9	17	10	2
Incoming calls	80 53%	3 33%	4 33%	4 44%	3 21%	6 50%	1 13%	5 56%	6 35%	4 40%	1 50%
Outgoing calls	82 55%	4 44%	4 33%	3 33%	7 50%	3 25%	3 38%	4 44%	7 41%	3 30%	1 50%
Calls between different sites	59 39%	3 33%	5 42%	5 56%	4 29%	6 50%	3 38%	3 33%	6 35%	6 60%	- -%
Internet services	70 47%	5 56%	5 42%	1 11%	5 36%	5 42%	3 38%	4 44%	7 41%	3 30%	- -%
Fax services	10 7%	2 22%	2 17%	- -%	3 21%	- -%	3 38%	- -%	3 18%	- -%	- -%
Security/alarm systems	23 15%	1 11%	- -%	3 33%	2 14%	2 17%	1 13%	- -%	1 6%	3 30%	- -%
Data services	35 23%	- -%	7 58%	2 22%	4 29%	5 42%	- -%	4 44%	4 24%	4 40%	1 50%
Card payments	18 12%	1 11%	2 17%	1 11%	2 14%	1 8%	2 25%	1 11%	3 18%	1 10%	- -%
Video conferencing	22 15%	2 22%	- -%	1 11%	1 7%	2 17%	- -%	- -%	- -%	3 30%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Dont know	6 4%	- -%	- -%	2 22%	- -%	1 8%	- -%	1 11%	1 6%	- -%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<D3a,b,c> Summary Table - You have said that you use IP-based services for the following purposes.

by

Base: All that use IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Incoming calls	80	-	-	-	-	-	-	-	-	33	52	18	80ceFh	54	51	31	24	35	26	33
	53%	-%	-%	-%	-%	-%	-%	-%	-%	61%	50%	45%	68%	57%	52%	61%	48%	49%	57%	52%
Outgoing calls	82	-	-	-	-	-	-	-	-	33	51	22	82BcEf	49	54	29	23	39	29	35
	55%	-%	-%	-%	-%	-%	-%	-%	-%	61%	50%	55%	70%	52%	55%	57%	46%	54%	63%	56%
Calls between different sites	59	-	-	-	-	-	-	-	-	21	42	17	45	59	32	16	24	22	15	21
	39%	-%	-%	-%	-%	-%	-%	-%	-%	39%	41%	43%	38%	ACDFGH 62%	33%	31%	48%	31%	33%	33%
Internet services	70	-	-	-	-	-	-	-	-	24	53	21	56	39	70ABEg	32b	22	45Be	23	36b
	47%	-%	-%	-%	-%	-%	-%	-%	-%	44%	51%	53%	48%	41%	71%	63%	44%	63%	50%	57%
Fax services	10	-	-	-	-	-	-	-	-	4	8	5	5	4	5	10	2	1	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	7%	8%	13%	4%	4%	5%	ABCEFGH 20%	4%	1%	-%	-%
Security/alarm systems	23	-	-	-	-	-	-	-	-	12	16	13b	17	18	10	8	23	12	8	9
	15%	-%	-%	-%	-%	-%	-%	-%	-%	22%	16%	33%	15%	19%	10%	ABCDGFH 16%	46%	17%	17%	14%
Data services	35	-	-	-	-	-	-	-	-	15	25	12	27	22	32	11	13	35ABcDe	14	22
	23%	-%	-%	-%	-%	-%	-%	-%	-%	28%	24%	30%	23%	23%	33%	22%	26%	49%	30%	35%
Card payments	18	-	-	-	-	-	-	-	-	5	13	3	13	12	10	6	7	9	18	11
	12%	-%	-%	-%	-%	-%	-%	-%	-%	9%	13%	8%	11%	13%	10%	12%	14%	ABCEFGH 13%	39%	17%
Video conferencing	22	-	-	-	-	-	-	-	-	6	16	7	17	19g	19g	6	8	14g	2	22AbcDefG
	15%	-%	-%	-%	-%	-%	-%	-%	-%	11%	16%	18%	15%	20%	19%	12%	16%	19%	4%	35%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Dont know	6	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<D3a,b,c> Summary Table - You have said that you use IP-based services for the following purposes.

by

Base: All that use IP

	Total	IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1	
Incoming calls	80 53%	40 46%	28 64%	60B 66%	16 38%	3 27%	59 57%	18 51%	61 59%	13 59%	3 25%	9 45%	7 35%	49 58%	12 75%	2 100%	3 75%	- -%	4 67%	4 67%	1 100%	
Outgoing calls	82 55%	43 49%	28 64%	60b 66%	19 45%	2 18%	59 57%	17 49%	62 60%	11 50%	5 42%	10 50%	12 60%	46 54%	10 63%	1 50%	2 50%	- -%	4 67%	5 83%	1 100%	
Calls between different sites	59 39%	33 38%	16 36%	35 38%	19 45%	4 36%	36 35%	17 49%	42 40%	7 32%	6 50%	7 35%	10 50%	35 41%	2 13%	- -%	3 75%	- -%	1 17%	6 100%	- -%	
Internet services	70 47%	43 49%	21 48%	48 53%	19 45%	1 9%	50 48%	19 54%	52 50%	11 50%	3 25%	10 50%	11 55%	39 46%	7 44%	1 50%	1 25%	- -%	3 50%	1 17%	1 100%	
Fax services	10 7%	3 3%	7a 16%	4 4%	2 5%	3 27%	4 4%	6A 17%	3 3%	4 18%	2 17%	- -%	1 5%	6 7%	2 13%	- -%	- -%	- -%	- -%	- -%	- -%	
Security/alarm systems	23 15%	19b 22%	3 7%	11 12%	9 21%	2 18%	17 16%	6 17%	17 16%	3 14%	3 25%	4 20%	5 25%	12 14%	1 6%	- -%	2 50%	- -%	1 17%	- -%	- -%	
Data services	35 23%	28b 32%	6 14%	20 22%	11 26%	3 27%	31B 30%	2 6%	23 22%	5 23%	5 42%	6 30%	2 10%	22 26%	5 31%	1 50%	1 25%	- -%	2 33%	- -%	- -%	
Card payments	18 12%	10 11%	4 9%	12 13%	4 10%	2 18%	14 13%	4 11%	15 14%	1 5%	2 17%	4 20%	2 10%	11 13%	1 6%	1 50%	- -%	- -%	2 33%	- -%	- -%	
Video conferencing	22 15%	16 18%	4 9%	9 10%	11a 26%	1 9%	15 14%	6 17%	15 14%	1 5%	3 25%	3 15%	4 20%	11 13%	3 19%	- -%	- -%	- -%	1 17%	2 33%	- -%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Dont know	6 4%	2 2%	2 5%	- -%	2a 5%	1 9%	1 1%	1 3%	1 1%	- -%	- -%	- -%	- -%	2 2%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 97 (continuation)

<D3a,b,c> Summary Table - You have said that you use IP-based services for the following purposes.

by

Base: All that use IP

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	150	69	69	13	7	8	3
Incoming calls	80 53%	44b 64%	31 45%	1 8%	2 29%	5 63%	2 67%
Outgoing calls	82 55%	44 64%	33 48%	4 31%	2 29%	3 38%	1 33%
Calls between different sites	59 39%	26 38%	28 41%	4 31%	4 57%	2 25%	1 33%
Internet services	70 47%	31 45%	35 51%	7 54%	3 43%	3 38%	- -
Fax services	10 7%	4 6%	6 9%	4 31%	- -	- -	- -
Security/alarm systems	23 15%	8 12%	14 20%	2 15%	1 14%	- -	2 67%
Data services	35 23%	11 16%	21a 30%	3 23%	3 43%	2 25%	2 67%
Card payments	18 12%	9 13%	9 13%	2 15%	- -	1 13%	- -
Video conferencing	22 15%	9 13%	9 13%	1 8%	1 14%	1 13%	1 33%
Other	- -	- -	- -	- -	- -	- -	- -
Dont know	6 4%	2 3%	1 1%	- -	1 14%	1 13%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 98
<D4> Does your company have a switch i.e. PBX or PABX?
by
Base: All who have IP

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	million	- £100	£101m+
						(e)	(f)				(c)		(a)	to £20 million	million (b)	(c)
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Yes	87 58%	— %	— %	3 60%	3 23%	13 48%	19 56%	52 68%	54 57%	9 60%	6 67%	13 72%	10 37%	35 59%	17 61%	20 77%
No	44 29%	1 50%	6 100%	2 40%	9 69%	10 37%	8 24%	17 22%	31 33%	2 13%	3 33%	5 28%	13 48%	16 27%	8 29%	4 15%
Don't know	19 13%	1 50%	— %	— %	1 8%	4 15%	7 21%	7 9%	10 11%	4 27%	— %	— %	4 15%	8 14%	3 11%	2 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 98 (continuation)

<D4> Does your company have a switch i.e. PBX or PABX?

by

Base: All who have IP

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary	Manufa	Const	Who	Retail	Finan	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	cial	se	admin	(i)					
		(b)	(c)	Transport/ Communications (d)		(f)	(g)	and se rvices (h)		(a)	(b)	(c)	(d)	(e)	
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Yes	87 58%	2 40%	16 59%	4 44%	9 64%	7 58%	12 63%	19 54%	9 60%	9 64%	2 33%	10 53%	13 59%	29 58%	33 65%
No	44 29%	3 60%	9 33%	4 44%	3 21%	4 33%	4 21%	12 34%	3 20%	2 14%	2 33%	7 37%	8 36%	17 34%	10 20%
Don't know	19 13%	– –%	2 7%	1 11%	2 14%	1 8%	3 16%	4 11%	3 20%	3 21%	2 33%	2 11%	1 5%	4 8%	8 16%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 98 (continuation)

<D4> Does your company have a switch i.e. PBX or PABX?

by

Base: All who have IP

PERSONAL PROFILE																	
Total	Location														Involvement		
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
Yes	87 58%	1 33%	15 88%	3 38%	4 50%	9 75%	3 43%	25 58%	12 55%	5 45%	77 59%	2 100%	7 50%	1 33%	52 68%	16 67%	3 50%
No	44 29%	2 67%	1 6%	3 38%	2 25%	3 25%	1 14%	11 26%	8 36%	6 55%	37 28%	- -%	5 36%	2 67%	19 25%	5 21%	1 17%
Don't know	19 13%	- -%	1 6%	2 25%	2 25%	- -%	3 43%	7 16%	2 9%	- -%	17 13%	- -%	2 14%	- -%	5 7%	3 13%	2 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 98 (continuation)

<D4> Does your company have a switch i.e. PBX or PABX?

by

Base: All who have IP

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	150	29	28	—	—	7	100	29	28	50	100	50	150	21	9	120
Yes	87 58%	23 79%	16 57%	— —%	— —%	6 86%	54 54%	23 79%	16 57%	33 66%	61 61%	26 52%	87 58%	16 76%	5 56%	66 55%
No	44 29%	5 17%	8 29%	— —%	— —%	— —%	31 31%	5 17%	8 29%	13 26%	25 25%	19 38%	44 29%	4 19%	3 33%	37 31%
Don't know	19 13%	1 3%	4 14%	— —%	— —%	1 14%	15 15%	1 3%	4 14%	4 8%	14 14%	5 10%	19 13%	1 5%	1 11%	17 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 98 (continuation)

<D4> Does your company have a switch i.e. PBX or PABX?

by

Base: All who have IP

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Yes	87 58%	21 72%	14 64%	15 79%	12 75%	14 78%	12 67%	12 71%	8 80%	2 100%	2 67%	4 57%	4 80%	1 100%	1 100%	2 100%
No	44 29%	6 21%	6 27%	3 16%	2 13%	3 17%	5 28%	4 24%	1 10%	- -%	1 33%	2 29%	1 20%	- -%	- -%	- -%
Don't know	19 13%	2 7%	2 9%	1 5%	2 13%	1 6%	1 6%	1 6%	1 10%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 98 (continuation)

<D4> Does your company have a switch i.e. PBX or PABX?

by

Base: All who have IP

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary (a)	A ba ck-up (c)	Primary Service	Supple mentary (a)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	channe ls(g)	or more channe ls(h)													
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3	
Yes	87 58%	- -%	- -%	1 50%	3 75%	1 100%	1 100%	- -%	1 100%	21 100%	- -%	17 100%	3 100%	9 100%	7 58%	1 100%	3 50%	2 67%	2 67%	7 78%	11 61%	3 100%	
No	44 29%	2 67%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	7 100%	- -%	- -%	- -%	4 33%	- -%	2 33%	1 33%	- -%	1 11%	6 33%	- -%	
Don't know	19 13%	1 33%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	1 17%	- -%	1 33%	1 11%	1 6%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 98 (continuation)
<D4> Does your company have a switch i.e. PBX or PABX?
by
Base: All who have IP

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	Co but unlikely to affect decision (d)	
Total	150	9	12	9	14	12	8	9	17	10	2
Yes	87 58%	7 78%	7 58%	7 78%	10 71%	10 83%	6 75%	5 56%	11 65%	9 90%	1 50%
No	44 29%	2 22%	4 33%	1 11%	3 21%	1 8%	2 25%	3 33%	5 29%	- -%	1 50%
Don't know	19 13%	- -%	1 8%	1 11%	1 7%	1 8%	- -%	1 11%	1 6%	1 10%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 98 (continuation)

<D4> Does your company have a switch i.e. PBX or PABX?

by

Base: All who have IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Yes	87	-	-	-	-	-	-	-	-	38	57	30b	69	57	61	27	35	47	26	45d
	58%	-%	-%	-%	-%	-%	-%	-%	-%	70%	55%	75%	59%	60%	62%	53%	70%	65%	57%	71%
No	44	-	-	-	-	-	-	-	-	13	33	9	35	25	29	20H	13	20	14	11
	29%	-%	-%	-%	-%	-%	-%	-%	-%	24%	32%	23%	30%	26%	30%	39%	26%	28%	30%	17%
Don't know	19	-	-	-	-	-	-	-	-	3	13	1	13	13	8	4	2	5	6	7
	13%	-%	-%	-%	-%	-%	-%	-%	-%	6%	13%	3%	11%	14%	8%	8%	4%	7%	13%	11%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 98 (continuation)

<D4> Does your company have a switch i.e. PBX or PABX?

by

Base: All who have IP

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1	
Yes	87 58%	87B 100%	- -%	52 57%	27 64%	5 45%	67 64%	17 49%	60 58%	14 64%	8 67%	10 50%	13 65%	52 61%	8 50%	2 100%	3 75%	- -%	4 67%	2 33%	1 100%	
No	44 29%	- -%	44A 100%	29 32%	11 26%	4 36%	26 25%	15a 43%	34 33%	4 18%	3 25%	5 25%	5 25%	24 28%	8 50%	- -%	1 25%	- -%	1 17%	3 50%	- -%	
Don't know	19 13%	- -%	- -%	10 11%	4 10%	2 18%	11 11%	3 9%	10 10%	4 18%	1 8%	5 25%	2 10%	9 11%	- -%	- -%	- -%	- -%	1 17%	1 17%	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 98 (continuation)
<D4> Does your company have a switch i.e. PBX or PABX?
by
Base: All who have IP

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	150	69	69	13	7	8	3
Yes	87 58%	35 51%	47a 68%	11 85%	6 86%	5 63%	2 67%
No	44 29%	25 36%	16 23%	2 15%	- -	2 25%	1 33%
Don't know	19 13%	9 13%	6 9%	- -	1 14%	1 13%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 99
<D5> Have any of the following previously acted as a trigger for moving to IP-based services for your organisation?

by

Base: All that use IP

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)	(a)	(b)	to 20 (c)		£1m (a)	million to £20 million (b)	million (c)	(d)
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Part of general upgrade	69 46%	- -%	3 50%	3 60%	6 46%	15 56%	11 32%	37 49%	44 46%	9 60%	4 44%	7 39%	15 56%	23 39%	14 50%	14 54%
Switch replacement	40 27%	- -%	1 17%	1 20%	2 15%	6 22%	11 32%	21 28%	27 28%	6 40%	2 22%	5 28%	5 19%	17 29%	10 36%	6 23%
Changed supplier	40 27%	1 50%	- -%	1 20%	2 15%	5 19%	10 29%	23 30%	25 26%	3 20%	3 33%	6 33%	3 11%	20 34%	8 29%	8 31%
We've only ever had IP based services / we have not moved services	18 12%	- -%	1 17%	- -%	1 8%	5 19%	5 15%	7 9%	13 14%	1 7%	- -%	4 22%	4 15%	10 17%	2 7%	1 4%
Other trigger	5 3%	- -%	- -%	- -%	- -%	3 11%	- -%	2 3%	4 4%	- -%	- -%	- -%	2 7%	3 5%	- -%	- -%
Don't know	19 13%	1 50%	2 33%	2 40%	5 38%	1 4%	6 18%	7 9%	10 11%	- -%	1 11%	1 6%	5 19%	5 8%	3 11%	3 12%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 99 (continuation)

<D5> Have any of the following previously acted as a trigger for moving to IP-based services for your organisation?

by

Base: All that use IP

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Part of general upgrade	69 46%	4 80%	15 56%	2 22%	7 50%	4 33%	10 53%	17 49%	6 40%	4 29%	4 67%	10 53%	12 55%	20 40%	22 43%
Switch replacement	40 27%	2 40%	8 30%	2 22%	7 50%	3 25%	4 21%	4 11%	5 33%	5 36%	1 17%	6 32%	9 41%	13 26%	11 22%
Changed supplier	40 27%	2 40%	7 26%	3 33%	4 29%	2 17%	7 37%	6 17%	6 40%	3 21%	- -%	3 16%	8 36%	17 34%	12 24%
We've only ever had IP based services / we have not moved services	18 12%	- -%	2 7%	3 33%	1 7%	3 25%	2 11%	4 11%	- -%	3 21%	1 17%	3 16%	2 9%	8 16%	4 8%
Other trigger	5 3%	- -%	1 4%	- -%	- -%	- -%	- -%	2 6%	- -%	2 14%	- -%	3 16%	- -%	1 2%	1 2%
Don't know	19 13%	- -%	2 7%	- -%	- -%	1 8%	1 5%	10 29%	2 13%	3 21%	1 17%	2 11%	2 9%	3 6%	10d 20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 99 (continuation)

<D5> Have any of the following previously acted as a trigger for moving to IP-based services for your organisation?

by

Base: All that use IP

	PERSONAL PROFILE																
	Location														Involvement		
	Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
Part of general upgrade	69 46%	1 33%	9 53%	4 50%	3 38%	4 33%	2 29%	19 44%	11 50%	7 64%	60 46%	1 50%	7 50%	1 33%	35 46%	12 50%	2 33%
Switch replacement	40 27%	- -%	5 29%	3 38%	5 63%	3 25%	- -%	12 28%	3 14%	1 9%	32 24%	1 50%	6 43%	1 33%	30 39%	5 21%	1 17%
Changed supplier	40 27%	1 33%	4 24%	1 13%	1 13%	7 58%	- -%	9 21%	10 45%	2 18%	35 27%	1 50%	3 21%	1 33%	22 29%	5 21%	2 33%
We've only ever had IP based services / we have not moved services	18 12%	1 33%	2 12%	2 25%	1 13%	2 17%	2 29%	5 12%	1 5%	1 9%	17 13%	- -%	1 7%	- -%	10 13%	4 17%	- -%
Other trigger	5 3%	1 33%	1 6%	- -%	- -%	- -%	- -%	2 5%	- -%	- -%	4 3%	- -%	1 7%	- -%	2 3%	1 4%	- -%
Don't know	19 13%	- -%	2 12%	- -%	1 13%	1 8%	3 43%	5 12%	2 9%	2 18%	16 12%	- -%	2 14%	1 33%	2 3%	2 8%	2 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 99 (continuation)

<D5> Have any of the following previously acted as a trigger for moving to IP-based services for your organisation?

by

Base: All that use IP

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	150	29	28	-	-	7	100	29	28	50	100	50	150	21	9	120
Part of general upgrade	69 46%	15 52%	11 39%	- -%	- -%	4 57%	47 47%	15 52%	11 39%	22 44%	49 49%	20 40%	69 46%	12 57%	2 22%	55 46%
Switch replacement	40 27%	8 28%	11 39%	- -%	- -%	2 29%	23 23%	8 28%	11 39%	17 34%	27 27%	13 26%	40 27%	5 24%	3 33%	32 27%
Changed supplier	40 27%	9 31%	7 25%	- -%	- -%	1 14%	25 25%	9 31%	7 25%	15 30%	30 30%	10 20%	40 27%	8 38%	4 44%	28 23%
We've only ever had IP based services / we have not moved services	18 12%	3 10%	3 11%	- -%	- -%	1 14%	13 13%	3 10%	3 11%	5 10%	7 7%	11J 22%	18 12%	1 5%	3 33%	14 12%
Other trigger	5 3%	1 3%	- -%	- -%	- -%	- -%	4 4%	1 3%	- -%	1 2%	3 3%	2 4%	5 3%	- -%	- -%	5 4%
Don't know	19 13%	1 3%	3 11%	- -%	- -%	- -%	15 15%	1 3%	3 11%	4 8%	14 14%	5 10%	19 13%	1 5%	1 11%	17 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 99 (continuation)

<D5> Have any of the following previously acted as a trigger for moving to IP-based services for your organisation?

by

Base: All that use IP

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Part of general upgrade	69 46%	13 45%	10 45%	7 37%	6 38%	7 39%	9 50%	9 53%	4 40%	- -	2 67%	5 71%	5 100%	- -	- -	- -
Switch replacement	40 27%	8 28%	5 23%	4 21%	4 25%	5 28%	4 22%	3 18%	3 30%	1 50%	- -	2 29%	2 40%	- -	- -	- -
Changed supplier	40 27%	12 41%	10 45%	9 47%	7 44%	8 44%	8 44%	6 35%	5 50%	- -	1 33%	2 29%	1 20%	1 100%	1 100%	1 50%
We've only ever had IP based services / we have not moved services	18 12%	4 14%	4 18%	3 16%	3 19%	2 11%	2 11%	2 12%	1 10%	1 50%	- -	- -	- -	- -	- -	1 50%
Other trigger	5 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	19 13%	2 7%	- -	1 5%	1 6%	2 11%	1 6%	2 12%	- -	- -	1 33%	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 99 (continuation)

<D5> Have any of the following previously acted as a trigger for moving to IP-based services for your organisation?

by

Base: All that use IP

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 or more channels(g)	1500 nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hoste so lution (c)
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3	
Part of general upgrade	69 46%	1 33%	- -	1 50%	2 50%	- -	- -	- -	- -	9 43%	5 71%	9 53%	- -	5 56%	7 58%	- -	2 33%	1 33%	1 33%	4 44%	9 50%	1 33%	
Switch replacement	40 27%	- -	- -	- -	2 50%	1 100%	- -	- -	- -	8 38%	- -	7 41%	1 33%	2 22%	3 25%	- -	- -	2 67%	1 33%	2 22%	4 22%	2 67%	
Changed supplier	40 27%	1 33%	- -	1 50%	2 50%	1 100%	- -	- -	- -	8 38%	3 43%	6 35%	1 33%	2 22%	5 42%	1 100%	2 33%	1 33%	2 67%	3 33%	8 44%	1 33%	
We've only ever had IP based services / we have not moved services	18 12%	2 67%	- -	- -	- -	- -	- -	- -	1 100%	2 10%	1 14%	1 6%	1 33%	1 11%	1 8%	- -	2 33%	1 33%	- -	- -	3 17%	1 33%	
Other trigger	5 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Don't know	19 13%	- -	- -	- -	- -	- -	1 100%	- -	- -	2 10%	- -	1 6%	1 33%	1 11%	- -	- -	1 17%	- -	- -	2 22%	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 99 (continuation)

<D5> Have any of the following previously acted as a trigger for moving to IP-based services for your organisation?

by

Base: All that use IP

	ISDN LINES										

	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years	Longer ago	Never	Yes	No	Definitely switch	More likely to switch	Net-likely to switch	Consider but unlikely to affect decision	No impact
		(a)	(b)	(c)	(a)	(b)	(a)	(b)	(c)	(d)	(e)
-----		-----	-----	-----	-----	-----	-----	-----	-----	-----	
Total	150	9	12	9	14	12	8	9	17	10	2
Part of general upgrade	69 46%	8 89%	4 33%	2 22%	7 50%	4 33%	6 75%	3 33%	9 53%	4 40%	- -%
Switch replacement	40 27%	5 56%	1 8%	2 22%	5 36%	3 25%	3 38%	1 11%	4 24%	4 40%	- -%
Changed supplier	40 27%	3 33%	8 67%	1 11%	8 57%	3 25%	3 38%	5 56%	8 47%	3 30%	- -%
We've only ever had IP based services / we have not moved services	18 12%	- -%	- -%	4 44%	- -%	4 33%	- -%	- -%	- -%	3 30%	1 50%
Other trigger	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	19 13%	- -%	- -%	2 22%	- -%	1 8%	- -%	1 11%	1 6%	- -%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 99 (continuation)

<D5> Have any of the following previously acted as a trigger for moving to IP-based services for your organisation?

by

Base: All that use IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Part of general upgrade	69 46%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	25 46%	53 51%	21 53%	58 50%	40 42%	42 43%	18 35%	22 44%	29 40%	25 54%	29 46%
Switch replacement	40 27%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	21 39%	29 28%	16 40%	37 32%	29 31%	28 29%	15 29%	17 34%	24 33%	14 30%	17 27%
Changed supplier	40 27%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	15 28%	28 27%	14 35%	30 26%	19 20%	27 28%	16 31%	17 34%	26b 36%	15 33%	15 24%
We've only ever had IP based services / we have not moved services	18 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 13%	12 12%	3 8%	12 10%	17 18%	16 16%	8 16%	7 14%	9 13%	6 13%	8 13%
Other trigger	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 6%	4 4%	2 5%	4 3%	4 4%	3 3%	1 2%	2 4%	3 4%	2 4%	2 3%
Don't know	19 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 6%	8 8%	3 8%	12 10%	8 8%	9 9%	5 10%	3 6%	5 7%	1 2%	5 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 99 (continuation)

<D5> Have any of the following previously acted as a trigger for moving to IP-based services for your organisation?

by

Base: All that use IP

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total		150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
Part of general upgrade		69 46%	46 53%	17 39%	42 46%	24 57%	2 18%	52 50%	15 43%	52 50%	7 32%	7 58%	11 55%	11 55%	39 46%	5 31%	- -%	2 50%	- -%	2 33%	4 67%	- -%
Switch replacement		40 27%	29 33%	9 20%	30 33%	9 21%	1 9%	32 31%	8 23%	34 33%	4 18%	1 8%	5 25%	8 40%	24 28%	2 13%	2 100%	1 25%	- -%	4 67%	2 33%	1 100%
Changed supplier		40 27%	24 28%	13 30%	23 25%	9 21%	7 64%	32 31%	7 20%	26 25%	9 41%	1 8%	2 10%	5 25%	26 31%	4 25%	- -%	1 25%	- -%	1 17%	- -%	1 100%
We've only ever had IP based services / we have not moved services		18 12%	10 11%	6 14%	14 15%	4 10%	- -%	11 11%	6 17%	10 10%	3 14%	4 33%	3 15%	1 5%	10 12%	4 25%	- -%	1 25%	- -%	- -%	- -%	- -%
Other trigger		5 3%	3 3%	1 2%	3 3%	1 2%	- -%	4 4%	1 3%	4 4%	1 5%	- -%	1 5%	1 5%	2 2%	1 6%	- -%	1 25%	- -%	- -%	- -%	- -%
Don't know		19 13%	6 7%	6 14%	7 8%	5 12%	2 18%	6 6%	6a 17%	8 8%	4 18%	- -%	1 5%	2 10%	8 9%	3 19%	- -%	- -%	- -%	- -%	1 17%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 99 (continuation)

<D5> Have any of the following previously acted as a trigger for moving to IP-based services for your organisation?

by

Base: All that use IP

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	150	69	69	13	7	8	3
Part of general upgrade	69 46%	34 49%	34 49%	9 69%	1 14%	4 50%	- -
Switch replacement	40 27%	17 25%	22 32%	4 31%	1 14%	2 25%	1 33%
Changed supplier	40 27%	14 20%	24 35%	5 38%	3 43%	4 50%	1 33%
We've only ever had IP based services / we have not moved services	18 12%	13b 19%	5 7%	- -	2 29%	- -	2 67%
Other trigger	5 3%	4 6%	1 1%	- -	- -	- -	- -
Don't know	19 13%	6 9%	5 7%	- -	1 14%	1 13%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All that have a IP switch

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	87	-	-	3	3	13	19	52	54	9	6	13	10	35	17	20
IP-based networking	44	-	-	-	-	6	13	25	22	5	5	11	4	21	10	9
	51%	-%	-%	-%	-%	46%	68%	48%	41%	56%	83%	85%	40%	60%	59%	45%
Unified communications e.g. with mobiles	40	-	-	-	-	6	6	28	24	4	2	9	4	13	8	12
	46%	-%	-%	-%	-%	46%	32%	54%	44%	44%	33%	69%	40%	37%	47%	60%
LAN connectivity	37	-	-	-	-	6	8	23	24	2	3	7	2	19	7	8
	43%	-%	-%	-%	-%	46%	42%	44%	44%	22%	50%	54%	20%	54%	41%	40%
Call queuing and routing	37	-	-	-	-	5	5	27	24	4	2	6	2	15	8	12
	43%	-%	-%	-%	-%	38%	26%	52%	44%	44%	33%	46%	20%	43%	47%	60%
ADSL/DSL/Broadband	32	-	-	1	1	4	10	17	21	2	2	6	2	15	8	7
	37%	-%	-%	33%	33%	31%	53%	33%	39%	22%	33%	46%	20%	43%	47%	35%
Voicemail	29	-	-	-	-	6	7	16	19	3	2	4	3	15	5	6
	33%	-%	-%	-%	-%	46%	37%	31%	35%	33%	33%	31%	30%	43%	29%	30%
ISDN	28	-	-	-	-	7	5	16	17	2	2	6	3	13	5	7
	32%	-%	-%	-%	-%	54%	26%	31%	31%	22%	33%	46%	30%	37%	29%	35%
More lines	21	-	-	1	1	4	2	14	14	-	2	4	2	8	3	7
	24%	-%	-%	33%	33%	31%	11%	27%	26%	-%	33%	31%	20%	23%	18%	35%
Other	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-
	1%	-%	-%	-%	-%	8%	-%	-%	2%	-%	-%	-%	10%	-%	-%	-%
None of the above	2	-	-	1	1	-	1	-	2	-	-	-	-	2	-	-
	2%	-%	-%	33%	33%	-%	5%	-%	4%	-%	-%	-%	-%	6%	-%	-%
Don't know	5	-	-	1	1	1	1	2	3	-	-	-	1	1	1	1
	6%	-%	-%	33%	33%	8%	5%	4%	6%	-%	-%	-%	10%	3%	6%	5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?

by

Base: All that have a IP switch

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	87	2	16	4	9	7	12	19	9	9	2	10	13	29	33
IP-based networking	44 51%	2 100%	7 44%	1 25%	7 78%	5 71%	5 42%	10 53%	5 56%	2 22%	1 50%	4 40%	6 46%	15 52%	18 55%
Unified communications e.g. with mobiles	40 46%	2 100%	3 19%	- -	3 33%	3 43%	7 58%	11 58%	5 56%	6 67%	- -	3 30%	5 38%	13 45%	19 58%
LAN connectivity	37 43%	1 50%	5 31%	1 25%	4 44%	2 29%	4 33%	10 53%	5 56%	5 56%	1 50%	4 40%	4 31%	14 48%	14 42%
Call queuing and routing	37 43%	1 50%	7 44%	1 25%	5 56%	5 71%	7 58%	7 37%	2 22%	2 22%	- -	5 50%	4 31%	15 52%	13 39%
ADSL/DSL/Broadband	32 37%	2 100%	4 25%	2 50%	5 56%	2 29%	4 33%	7 37%	4 44%	2 22%	2 100%	2 20%	6 46%	12 41%	10 30%
Voicemail	29 33%	1 50%	5 31%	3 75%	6 67%	1 14%	1 8%	6 32%	5 56%	1 11%	1 50%	5 50%	5 38%	8 28%	10 30%
ISDN	28 32%	2 100%	5 31%	1 25%	3 33%	3 43%	4 33%	8 42%	2 22%	- -	- -	3 30%	4 31%	10 34%	11 33%
More lines	21 24%	1 50%	4 25%	2 50%	2 22%	1 14%	1 8%	6 32%	2 22%	2 22%	- -	2 20%	2 15%	6 21%	11 33%
Other	1 1%	- -	- -	- -	- -	- -	- -	1 5%	- -	- -	- -	1 10%	- -	- -	- -
None of the above	2 2%	- -	1 6%	- -	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	1 3%	1 3%
Don't know	5 6%	- -	- -	- -	- -	- -	- -	3 16%	1 11%	1 11%	- -	- -	1 8%	1 3%	3 9%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All that have a IP switch

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	87	1	15	3	4	9	3	25	12	5	77	2	7	1	52	16	3
IP-based networking	44 51%	1 100%	11 73%	1 33%	1 25%	4 44%	- -%	10 40%	9 75%	3 60%	40 52%	- -%	3 43%	1 100%	31 60%	8 50%	1 33%
Unified communications e.g. with mobiles	40 46%	1 100%	10 67%	- -%	2 50%	4 44%	1 33%	9 36%	6 50%	3 60%	36 47%	1 50%	2 29%	1 100%	28 54%	7 44%	1 33%
LAN connectivity	37 43%	1 100%	7 47%	1 33%	1 25%	5 56%	- -%	8 32%	10 83%	2 40%	35 45%	- -%	1 14%	1 100%	24 46%	9 56%	- -%
Call queuing and routing	37 43%	1 100%	5 33%	1 33%	3 75%	5 56%	- -%	10 40%	7 58%	2 40%	34 44%	- -%	3 43%	- -%	28 54%	6 38%	1 33%
ADSL/DSL/Broadband	32 37%	1 100%	6 40%	- -%	2 50%	2 22%	- -%	10 40%	4 33%	2 40%	27 35%	1 50%	4 57%	- -%	22 42%	5 31%	- -%
Voicemail	29 33%	1 100%	5 33%	1 33%	1 25%	1 11%	- -%	7 28%	5 42%	4 80%	25 32%	1 50%	3 43%	- -%	21 40%	6 38%	- -%
ISDN	28 32%	1 100%	8 53%	1 33%	- -%	4 44%	- -%	4 16%	6 50%	2 40%	26 34%	- -%	2 29%	- -%	21 40%	5 31%	- -%
More lines	21 24%	1 100%	4 27%	- -%	1 25%	2 22%	- -%	6 24%	3 25%	- -%	17 22%	1 50%	3 43%	- -%	11 21%	6 38%	1 33%
Other	1 1%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 6%	- -%
None of the above	2 2%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	1 8%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%	1 33%
Don't know	5 6%	- -%	1 7%	- -%	- -%	1 11%	1 33%	2 8%	- -%	- -%	5 6%	- -%	- -%	- -%	1 2%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?

by

Base: All that have a IP switch

	Total	PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	87	23	16	—	—	6	54	23	16	33	61	26	87	16	5	66
IP-based networking	44 51%	17 74%	10 63%	— —%	— —%	5 83%	22 41%	17 74%	10 63%	22f 67%	33 54%	11 42%	44 51%	11 69%	2 40%	31 47%
Unified communications e.g. with mobiles	40 46%	11 48%	9 56%	— —%	— —%	3 50%	23 43%	11 48%	9 56%	17 52%	26 43%	14 54%	40 46%	7 44%	3 60%	30 45%
LAN connectivity	37 43%	11 48%	9 56%	— —%	— —%	5 83%	22 41%	11 48%	9 56%	15 45%	25 41%	12 46%	37 43%	6 38%	2 40%	29 44%
Call queuing and routing	37 43%	11 48%	7 44%	— —%	— —%	4 67%	23 43%	11 48%	7 44%	14 42%	24 39%	13 50%	37 43%	6 38%	3 60%	28 42%
ADSL/DSL/Broadband	32 37%	12 52%	7 44%	— —%	— —%	3 50%	16 30%	12 52%	7 44%	16 48%	24 39%	8 31%	32 37%	9 56%	3 60%	20 30%
Voicemail	29 33%	12 52%	10 63%	— —%	— —%	5 83%	12 22%	12 52%	10 63%	17F 52%	19 31%	10 38%	29 33%	8 50%	3 60%	18 27%
ISDN	28 32%	14 61%	9 56%	— —%	— —%	6 100%	11 20%	14 61%	9 56%	17Fj 52%	16 26%	12 46%	28 32%	9 56%	2 40%	17 26%
More lines	21 24%	6 26%	5 31%	— —%	— —%	3 50%	13 24%	6 26%	5 31%	8 24%	11 18%	10 38%	21 24%	3 19%	1 20%	17 26%
Other	1 1%	1 4%	— —%	— —%	— —%	— —%	— —%	1 4%	— —%	1 3%	1 2%	— —%	1 1%	— —%	— —%	1 2%
None of the above	2 2%	2 9%	— —%	— —%	— —%	— —%	— —%	2 9%	— —%	2 6%	1 2%	1 4%	2 2%	2 13%	— —%	— —%
Don't know	5 6%	1 4%	2 13%	— —%	— —%	— —%	2 4%	1 4%	2 13%	3 9%	3 5%	2 8%	5 6%	1 6%	1 20%	3 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All that have a IP switch

	ISDN LINES															
	Total	ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	87	21	14	15	12	14	12	12	8	2	2	4	4	1	1	2
IP-based networking	44 51%	13 62%	11 79%	8 53%	7 58%	10 71%	9 75%	9 75%	6 75%	1 50%	- -	3 75%	4 100%	1 100%	1 100%	2 100%
Unified communications e.g. with mobiles	40 46%	10 48%	8 57%	8 53%	5 42%	9 64%	7 58%	6 50%	6 75%	- -	- -	1 25%	3 75%	1 100%	1 100%	2 100%
LAN connectivity	37 43%	8 38%	7 50%	7 47%	6 50%	8 57%	6 50%	5 42%	5 63%	- -	- -	3 75%	2 50%	1 100%	- -	1 50%
Call queuing and routing	37 43%	9 43%	8 57%	7 47%	7 58%	8 57%	7 58%	6 50%	6 75%	- -	- -	3 75%	2 50%	1 100%	- -	1 50%
ADSL/DSL/Broadband	32 37%	12 57%	10 71%	10 67%	7 58%	10 71%	8 67%	8 67%	6 75%	- -	- -	2 50%	4 100%	1 100%	1 100%	2 100%
Voicemail	29 33%	11 52%	9 64%	9 60%	6 50%	8 57%	7 58%	6 50%	6 75%	- -	1 50%	3 75%	2 50%	1 100%	- -	2 100%
ISDN	28 32%	11 52%	8 57%	9 60%	6 50%	10 71%	8 67%	6 50%	6 75%	- -	1 50%	2 50%	4 100%	1 100%	- -	2 100%
More lines	21 24%	4 19%	4 29%	4 27%	4 33%	4 29%	4 33%	4 33%	4 50%	- -	- -	1 25%	1 25%	1 100%	- -	1 50%
Other	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
None of the above	2 2%	2 10%	1 7%	1 7%	1 8%	1 7%	1 8%	1 8%	1 13%	- -	1 50%	- -	- -	- -	- -	- -
Don't know	5 6%	2 10%	1 7%	2 13%	2 17%	1 7%	1 8%	2 17%	- -	1 50%	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?

by

Base: All that have a IP switch

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 or more channels (g)	1500 ch nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In lution (c)
Total	87	-	-	1	3	1	1	-	1	21	-	17	3	9	7	1	3	2	2	7	11	3	
IP-based networking	44	-	-	-	2	-	-	-	1	13	-	13	-	6	5	1	2	1	-	4	7	2	
	51%	-%	-%	-%	67%	-%	-%	-%	100%	62%	-%	76%	-%	67%	71%	100%	67%	50%	-%	57%	64%	67%	
Unified communications e.g. with mobiles	40	-	-	-	3	-	-	-	1	10	-	9	1	5	2	1	2	1	1	3	4	3	
	46%	-%	-%	-%	100%	-%	-%	-%	100%	48%	-%	53%	33%	56%	29%	100%	67%	50%	50%	43%	36%	100%	
LAN connectivity	37	-	-	-	2	-	-	-	1	8	-	7	1	4	3	-	2	-	1	2	3	3	
	43%	-%	-%	-%	67%	-%	-%	-%	100%	38%	-%	41%	33%	44%	43%	-%	67%	-%	50%	29%	27%	100%	
Call queuing and routing	37	-	-	-	3	-	-	-	1	9	-	8	1	4	3	-	2	1	1	2	4	3	
	43%	-%	-%	-%	100%	-%	-%	-%	100%	43%	-%	47%	33%	44%	43%	-%	67%	50%	50%	29%	36%	100%	
ADSL/DSL/Broadband	32	-	-	-	2	1	-	-	1	12	-	12	-	4	5	1	2	2	-	3	8	1	
	37%	-%	-%	-%	67%	100%	-%	-%	100%	57%	-%	71%	-%	44%	71%	100%	67%	100%	-%	43%	73%	33%	
Voicemail	29	-	-	1	2	1	-	-	1	11	-	11	-	4	5	-	2	2	1	2	7	2	
	33%	-%	-%	100%	67%	100%	-%	-%	100%	52%	-%	65%	-%	44%	71%	-%	67%	100%	50%	29%	64%	67%	
ISDN	28	-	-	1	2	-	-	-	1	11	-	10	1	5	5	-	2	-	2	3	5	3	
	32%	-%	-%	100%	67%	-%	-%	-%	100%	52%	-%	59%	33%	56%	71%	-%	67%	-%	100%	43%	45%	100%	
More lines	21	-	-	-	1	-	-	-	1	4	-	4	-	2	2	-	2	-	-	1	2	1	
	24%	-%	-%	-%	33%	-%	-%	-%	100%	19%	-%	24%	-%	22%	29%	-%	67%	-%	-%	14%	18%	33%	
Other	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%		
None of the above	2	-	-	-	-	-	-	-	-	2	-	1	-	2	-	-	-	-	-	2	-	-	
	2%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	6%	-%	22%	-%	-%	-%	-%	-%	29%	-%	-%	
Don't know	5	-	-	-	-	-	1	-	-	2	-	-	2	1	-	-	1	-	-	1	1	-	
	6%	-%	-%	-%	-%	-%	100%	-%	-%	10%	-%	-%	67%	11%	-%	-%	33%	-%	-%	14%	9%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All that have a IP switch

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	87	7	7	7	10	10	6	5	11	9	1
IP-based networking	44 51%	6 86%	4 57%	3 43%	8 80%	5 50%	5 83%	1 20%	6 55%	7 78%	- -%
Unified communications e.g. with mobiles	40 46%	3 43%	4 57%	3 43%	4 40%	6 60%	2 33%	1 20%	3 27%	7 78%	- -%
LAN connectivity	37 43%	2 29%	3 43%	3 43%	4 40%	4 40%	2 33%	1 20%	3 27%	5 56%	- -%
Call queuing and routing	37 43%	3 43%	3 43%	3 43%	4 40%	5 50%	2 33%	1 20%	3 27%	6 67%	- -%
ADSL/DSL/Broadband	32 37%	5 71%	6 86%	1 14%	8 80%	4 40%	4 67%	2 40%	6 55%	6 67%	- -%
Voicemail	29 33%	4 57%	5 71%	2 29%	5 50%	6 60%	2 33%	3 60%	5 45%	6 67%	- -%
ISDN	28 32%	5 71%	3 43%	3 43%	5 50%	6 60%	3 50%	2 40%	5 45%	6 67%	- -%
More lines	21 24%	2 29%	1 14%	1 14%	3 30%	1 10%	1 17%	1 20%	2 18%	2 22%	- -%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	2 2%	- -%	1 14%	1 14%	- -%	2 20%	- -%	1 20%	1 9%	- -%	1 100%
Don't know	5 6%	- -%	- -%	2 29%	- -%	1 10%	- -%	1 20%	1 9%	1 11%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?

by

Base: All that have a IP switch

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plem (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	87	-	-	-	-	-	-	-	-	-	38	57	30	69	57	61	27	35	47	26	45
IP-based networking	44	-	-	-	-	-	-	-	-	-	26	28	17	37	32	33	16	21	30	20	25
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	68%	49%	57%	54%	56%	54%	59%	60%	64%	77%	56%
Unified communications e.g. with mobiles	40	-	-	-	-	-	-	-	-	-	18	32	12	31	30	30	11	18	26	13	27
	46%	-%	-%	-%	-%	-%	-%	-%	-%	-%	47%	56%	40%	45%	53%	49%	41%	51%	55%	50%	60%
LAN connectivity	37	-	-	-	-	-	-	-	-	-	16	23	15	33	26	29	11	19	25	15	23
	43%	-%	-%	-%	-%	-%	-%	-%	-%	-%	42%	40%	50%	48%	46%	48%	41%	54%	53%	58%	51%
Call queuing and routing	37	-	-	-	-	-	-	-	-	-	18	27	13	33	25	24	13	20	24	16	23
	43%	-%	-%	-%	-%	-%	-%	-%	-%	-%	47%	47%	43%	48%	44%	39%	48%	57%	51%	62%	51%
ADSL/DSL/Broadband	32	-	-	-	-	-	-	-	-	-	17	25	10	26	17	22	11	16	19	10	17
	37%	-%	-%	-%	-%	-%	-%	-%	-%	-%	45%	44%	33%	38%	30%	36%	41%	46%	40%	38%	38%
Voicemail	29	-	-	-	-	-	-	-	-	-	14	23	8	24	18	23	10	13	20	11	14
	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	37%	40%	27%	35%	32%	38%	37%	37%	43%	42%	31%
ISDN	28	-	-	-	-	-	-	-	-	-	15	20	9	25	18	25	7	18	17	11	14
	32%	-%	-%	-%	-%	-%	-%	-%	-%	-%	39%	35%	30%	36%	32%	41%	26%	51%	36%	42%	31%
More lines	21	-	-	-	-	-	-	-	-	-	12	13	8	18	15	17	8	9	14	8	18
	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%	32%	23%	27%	26%	26%	28%	30%	26%	30%	31%	40%
Other	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	-	1	1	1	1
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	1%	2%	2%	-%	3%	2%	4%	2%
None of the above	2	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	2%	-%	-%	2%	-%	-%
Don't know	5	-	-	-	-	-	-	-	-	-	1	1	1	3	3	3	1	1	-	-	1
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	2%	3%	4%	5%	5%	4%	3%	-%	-%	2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?

by

Base: All that have a IP switch

	Total	IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not all (c)	Supple mentary service (a)	A ba ck-up (b)	Not all (c)	
Total	87	87	–	52	27	5	67	17	60	14	8	10	13	52	8	2	3	–	4	2	1	
IP-based networking	44 51%	44 51%	– -%	30 58%	12 44%	1 20%	35 52%	9 53%	33 55%	4 29%	5 63%	6 60%	5 38%	27 52%	6 75%	2 100%	2 67%	– -%	4 100%	1 50%	1 100%	
Unified communications e.g. with mobiles	40 46%	40 46%	– -%	26 50%	11 41%	3 60%	34 51%	6 35%	30 50%	7 50%	3 38%	4 40%	4 31%	27 52%	5 63%	– -%	2 67%	– -%	2 50%	1 50%	1 100%	
LAN connectivity	37 43%	37 43%	– -%	27 52%	8 30%	1 20%	28 42%	8 47%	24 40%	6 43%	5 63%	2 20%	6 46%	23 44%	6 75%	1 50%	2 67%	– -%	3 75%	1 50%	1 100%	
Call queuing and routing	37 43%	37 43%	– -%	21 40%	14 52%	2 40%	29 43%	8 47%	29 48%	5 36%	3 38%	5 50%	3 23%	26 50%	2 25%	1 50%	2 67%	– -%	2 50%	– -%	– -%	
ADSL/DSL/Broadband	32 37%	32 37%	– -%	16 31%	13 48%	3 60%	25 37%	7 41%	20 33%	8 57%	4 50%	3 30%	6 46%	19 37%	4 50%	– -%	1 33%	– -%	1 25%	– -%	1 100%	
Voicemail	29 33%	29 33%	– -%	17 33%	10 37%	2 40%	21 31%	8 47%	20 33%	6 43%	2 25%	2 20%	5 38%	18 35%	3 38%	– -%	2 67%	– -%	2 50%	1 50%	1 100%	
ISDN	28 32%	28 32%	– -%	20 38%	7 26%	– -%	21 31%	7 41%	20 33%	4 29%	3 38%	2 20%	6 46%	17 33%	3 38%	1 50%	2 67%	– -%	2 50%	1 50%	1 100%	
More lines	21 24%	21 24%	– -%	10 19%	11 41%	– -%	16 24%	5 29%	13 22%	5 36%	2 25%	2 20%	3 23%	12 23%	2 25%	– -%	1 33%	– -%	1 25%	1 50%	– -%	
Other	1 1%	1 1%	– -%	1 2%	– -%	– -%	1 1%	– -%	1 2%	– -%	– -%	– -%	– -%	1 2%	– -%	– -%	1 33%	– -%	– -%	– -%	– -%	
None of the above	2 2%	2 2%	– -%	– -%	2 7%	– -%	1 1%	1 6%	– -%	1 7%	– -%	– -%	– -%	2 4%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	
Don't know	5 6%	5 6%	– -%	3 6%	– -%	– -%	1 1%	2 12%	2 3%	1 7%	– -%	– -%	1 8%	1 2%	1 13%	– -%	– -%	– -%	– -%	– -%	– -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 100 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All that have a IP switch

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	87	35	47	11	6	5	2
IP-based networking	44	19	24	9	3	2	1
	51%	54%	51%	82%	50%	40%	50%
Unified communications e.g. with mobiles	40	13	26	5	3	2	2
	46%	37%	55%	45%	50%	40%	100%
LAN connectivity	37	17	18	5	2	1	2
	43%	49%	38%	45%	33%	20%	100%
Call queuing and routing	37	14	23	5	2	2	2
	43%	40%	49%	45%	33%	40%	100%
ADSL/DSL/Broadband	32	13	19	8	2	3	1
	37%	37%	40%	73%	33%	60%	50%
Voicemail	29	12	17	6	3	4	1
	33%	34%	36%	55%	50%	80%	50%
ISDN	28	11	16	7	3	2	2
	32%	31%	34%	64%	50%	40%	100%
More lines	21	10	11	3	1	1	1
	24%	29%	23%	27%	17%	20%	50%
Other	1	1	-	-	-	-	-
	1%	3%	-%	-%	-%	-%	-%
None of the above	2	1	1	-	2	-	-
	2%	3%	2%	-%	33%	-%	-%
Don't know	5	1	2	-	1	1	-
	6%	3%	4%	-%	17%	20%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All that have a switch

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	175	-	2	6	8	29	55	83	111	19	16	23	17	68	46	39
IP-based networking	86 49%	- -%	1 50%	- -%	1 13%	12 41%	30 55%	43 52%	47 42%	10 53%	10 63%	17 74%	4 24%	35 51%	25 54%	22 56%
LAN connectivity	80 46%	- -%	- -%	1 17%	1 13%	13 45%	29 53%	37 45%	53 48%	7 37%	7 44%	12 52%	5 29%	35 51%	21 46%	18 46%
ISDN	74 42%	- -%	1 50%	1 17%	2 25%	13 45%	22 40%	37 45%	46 41%	6 32%	7 44%	14 61%	4 24%	29 43%	22 48%	19 49%
Voicemail	73 42%	- -%	1 50%	1 17%	2 25%	12 41%	25 45%	34 41%	43 39%	11 58%	6 38%	12 52%	5 29%	28 41%	23 50%	17 44%
ADSL/DSL/Broadband	67 38%	- -%	- -%	1 17%	1 13%	10 34%	25 45%	31 37%	42 38%	6 32%	5 31%	13 57%	2 12%	28 41%	22 48%	15 38%
Unified communications e.g. with mobiles	67 38%	- -%	- -%	- -%	- -%	8 28%	21 38%	38 46%	40 36%	9 47%	4 25%	12 52%	5 29%	24 35%	14 30%	21c 54%
Call queuing and routing	64 37%	- -%	- -%	- -%	- -%	10 34%	17 31%	37 45%	41 37%	7 37%	4 25%	11 48%	2 12%	26 38%	16 35%	20 51%
More lines	47 27%	- -%	- -%	2 33%	2 25%	7 24%	14 25%	24 29%	27 24%	4 21%	4 25%	11 48%	4 24%	16 24%	10 22%	16 41%
Other	1 1%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	1 1%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%
None of the above	4 2%	- -%	- -%	1 17%	1 13%	1 3%	2 4%	- -%	4 4%	- -%	- -%	- -%	- -%	4 6%	- -%	- -%
Don't know	8 5%	- -%	1 50%	2 33%	3 38%	2 7%	1 2%	2 2%	6 5%	- -%	- -%	- -%	3 18%	2 3%	1 2%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All that have a switch

	PERSONAL PROFILE														
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	175	5	36	6	19	15	28	32	17	17	3	21	32	50	69
IP-based networking	86 49%	3 60%	19 53%	2 33%	10 53%	8 53%	13 46%	14 44%	12 71%	5 29%	2 67%	7 33%	14 44%	25 50%	38 55%
LAN connectivity	80 46%	4 80%	14 39%	3 50%	6 32%	7 47%	13 46%	17 53%	9 53%	7 41%	1 33%	12 57%	12 38%	25 50%	30 43%
ISDN	74 42%	3 60%	13 36%	2 33%	6 32%	8 53%	13 46%	16 50%	8 47%	5 29%	1 33%	5 24%	10 31%	25 50%	33 48%
Voicemail	73 42%	3 60%	17 47%	4 67%	9 47%	6 40%	4 14%	14 44%	9 53%	7 41%	1 33%	9 43%	16 50%	17 34%	30 43%
ADSL/DSL/Broadband	67 38%	4 80%	9 25%	3 50%	8 42%	6 40%	10 36%	13 41%	8 47%	6 35%	2 67%	3 14%	13 41%	22 44%	27 39%
Unified communications e.g. with mobiles	67 38%	5 100%	10 28%	1 17%	5 26%	5 33%	12 43%	16 50%	6 35%	7 41%	- -%	7 33%	13 41%	17 34%	30 43%
Call queuing and routing	64 37%	1 20%	11 31%	2 33%	8 42%	8 53%	11 39%	12 38%	6 35%	5 29%	- -%	7 33%	7 22%	23c 46%	27 39%
More lines	47 27%	2 40%	8 22%	4 67%	4 21%	4 27%	4 14%	11 34%	6 35%	4 24%	- -%	6 29%	8 25%	11 22%	22 32%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%
None of the above	4 2%	- -%	2 6%	- -%	1 5%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	2 4%	2 3%
Don't know	8 5%	- -%	- -%	- -%	- -%	- -%	1 4%	4b 13%	1 6%	2 12%	- -%	- -%	1 3%	2 4%	5 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All that have a switch

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	175	3	25	8	6	17	8	59	23	13	162	3	8	2	112	24	7
IP-based networking	86 49%	2 67%	19 76%	3 38%	2 33%	8 47%	2 25%	27 46%	11 48%	6 46%	80 49%	1 33%	4 50%	1 50%	56 50%	13 54%	5 71%
LAN connectivity	80 46%	1 33%	15 60%	2 25%	2 33%	8 47%	3 38%	26 44%	13 57%	6 46%	76 47%	1 33%	2 25%	1 50%	54 48%	13 54%	3 43%
ISDN	74 42%	2 67%	12 48%	2 25%	1 17%	9 53%	3 38%	22 37%	11 48%	8 62%	70 43%	1 33%	3 38%	-	51 46%	11 46%	3 43%
Voicemail	73 42%	1 33%	11 44%	4 50%	1 17%	5 29%	4 50%	22 37%	11 48%	7 54%	66 41%	2 67%	4 50%	1 50%	49 44%	13 54%	2 29%
ADSL/DSL/Broadband	67 38%	1 33%	8 32%	1 13%	2 33%	7 41%	3 38%	25 42%	6 26%	7 54%	60 37%	2 67%	5 63%	-	46 41%	9 38%	3 43%
Unified communications e.g. with mobiles	67 38%	1 33%	15 60%	1 13%	2 33%	7 41%	2 25%	20 34%	8 35%	5 38%	61 38%	2 67%	3 38%	1 50%	47 42%	10 42%	2 29%
Call queuing and routing	64 37%	1 33%	8 32%	2 25%	3 50%	7 41%	1 13%	21 36%	10 43%	6 46%	59 36%	1 33%	4 50%	-	45 40%	9 38%	3 43%
More lines	47 27%	1 33%	9 36%	2 25%	2 33%	3 18%	1 13%	16 27%	6 26%	2 15%	42 26%	1 33%	4 50%	-	26 23%	12 50%	2 29%
Other	1 1%	1 33%	-	-	-	-	-	-	-	-	1 1%	-	-	-	-	1 4%	-
None of the above	4 2%	1 33%	-	-	-	1 6%	1 13%	-	1 4%	-	4 2%	-	-	-	1 1%	-	1 14%
Don't know	8 5%	-	1 4%	-	-	1 6%	1 13%	2 3%	3 13%	-	8 5%	-	-	-	1 1%	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All that have a switch

		PERSONAL PROFILE														
		Fixed line services													Mostly used fixed line	
		Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)		
		ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)												
Total	175	66	73	31	45	18	54	23	16	33	61	26	87	54	55	66
IP-based networking	86 49%	35 53%	40 55%	12 39%	24 53%	11 61%	22 41%	17 74%	10 63%	22cf 67%	33 54%	11 42%	44 51%	26 48%	29 53%	31 47%
LAN connectivity	80 46%	32 48%	39 53%	13 42%	22 49%	13 72%	22 41%	11 48%	9 56%	15 45%	25 41%	12 46%	37 43%	24 44%	27 49%	29 44%
ISDN	74 42%	37FJL 56%	40FJL 55%	15Fj 48%	23FJL 51%	14 78%	11 20%	14 61%	9 56%	17Fj 52%	16 26%	12 46%	28 32%	30C 56%	27C 49%	17 26%
Voicemail	73 42%	34Fjl 52%	39FJL 53%	15f 48%	22F 49%	12 67%	12 22%	12 52%	10 63%	17F 52%	19 31%	10 38%	29 33%	27c 50%	28C 51%	18 27%
ADSL/DSL/Broadband	67 38%	27 41%	32 44%	10 32%	20 44%	8 44%	16 30%	12 52%	7 44%	16 48%	24 39%	8 31%	32 37%	23 43%	24 44%	20 30%
Unified communications e.g. with mobiles	67 38%	23 35%	30c 41%	6 19%	15 33%	9 50%	23c 43%	11 48%	9 56%	17C 52%	26c 43%	14 54%	40C 46%	17 31%	20 36%	30 45%
Call queuing and routing	64 37%	26 39%	27 37%	7 23%	12 27%	12 67%	23 43%	11 48%	7 44%	14 42%	24 39%	13 50%	37c 43%	18 33%	18 33%	28 42%
More lines	47 27%	17 26%	24 33%	7 23%	15 33%	7 39%	13 24%	6 26%	5 31%	8 24%	11 18%	10 38%	21 24%	13 24%	17 31%	17 26%
Other	1 1%	1 2%	- -	- -	- -	- -	- -	1 4%	- -	1 3%	1 2%	- -	1 1%	- -	- -	1 2%
None of the above	4 2%	4b 6%	- -	2b 6%	- -	- -	- -	2 9%	- -	2b 6%	1 2%	1 4%	2 2%	4bc 7%	- -	- -
Don't know	8 5%	4 6%	2 3%	3d 10%	- -	- -	2 4%	1 4%	2 13%	3d 9%	3 5%	2 8%	5 6%	4 7%	1 2%	3 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All that have a switch

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	175	91	62	60	47	47	54	41	43	4	11	17	11	9	1	5
IP-based networking	86 49%	49 54%	41cd 66%	29 48%	22 47%	32cd 68%	28 52%	25 61%	27 63%	2 50%	3 27%	10 59%	6 55%	5 56%	1 100%	3 60%
LAN connectivity	80 46%	42 46%	30 48%	34 57%	25 53%	28 60%	31 57%	21 51%	27 63%	1 25%	3 27%	11 65%	4 36%	7 78%	- -%	2 40%
ISDN	74 42%	52 57%	34 55%	32 53%	25 53%	31 66%	32 59%	24 59%	28 65%	1 25%	6 55%	11 65%	7 64%	3 33%	- -%	5 100%
Voicemail	73 42%	48 53%	37 60%	33 55%	27 57%	27 57%	32 59%	18 44%	25 58%	1 25%	7 64%	10 59%	5 45%	4 44%	- -%	4 80%
ADSL/DSL/Broadband	67 38%	40 44%	30 48%	30 50%	24 51%	24 51%	30 56%	21 51%	26 60%	1 25%	2 18%	9 53%	6 55%	2 22%	1 100%	4 80%
Unified communications e.g. with mobiles	67 38%	35 38%	28 45%	25 42%	22 47%	24 51%	27 50%	20 49%	22 51%	1 25%	- -%	4 24%	5 45%	6 67%	1 100%	3 60%
Call queuing and routing	64 37%	34 37%	26 42%	24 40%	18 38%	21 45%	21 39%	18 44%	20 47%	1 25%	1 9%	8 47%	5 45%	4 44%	- -%	3 60%
More lines	47 27%	25 27%	22 35%	21 35%	15 32%	18 38%	22 41%	18 44%	19 44%	1 25%	1 9%	6 35%	2 18%	3 33%	- -%	2 40%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	4 2%	4 4%	2 3%	2 3%	2 4%	1 2%	2 4%	2 5%	2 5%	- -%	1 9%	1 6%	1 9%	- -%	- -%	- -%
Don't know	8 5%	4 4%	1 2%	3 5%	2 4%	1 2%	1 2%	2 5%	- -%	2 50%	- -%	- -%	1 9%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?

by

Base: All that have a switch

		ISDN LINES																						
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 or more channels (g)	1500 channe ls (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In lution (c)	Hosted so lution (c)
Total	175	11	5	10	16	11	5	1	3	109	-	81	17	37	19	4	38	19	6	48	47	9		
IP-based networking	86 49%	4 36%	1 20%	4 40%	11 69%	6 55%	2 40%	1 100%	3 100%	55 50%	- -%	45 56%	3 18%	19 51%	9 47%	2 50%	22 58%	9 47%	1 17%	24 50%	21 45%	6 67%		
LAN connectivity	80 46%	4 36%	2 40%	7 70%	12 75%	4 36%	1 20%	- -%	2 67%	51 47%	- -%	42 52%	6 35%	19 51%	7 37%	2 50%	24 63%	5 26%	4 67%	20 42%	24 51%	7 78%		
ISDN	74 42%	6 55%	4 80%	5 50%	7 44%	5 45%	2 40%	1 100%	3 100%	57 52%	- -%	43 53%	7 41%	21 57%	10 53%	2 50%	23 61%	6 32%	5 83%	26 54%	21 45%	7 78%		
Voicemail	73 42%	5 45%	4 80%	6 60%	7 44%	7 64%	3 60%	- -%	2 67%	55 50%	- -%	45 56%	7 41%	17 46%	13 68%	1 25%	18 47%	12 63%	3 50%	22 46%	25 53%	5 56%		
ADSL/DSL/Broadband	67 38%	6 55%	2 40%	4 40%	7 44%	7 64%	1 20%	- -%	2 67%	47 43%	- -%	38 47%	4 24%	15 41%	7 37%	3 75%	17 45%	9 47%	2 33%	18 38%	20 43%	6 67%		
Unified communications e.g. with mobiles	67 38%	5 45%	- -%	5 50%	10 63%	3 27%	- -%	- -%	2 67%	37 34%	- -%	29 36%	6 35%	15 41%	4 21%	1 25%	16 42%	6 32%	3 50%	13 27%	16 34%	7 78%		
Call queuing and routing	64 37%	5 45%	1 20%	4 40%	6 38%	5 45%	1 20%	- -%	1 33%	36 33%	- -%	26 32%	5 29%	15 41%	6 32%	1 25%	15 39%	6 32%	2 33%	10 21%	17 36%	7 78%		
More lines	47 27%	5 45%	- -%	2 20%	4 25%	4 36%	2 40%	1 100%	2 67%	30 28%	- -%	24 30%	3 18%	10 27%	4 21%	1 25%	13 34%	6 32%	2 33%	11 23%	13 28%	4 44%		
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
None of the above	4 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 4%	- -%	2 2%	1 6%	4 11%	- -%	- -%	- -%	- -%	- -%	4b 8%	- -%	- -%		
Don't know	8 5%	- -%	- -%	- -%	- -%	- -%	1 20%	- -%	- -%	5 5%	- -%	1 1%	2 12%	3 8%	- -%	1 25%	1 3%	- -%	- -%	2 4%	1 2%	1 11%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All that have a switch

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	175	29	37	40	51	49	21	37	58	38	8
IP-based networking	86 49%	12 41%	18 49%	22 55%	27 53%	24 49%	13 62%	17 46%	30 52%	19 50%	5 63%
LAN connectivity	80 46%	14 48%	17 46%	20 50%	24 47%	25 51%	9 43%	19 51%	28 48%	18 47%	4 50%
ISDN	74 42%	15 52%	16 43%	24 60%	24 47%	28 57%	12 57%	14 38%	26 45%	21 55%	6 75%
Voicemail	73 42%	14 48%	18 49%	21 53%	24 47%	28 57%	10 48%	17 46%	27 47%	21 55%	4 50%
ADSL/DSL/Broadband	67 38%	13 45%	15 41%	17 43%	20 39%	21 43%	12 57%	13 35%	25 43%	16 42%	4 50%
Unified communications e.g. with mobiles	67 38%	9 31%	10 27%	17 43%	13 25%	22a 45%	7 33%	13 35%	20 34%	14 37%	3 38%
Call queuing and routing	64 37%	8 28%	11 30%	15 38%	13 25%	20 41%	5 24%	8 22%	13 22%	15 39%	5 63%
More lines	47 27%	11 38%	7 19%	11 28%	15 29%	14 29%	6 29%	11 30%	17 29%	9 24%	3 38%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	4 2%	- -%	2 5%	2 5%	- -%	4a 8%	- -%	1 3%	1 2%	2 5%	1 13%
Don't know	8 5%	1 3%	1 3%	3 8%	- -%	3 6%	- -%	2 5%	2 3%	2 5%	- -%

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Table 101 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?

by

Base: All that have a switch

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plem (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	175	64	18	38	18	10	21	13	6	13	38	57	30	69	57	61	27	35	47	26	45	
IP-based networking	86 49%	30 47%	10 56%	16 42%	10 56%	6 60%	9 43%	5 38%	2 33%	7 54%	26 68%	28 49%	17 57%	37 54%	32 56%	33 54%	16 59%	21 60%	30 64%	20 77%	25 56%	
LAN connectivity	80 46%	30 47%	10 56%	19 50%	7 39%	7 70%	8 38%	4 31%	4 67%	7 54%	16 42%	23 40%	15 50%	33 48%	26 46%	29 48%	11 41%	19 54%	25 53%	15 58%	23 51%	
ISDN	74 42%	33 52%	10 56%	18 47%	10 56%	6 60%	13 62%	3 23%	3 50%	7 54%	15 39%	20 35%	9 30%	25 36%	18 32%	25 41%	7 26%	18 51%	17 36%	11 42%	14 31%	
Voicemail	73 42%	34 53%	8 44%	18 47%	13 72%	5 50%	10 48%	7 54%	4 67%	7 54%	14 37%	23 40%	8 27%	24 35%	18 32%	23 38%	10 37%	13 37%	20 43%	11 42%	14 31%	
ADSL/DSL/Broadband	67 38%	26 41%	6 33%	12 32%	8 44%	4 40%	10 48%	4 31%	3 50%	4 31%	17 45%	25 44%	10 33%	26 38%	17 30%	22 36%	11 41%	16 46%	19 40%	10 38%	17 38%	
Unified communications e.g. with mobiles	67 38%	17 27%	9 50%	10 26%	4 22%	3 30%	6 29%	3 23%	2 33%	3 23%	18 47%	32 56%	12 40%	31 45%	30 53%	30 49%	11 41%	18 51%	26 55%	13 50%	27 60%	
Call queuing and routing	64 37%	17 27%	8 44%	9 24%	4 22%	3 30%	5 24%	1 8%	3 50%	4 31%	18 47%	27 47%	13 43%	33 48%	25 44%	24 39%	13 48%	20 57%	24 51%	16 62%	23 51%	
More lines	47 27%	17 27%	8 44%	12 32%	4 22%	2 20%	8 38%	3 23%	2 33%	2 15%	12 32%	13 23%	8 27%	18 26%	15 26%	17 28%	8 30%	9 26%	14 30%	8 31%	18 40%	
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	1 1%	1 2%	1 2%	- -%	1 3%	1 2%	1 4%	1 2%	
None of the above	4 2%	2 3%	- -%	- -%	2 11%	- -%	- -%	- -%	- -%	2 15%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%	- -%	1 2%	- -%	- -%	
Don't know	8 5%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	1 2%	1 3%	3 4%	3 5%	3 5%	1 4%	1 3%	- -%	- -%	1 2%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?

by

Base: All that have a switch

	Total	IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	
Total	175	87	-	52	27	5	67	17	60	14	8	10	13	52	8	2	3	-	4	2	1	
IP-based networking	86 49%	44 51%	- -%	30 58%	12 44%	1 20%	35 52%	9 53%	33 55%	4 29%	5 63%	6 60%	5 38%	27 52%	6 75%	2 100%	2 67%	- -%	4 100%	1 50%	1 100%	
LAN connectivity	80 46%	37 43%	- -%	27 52%	8 30%	1 20%	28 42%	8 47%	24 40%	6 43%	5 63%	2 20%	6 46%	23 44%	6 75%	1 50%	2 67%	- -%	3 75%	1 50%	1 100%	
ISDN	74 42%	28 32%	- -%	20 38%	7 26%	- -%	21 31%	7 41%	20 33%	4 29%	3 38%	2 20%	6 46%	17 33%	3 38%	1 50%	2 67%	- -%	2 50%	1 50%	1 100%	
Voicemail	73 42%	29 33%	- -%	17 33%	10 37%	2 40%	21 31%	8 47%	20 33%	6 43%	2 25%	2 20%	5 38%	18 35%	3 38%	- -%	2 67%	- -%	2 50%	1 50%	1 100%	
ADSL/DSL/Broadband	67 38%	32 37%	- -%	16 31%	13 48%	3 60%	25 37%	7 41%	20 33%	8 57%	4 50%	3 30%	6 46%	19 37%	4 50%	- -%	1 33%	- -%	1 25%	- -%	1 100%	
Unified communications e.g. with mobiles	67 38%	40 46%	- -%	26 50%	11 41%	3 60%	34 51%	6 35%	30 50%	7 50%	3 38%	4 40%	4 31%	27 52%	5 63%	- -%	2 67%	- -%	2 50%	1 50%	1 100%	
Call queuing and routing	64 37%	37 43%	- -%	21 40%	14 52%	2 40%	29 43%	8 47%	29 48%	5 36%	3 38%	5 50%	3 23%	26 50%	2 25%	1 50%	2 67%	- -%	2 50%	- -%	- -%	
More lines	47 27%	21 24%	- -%	10 19%	11 41%	- -%	16 24%	5 29%	13 22%	5 36%	2 25%	2 20%	3 23%	12 23%	2 25%	- -%	1 33%	- -%	1 25%	1 50%	- -%	
Other	1 1%	1 1%	- -%	1 2%	- -%	- -%	1 1%	- -%	1 2%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	
None of the above	4 2%	2 2%	- -%	- -%	2 7%	- -%	1 1%	1 6%	- -%	1 7%	- -%	- -%	- -%	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	8 5%	5 6%	- -%	3 6%	- -%	- -%	1 1%	2 12%	2 3%	1 7%	- -%	- -%	1 8%	1 2%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 101 (continuation)

<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs?
by

Base: All that have a switch

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	175	76	92	36	19	36	26
IP-based networking	86 49%	39 51%	45 49%	16 44%	11 58%	15 42%	16 62%
LAN connectivity	80 46%	34 45%	44 48%	15 42%	11 58%	15 42%	17 65%
ISDN	74 42%	34 45%	39 42%	19 53%	11 58%	17 47%	16 62%
Voicemail	73 42%	28 37%	45 49%	17 47%	12 63%	19 53%	13 50%
ADSL/DSL/Broadband	67 38%	28 37%	38 41%	15 42%	7 37%	17 47%	10 38%
Unified communications e.g. with mobiles	67 38%	22 29%	43a 47%	12 33%	8 42%	14 39%	10 38%
Call queuing and routing	64 37%	26 34%	38 41%	11 31%	10 53%	10 28%	12 46%
More lines	47 27%	22 29%	25 27%	10 28%	5 26%	10 28%	10 38%
Other	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%
None of the above	4 2%	3 4%	1 1%	1 3%	2 11%	- -%	- -%
Don't know	8 5%	4 5%	2 2%	2 6%	1 5%	1 3%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use IP

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+		1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
	(a)	(b)	(c)	(d)	to 49	249	(g)		(a)	(b)	to 20		(a)	to £20 million	- £100 million	(d)
					(e)	(f)					(c)		(a)	(b)	(c)	
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
BT	85	-	1	3	4	13	23	45	53	10	7	12	10	35	19	15
	57%	-%	17%	60%	31%	48%	68%	59%	56%	67%	78%	67%	37%	59%	68%	58%
Vodafone (inc. Cable & Wireless)	24	-	1	1	2	4	2	16f	17	1	3	3	4	9	3	7
	16%	-%	17%	20%	15%	15%	6%	21%	18%	7%	33%	17%	15%	15%	11%	27%
Virgin Media (incl. NTL:Telewest)	16	-	-	-	-	3	-	13f	5	4	1	5	-	9	3	3
	11%	-%	-%	-%	-%	11%	-%	17%	5%	27%	11%	28%	-%	15%	11%	12%
Daisy Communications	11	-	-	-	-	2	4	5	4	1	-	2	2	6	1	2
	7%	-%	-%	-%	-%	7%	12%	7%	4%	7%	-%	11%	7%	10%	4%	8%
AT&T	11	-	-	-	-	3	3	5	6	-	1	2	3	5	2	1
	7%	-%	-%	-%	-%	11%	9%	7%	6%	-	11%	11%	11%	8%	7%	4%
Colt Communications	10	-	-	-	-	2	1	7	8	1	-	-	1	5	-	3
	7%	-%	-%	-%	-%	7%	3%	9%	8%	7%	-%	-%	4%	8%	-%	12%
Unicom	10	-	-	-	-	1	3	6	6	-	-	2	2	3	3	2
	7%	-%	-%	-%	-%	4%	9%	8%	6%	-%	-%	11%	7%	5%	11%	8%
Opal Communications	9	-	-	-	-	2	3	4	3	-	1	-	1	3	2	3
	6%	-%	-%	-%	-%	7%	9%	5%	3%	-%	11%	-%	4%	5%	7%	12%
KCOM (incl. Kingston Communications & Affiniti)	8	-	-	-	-	-	4	4	4	-	1	2	1	2	5	-
	5%	-%	-%	-%	-%	-%	12%	5%	4%	-%	11%	11%	4%	3%	18%	-%
XLN	8	-	-	-	-	-	3	5	4	-	-	2	-	4	-	4
	5%	-%	-%	-%	-%	-%	9%	7%	4%	-%	-%	11%	-%	7%	-%	15%
Spitfire	7	-	2	-	2	2	1	2	5	-	-	2	4	1	2	-
	5%	-%	33%	-%	15%	7%	3%	3%	5%	-%	-%	11%	15%	2%	7%	-%
Global Crossing	4	-	-	-	-	-	1	3	-	-	-	1	-	2	-	2
	3%	-%	-%	-%	-%	-%	3%	4%	-%	-%	-%	6%	-%	3%	-%	8%
MCI	2	-	-	-	-	1	-	1	2	-	-	-	-	1	-	1
	1%	-%	-%	-%	-%	4%	-%	1%	2%	-%	-%	-%	-%	2%	-%	4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 102 (continuation)
<D7> Which supplier(s) do you use for IP-based services?
by
Base: All that use IP

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20	(c)	£1m million	(a) to £20 million	- £100 million	(d)	
					(e)	(f)							(b)	(c)		
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Other	14	1	2	1	4	8	-	2	13	-	1	-	10	2	1	-
	9%	50%	33%	20%	31%	30%	-%	3%	14%	-%	11%	-%	37%	3%	4%	-%
Don't know	9	1	1	1	3	1	2	3	4	-	-	-	1	3	1	2
	6%	50%	17%	20%	23%	4%	6%	4%	4%	-%	-%	-%	4%	5%	4%	8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)
 <D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use IP

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
BT	85 57%	3 60%	19 70%	5 56%	12 86%	9 75%	8 42%	15 43%	7 47%	7 50%	2 33%	11 58%	14 64%	24 48%	33 65%
Vodafone (inc. Cable & Wireless)	24 16%	1 20%	4 15%	2 22%	1 7%	2 17%	2 11%	3 9%	3 20%	6 43%	- -%	3 16%	4 18%	8 16%	9 18%
Virgin Media (incl. NTL:Telewest)	16 11%	- -%	2 7%	1 11%	3 21%	3 25%	2 11%	1 3%	3 20%	1 7%	1 17%	- -%	- -%	8 16%	7 14%
Daisy Communications	11 7%	1 20%	2 7%	- -%	3 21%	- -%	2 11%	- -%	2 13%	1 7%	2 33%	1 5%	3 14%	4 8%	1 2%
AT&T	11 7%	- -%	1 4%	1 11%	1 7%	2 17%	1 5%	2 6%	2 13%	1 7%	2 33%	1 5%	2 9%	1 2%	5 10%
Colt Communications	10 7%	- -%	1 4%	1 11%	- -%	2 17%	3 16%	1 3%	1 7%	1 7%	- -%	3 16%	1 5%	4 8%	2 4%
Unicom	10 7%	- -%	2 7%	- -%	1 7%	- -%	4 21%	1 3%	- -%	2 14%	- -%	2 11%	3 14%	2 4%	3 6%
Opal Communications	9 6%	- -%	2 7%	- -%	1 7%	1 8%	4 21%	- -%	- -%	1 7%	2 33%	- -%	2 9%	3 6%	2 4%
KCOM (incl. Kingston Communications & Affiniti)	8 5%	- -%	1 4%	1 11%	- -%	- -%	2 11%	- -%	4 27%	- -%	- -%	1 5%	2 9%	2 4%	3 6%
XLN	8 5%	1 20%	1 4%	- -%	- -%	1 8%	4 21%	- -%	1 7%	- -%	- -%	1 5%	3 14%	3 6%	1 2%
Spitfire	7 5%	- -%	- -%	- -%	- -%	- -%	2 11%	2 6%	1 7%	2 14%	1 17%	3 16%	1 5%	1 2%	1 2%
Global Crossing	4 3%	- -%	- -%	- -%	- -%	- -%	2 11%	1 3%	- -%	1 7%	- -%	- -%	1 5%	1 2%	2 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 102 (continuation)
 <D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use IP

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary	Manufa	Const	Who	Retail	Finan	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	cial	se	admin	(i)					
		(b)	(c)	Transport/ Communications (d)		Services (f)	Services (g)	and services (h)		2 years (a)	(b)	(c)	(d)	(e)	
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
MCI	2 1%	1 20%	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	1 2%	- -
Other	14 9%	- -	- -	- -	1 7%	- -	1 5%	12 34%	- -	- -	- -	3 16%	2 9%	7 14%	2 4%
Don't know	9 6%	- -	- -	- -	- -	- -	- -	6 17%	1 7%	2 14%	1 17%	1 5%	- -	1 2%	5 10%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)
 <D7> Which supplier(s) do you use for IP-based services?
 by

Base: All that use IP

	PERSONAL PROFILE																	
	Total	Location														Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6	
BT	85 57%	3 100%	13 76%	4 50%	4 50%	8 67%	2 29%	21 49%	15 68%	5 45%	75 57%	1 50%	7 50%	2 67%	47 62%	16 67%	5 83%	
Vodafone (inc. Cable & Wireless)	24 16%	- -%	4 24%	- -%	1 13%	1 8%	- -%	8 19%	5 23%	2 18%	21 16%	- -%	2 14%	1 33%	16 21%	3 13%	- -%	
Virgin Media (incl. NTL:Telewest)	16 11%	- -%	- -%	- -%	2 25%	2 17%	1 14%	5 12%	4 18%	1 9%	15 11%	- -%	- -%	1 33%	9 12%	3 13%	1 17%	
Daisy Communications	11 7%	- -%	1 6%	- -%	- -%	1 8%	- -%	5 12%	- -%	- -%	7 5%	1 50%	3 21%	- -%	5 7%	2 8%	- -%	
AT&T	11 7%	- -%	3 18%	1 13%	- -%	- -%	- -%	2 5%	2 9%	- -%	8 6%	1 50%	1 7%	1 33%	6 8%	3 13%	- -%	
Colt Communications	10 7%	- -%	- -%	2 25%	- -%	2 17%	- -%	3 7%	1 5%	- -%	8 6%	1 50%	1 7%	- -%	7 9%	1 4%	- -%	
Unicom	10 7%	- -%	- -%	- -%	- -%	1 8%	- -%	4 9%	1 5%	2 18%	8 6%	- -%	2 14%	- -%	6 8%	2 8%	- -%	
Opal Communications	9 6%	- -%	- -%	- -%	1 13%	- -%	- -%	3 7%	1 5%	- -%	5 4%	- -%	4 29%	- -%	2 3%	1 4%	- -%	
KCOM (incl. Kingston Communications & Affiniti)	8 5%	- -%	1 6%	1 13%	- -%	- -%	- -%	2 5%	- -%	- -%	4 3%	1 50%	2 14%	1 33%	5 7%	1 4%	- -%	
XLN	8 5%	- -%	1 6%	1 13%	- -%	- -%	- -%	1 2%	1 5%	- -%	4 3%	1 50%	3 21%	- -%	4 5%	2 8%	- -%	
Spitfire	7 5%	1 33%	- -%	- -%	1 13%	- -%	- -%	3 7%	1 5%	- -%	6 5%	- -%	- -%	1 33%	2 3%	1 4%	- -%	
Global Crossing	4 3%	- -%	1 6%	- -%	- -%	- -%	- -%	3 7%	- -%	- -%	4 3%	- -%	- -%	- -%	1 1%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use IP

PERSONAL PROFILE																	
Total	Location														Involvement		
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
MCI	2 1%	- %	- %	- %	- %	- %	- %	1 2%	- %	- %	1 1%	- %	1 7%	- %	2 3%	- %	- %
Other	14 9%	1 33%	- %	1 13%	1 13%	- %	3 43%	3 7%	2 9%	1 9%	12 9%	- %	1 7%	1 33%	4 5%	3 13%	- %
Don't know	9 6%	- %	1 6%	- %	- %	1 8%	2 29%	2 5%	1 5%	1 9%	8 6%	- %	1 7%	- %	1 1%	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)
<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use IP

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total																	
Total	150	29	28	-	-	7	100	29	28	50	100	50	150	21	9	120	
BT	85 57%	16 55%	17 61%	- -%	- -%	5 71%	57 57%	16 55%	17 61%	28 56%	60 60%	25 50%	85 57%	10 48%	6 67%	69 58%	
Vodafone (inc. Cable & Wireless)	24 16%	5 17%	4 14%	- -%	- -%	2 29%	17 17%	5 17%	4 14%	7 14%	12 12%	12 24%	24 16%	3 14%	- -%	21 18%	
Virgin Media (incl. NTL:Telewest)	16 11%	3 10%	1 4%	- -%	- -%	1 14%	13 13%	3 10%	1 4%	3 6%	13 13%	3 6%	16 11%	1 5%	- -%	15 13%	
Daisy Communications	11 7%	2 7%	4 14%	- -%	- -%	1 14%	6 6%	2 7%	4 14%	5 10%	8 8%	3 6%	11 7%	1 5%	2 22%	8 7%	
AT&T	11 7%	1 3%	4 14%	- -%	- -%	- -%	6 6%	1 3%	4 14%	5 10%	8 8%	3 6%	11 7%	1 5%	1 11%	9 8%	
Colt Communications	10 7%	1 3%	3 11%	- -%	- -%	1 14%	7 7%	1 3%	3 11%	3 6%	6 6%	4 8%	10 7%	- -%	- -%	10 8%	
Unicom	10 7%	5 17%	- -%	- -%	- -%	- -%	5 5%	5 17%	- -%	5 10%	8 8%	2 4%	10 7%	5 24%	- -%	5 4%	
Opal Communications	9 6%	3 10%	1 4%	- -%	- -%	1 14%	6 6%	3 10%	1 4%	3 6%	8 8%	1 2%	9 6%	3 14%	- -%	6 5%	
KCOM (incl. Kingston Communications & Affiniti)	8 5%	5 17%	2 7%	- -%	- -%	- -%	1 1%	5 17%	2 7%	7Fk1 14%	7f 7%	1 2%	8 5%	5 24%	1 11%	2 2%	
XLN	8 5%	- -%	1 4%	- -%	- -%	- -%	7 7%	- -%	1 4%	1 2%	6 6%	2 4%	8 5%	- -%	1 11%	7 6%	
Spitfire	7 5%	3 10%	- -%	- -%	- -%	- -%	4 4%	3 10%	- -%	3 6%	6 6%	1 2%	7 5%	2 10%	- -%	5 4%	
Global Crossing	4 3%	1 3%	1 4%	- -%	- -%	1 14%	3 3%	1 3%	1 4%	1 2%	2 2%	2 4%	4 3%	- -%	1 11%	3 3%	
MCI	2 1%	1 3%	- -%	- -%	- -%	- -%	1 1%	1 3%	- -%	1 2%	1 1%	1 2%	2 1%	1 5%	- -%	1 1%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 102 (continuation)
<D7> Which supplier(s) do you use for IP-based services?
by
Base: All that use IP

PERSONAL PROFILE																
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	150	29	28	-	-	7	100	29	28	50	100	50	150	21	9	120
Other	14 9%	3 10%	1 4%	- -%	- -%	- -%	10 10%	3 10%	1 4%	4 8%	6 6%	8j 16%	14 9%	2 10%	- -%	12 10%
Don't know	9 6%	1 3%	2 7%	- -%	- -%	- -%	6 6%	1 3%	2 7%	3 6%	6 6%	3 6%	9 6%	1 5%	1 11%	7 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use IP

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
BT	85	16	13	11	9	10	11	8	6	1	2	-	4	1	1	1
	57%	55%	59%	58%	56%	56%	61%	47%	60%	50%	67%	-%	80%	100%	100%	50%
Vodafone (inc. Cable & Wireless)	24	3	2	2	3	2	3	3	2	-	-	2	-	1	-	-
	16%	10%	9%	11%	19%	11%	17%	18%	20%	-%	-%	29%	-%	100%	-%	-%
Virgin Media (incl. NTL:Telewest)	16	1	1	1	1	1	1	1	1	-	-	-	-	1	-	-
	11%	3%	5%	5%	6%	6%	6%	6%	10%	-%	-%	-%	-%	100%	-%	-%
Daisy Communications	11	3	2	2	1	1	1	2	1	-	-	1	-	-	-	-
	7%	10%	9%	11%	6%	6%	6%	12%	10%	-%	-%	14%	-%	-%	-%	-%
AT&T	11	2	1	2	-	1	1	1	-	-	-	-	1	-	-	-
	7%	7%	5%	11%	-%	6%	6%	6%	-%	-%	-%	-%	20%	-%	-%	-%
Colt Communications	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Unicom	10	4	4	3	3	3	4	4	3	-	-	3	1	1	-	-
	7%	14%	18%	16%	19%	17%	22%	24%	30%	-%	-%	43%	20%	100%	-%	-%
Opal Communications	9	2	3	1	2	3	2	2	1	-	-	1	2	-	-	-
	6%	7%	14%	5%	13%	17%	11%	12%	10%	-%	-%	14%	40%	-%	-%	-%
KCOM (incl. Kingston Communications & Affiniti)	8	5	4	3	3	4	3	2	1	-	-	2	2	-	-	1
	5%	17%	18%	16%	19%	22%	17%	12%	10%	-%	-%	29%	40%	-%	-%	50%
XLN	8	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	5%	3%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Spitfire	7	2	1	1	1	-	2	1	-	-	1	1	-	-	-	-
	5%	7%	5%	5%	6%	-%	11%	6%	-%	-%	33%	14%	-%	-%	-%	-%
Global Crossing	4	1	1	1	1	1	1	1	1	-	-	-	-	-	-	1
	3%	3%	5%	5%	6%	6%	6%	6%	10%	-%	-%	-%	-%	-%	-%	50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)
<D7> Which supplier(s) do you use for IP-based services?
by
Base: All that use IP

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	paconferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
MCI	2 1%	1 3%	1 5%	1 5%	1 6%	1 6%	1 6%	1 6%	1 10%	- -	- -	1 14%	- -	- -	- -	- -
Other	14 9%	2 7%	2 9%	1 5%	1 6%	1 6%	- -	1 6%	- -	1 50%	- -	1 14%	- -	- -	- -	- -
Don't know	9 6%	2 7%	- -	1 5%	1 6%	2 11%	1 6%	2 12%	- -	- -	1 33%	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)
<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use IP

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 or more channels (g)	1500 nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	-house package (b)	In lution (c)	Hosted so lution (c)
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3	
BT	85 57%	2 67%	- -%	2 100%	3 75%	- -%	- -%	- -%	1 100%	12 57%	3 43%	10 59%	1 33%	5 56%	5 42%	1 100%	4 67%	2 67%	2 67%	5 56%	9 50%	2 67%	
Vodafone (inc. Cable & Wireless)	24 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	1 14%	2 12%	- -%	1 11%	2 17%	- -%	- -%	- -%	- -%	- -%	3 17%	- -%	
Virgin Media (incl. NTL:Telewest)	16 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	1 6%	- -%	1 11%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	
Daisy Communications	11 7%	1 33%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	2 10%	1 14%	2 12%	- -%	- -%	1 8%	- -%	1 17%	1 33%	- -%	1 11%	2 11%	- -%	
AT&T	11 7%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	2 10%	- -%	2 12%	- -%	1 11%	- -%	- -%	- -%	1 33%	- -%	1 11%	1 6%	- -%	
Colt Communications	10 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Unicom	10 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 14%	2 29%	3 18%	- -%	2 22%	3 25%	- -%	- -%	- -%	- -%	- -%	5 28%	- -%	
Opal Communications	9 6%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	1 5%	1 14%	1 6%	- -%	- -%	3 25%	- -%	- -%	- -%	1 33%	1 11%	2 11%	- -%	
KCOM (incl. Kingston Communications & Affiniti)	8 5%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	5 24%	1 14%	5 29%	- -%	1 11%	4 33%	- -%	- -%	1 33%	- -%	- -%	6 33%	- -%	
XLN	8 5%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	1 5%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	1 6%	- -%	
Spitfire	7 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	1 14%	1 6%	- -%	1 11%	1 8%	- -%	- -%	- -%	- -%	- -%	2 11%	- -%	
Global Crossing	4 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	1 5%	- -%	1 6%	- -%	- -%	1 8%	- -%	1 17%	- -%	- -%	- -%	- -%	1 33%	
MCI	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	1 6%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 102 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use IP

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3
Other	14 9%	- %	- %	- %	- %	- %	- %	- %	- %	2 10%	- %	1 6%	1 33%	2 22%	- %	- %	- %	- %	- %	- %	1 6%	1 33%
Don't know	9 6%	- %	- %	- %	- %	- %	1 100%	- %	- %	2 10%	- %	1 6%	1 33%	1 11%	- %	- %	1 17%	- %	- %	2 22%	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use IP

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	150	9	12	9	14	12	8	9	17	10	2	
BT	85 57%	7 78%	5 42%	4 44%	7 50%	8 67%	4 50%	4 44%	8 47%	6 60%	1 50%	
Vodafone (inc. Cable & Wireless)	24 16%	1 11%	2 17%	- -%	2 14%	- -%	- -%	2 22%	2 12%	1 10%	- -%	
Virgin Media (incl. NTL:Telewest)	16 11%	- -%	1 8%	- -%	1 7%	- -%	- -%	1 11%	1 6%	- -%	- -%	
Daisy Communications	11 7%	2 22%	1 8%	- -%	3 21%	- -%	1 13%	1 11%	2 12%	1 10%	- -%	
AT&T	11 7%	- -%	2 17%	- -%	1 7%	1 8%	- -%	1 11%	1 6%	1 10%	- -%	
Colt Communications	10 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Unicom	10 7%	1 11%	3 25%	1 11%	4 29%	- -%	2 25%	2 22%	4 24%	1 10%	- -%	
Opal Communications	9 6%	1 11%	2 17%	- -%	3 21%	- -%	2 25%	1 11%	3 18%	- -%	- -%	
KCOM (incl. Kingston Communications & Affiniti)	8 5%	1 11%	4 33%	1 11%	5 36%	1 8%	4 50%	1 11%	5 29%	1 10%	- -%	
XLN	8 5%	- -%	1 8%	- -%	1 7%	- -%	- -%	1 11%	1 6%	- -%	- -%	
Spitfire	7 5%	1 11%	- -%	1 11%	1 7%	- -%	1 13%	- -%	1 6%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use IP

	ISDN LINES										

	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)

Total	150	9	12	9	14	12	8	9	17	10	2
Global Crossing	4 3%	- -%	- -%	1 11%	- -%	1 8%	- -%	- -%	- -%	1 10%	- -%
MCI	2 1%	1 11%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	1 10%	- -%
Other	14 9%	- -%	- -%	2 22%	- -%	2 17%	- -%	- -%	- -%	2 20%	- -%
Don't know	9 6%	- -%	- -%	2 22%	- -%	1 8%	- -%	1 11%	1 6%	- -%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)
<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use IP

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Currently (a)	Planning to (b)	Have trialed (c)	plan to implement (d)	Not trialed (e)	SIP trunking (a)	Hosted VOIP (b)	IP Centrex (c)	Incoming/Outgoing Calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarms (e)	Data (f)	Card payments (g)	Video conferencing (h)	
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63	
BT	85	-	-	-	-	-	-	-	-	38	60	23	69	55	65	32	30	47	28	42	
	57%	-%	-%	-%	-%	-%	-%	-%	-%	70%	58%	58%	59%	58%	66%	63%	60%	65%	61%	67%	
Vodafone (inc. Cable & Wireless)	24	-	-	-	-	-	-	-	-	10	17	9	21	15	19	10	9	17	8	18	
	16%	-%	-%	-%	-%	-%	-%	-%	-%	19%	17%	23%	18%	16%	19%	20%	18%	24%	17%	29%	
Virgin Media (incl. NTL:Telewest)	16	-	-	-	-	-	-	-	-	9	10	7	15	12	8	6	12C	11	9c	8	
	11%	-%	-%	-%	-%	-%	-%	-%	-%	17%	10%	18%	13%	13%	8%	12%	24%	15%	20%	13%	
Daisy Communications	11	-	-	-	-	-	-	-	-	9	9	6	9	8	4	3	7c	6	6c	3	
	7%	-%	-%	-%	-%	-%	-%	-%	-%	17%	9%	15%	8%	8%	4%	6%	14%	8%	13%	5%	
AT&T	11	-	-	-	-	-	-	-	-	7	10	4	8	10	8	4	7	6	5	3	
	7%	-%	-%	-%	-%	-%	-%	-%	-%	13%	10%	10%	7%	11%	8%	8%	14%	8%	11%	5%	
Colt Communications	10	-	-	-	-	-	-	-	-	6	6	3	9	6	8	6	5	5	3	6	
	7%	-%	-%	-%	-%	-%	-%	-%	-%	11%	6%	8%	8%	6%	8%	12%	10%	7%	7%	10%	
Unicom	10	-	-	-	-	-	-	-	-	3	6	5	7	7	4	6	6	3	2	4	
	7%	-%	-%	-%	-%	-%	-%	-%	-%	6%	6%	13%	6%	7%	4%	12%	12%	4%	4%	6%	
Opal Communications	9	-	-	-	-	-	-	-	-	3	8	3	6	4	2	3	4	2	3	2	
	6%	-%	-%	-%	-%	-%	-%	-%	-%	6%	8%	8%	5%	4%	2%	6%	8%	3%	7%	3%	
KCOM (incl. Kingston Communications & Affiniti)	8	-	-	-	-	-	-	-	-	4	6	3	3	4	3	4	3	3	3	2	
	5%	-%	-%	-%	-%	-%	-%	-%	-%	7%	6%	8%	3%	4%	3%	8%	6%	4%	7%	3%	
XLN	8	-	-	-	-	-	-	-	-	4	6	5	6	4	2	1	4	4	3	1	
	5%	-%	-%	-%	-%	-%	-%	-%	-%	7%	6%	13%	5%	4%	2%	2%	8%	6%	7%	2%	
Spitfire	7	-	-	-	-	-	-	-	-	3	5	4	4	7	4	3	4	3	3	4	
	5%	-%	-%	-%	-%	-%	-%	-%	-%	6%	5%	10%	3%	7%	4%	6%	8%	4%	7%	6%	
Global Crossing	4	-	-	-	-	-	-	-	-	1	4	2	3	3	1	1	3	2	2	1	
	3%	-%	-%	-%	-%	-%	-%	-%	-%	2%	4%	5%	3%	3%	1%	2%	6%	3%	4%	2%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)
 <D7> Which supplier(s) do you use for IP-based services?
 by

Base: All that use IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
MCI	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	2b 4%	- -	2b 5%	2 2%	- -	- -	1 2%	1 2%	1 1%	- -	1 2%
Other	14 9%	- -	- -	- -	- -	- -	- -	- -	- -	5c 9%	9 9%	- -	12 10%	8 8%	10 10%	3 6%	3 6%	5 7%	3 7%	4 6%
Don't know	9 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 3%	1 3%	5 4%	4 4%	3 3%	- -	- -	1 1%	- -	2 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)
<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use IP

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	and	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a) (b) (c)					(c)			(a) (b) (c) (d)					(a) (b) (c)			(a) (b) (c)			
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1		
BT	85	55	20	57	24	3	62	20	63	11	6	13	9	51	9	2	2	-	5	2	1		
	57%	63%	45%	63%	57%	27%	60%	57%	61%	50%	50%	65%	45%	60%	56%	100%	50%	-%	83%	33%	100%		
Vodafone (inc. Cable & Wireless)	24	15	9	14	9	1	15	7	18	3	3	3	4	14	3	1	-	-	1	2	-		
	16%	17%	20%	15%	21%	9%	14%	20%	17%	14%	25%	15%	20%	16%	19%	50%	-%	-%	17%	33%	-%		
Virgin Media (incl. NTL:Telewest)	16	13b	1	8	6	1	14	2	12	3	-	1	4	10	-	1	1	-	1	-	-		
	11%	15%	2%	9%	14%	9%	13%	6%	12%	14%	-%	5%	20%	12%	-%	50%	25%	-%	17%	-%	-%		
Daisy Communications	11	8	2	4	5	1	6	5	5	3	3	1	6	3	-	-	1	-	1	1	-		
	7%	9%	5%	4%	12%	9%	6%	14%	5%	14%	25%	5%	30%	4%	-%	-%	25%	-%	17%	17%	-%		
AT&T	11	7	3	6	3	1	7	4	7	2	2	1	5	3	2	-	-	-	2	-	1		
	7%	8%	7%	7%	7%	9%	7%	11%	7%	9%	17%	5%	25%	4%	13%	-%	-%	-%	33%	-%	100%		
Colt Communications	10	8	2	6	3	1	8	2	7	1	2	2	1	7	-	-	-	-	-	1	-		
	7%	9%	5%	7%	7%	9%	8%	6%	7%	5%	17%	10%	5%	8%	-%	-%	-%	-%	-%	17%	-%		
Unicom	10	7	2	3	5	1	3	6A	4	3	3	-	5	5	-	-	-	-	-	-	-		
	7%	8%	5%	3%	12%	9%	3%	17%	4%	14%	25%	-%	25%	6%	-%	-%	-%	-%	-%	-%	-%		
Opal Communications	9	5	1	1	5A	3	6	2	5	1	3	2	2	4	-	-	-	-	-	-	-		
	6%	6%	2%	1%	12%	27%	6%	6%	5%	5%	25%	10%	10%	5%	-%	-%	-%	-%	-%	-%	-%		
KCOM (incl. Kingston Communications & Affiniti)	8	6	1	4	1	3	6	2	5	2	1	-	2	6	-	-	-	-	1	-	-		
	5%	7%	2%	4%	2%	27%	6%	6%	5%	9%	8%	-%	10%	7%	-%	-%	-%	-%	17%	-%	-%		
XLN	8	6	2	3	3	2	8	-	6	1	1	1	3	2	1	-	-	-	-	-	-		
	5%	7%	5%	3%	7%	18%	8%	-%	6%	5%	8%	5%	15%	2%	6%	-%	-%	-%	-%	-%	-%		
Spitfire	7	4	3	5	2	-	4	3	6	-	-	1	2	3	-	-	1	-	-	-	-		
	5%	5%	7%	5%	5%	-%	4%	9%	6%	-%	-%	5%	10%	4%	-%	-%	25%	-%	-%	-%	-%		
Global Crossing	4	3	-	1	1	1	3	1	1	2	1	-	1	1	1	-	-	-	-	-	-		
	3%	3%	-%	1%	2%	9%	3%	3%	1%	9%	8%	-%	5%	1%	6%	-%	-%	-%	-%	-%	-		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use IP

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1	
MCI	2 1%	1 1%	1 2%	1 1%	1 2%	- -	1 1%	1 3%	1 1%	- -	1 8%	- -	1 5%	1 1%	- -	- -	- -	- -	- -	- -	- -	
Other	14 9%	6 7%	8a 18%	14B 15%	- -	- -	11 11%	3 9%	12 12%	2 9%	- -	2 10%	- -	8 9%	3 19%	- -	1 25%	- -	- -	1 17%	- -	
Don't know	9 6%	4 5%	1 2%	2 2%	2 5%	1 9%	4 4%	1 3%	2 2%	1 5%	- -	1 5%	- -	4 5%	1 6%	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 102 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use IP

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	150	69	69	13	7	8	3
BT	85	36	44	9	2	4	3
	57%	52%	64%	69%	29%	50%	100%
Vodafone (inc. Cable & Wireless)	24	12	12	2	-	-	-
	16%	17%	17%	15%	-%	-%	-%
Virgin Media (incl. NTL:Telewest)	16	8	7	1	-	-	-
	11%	12%	10%	8%	-%	-%	-%
Daisy Communications	11	7	4	1	-	2	-
	7%	10%	6%	8%	-%	25%	-%
AT&T	11	5	6	1	-	1	-
	7%	7%	9%	8%	-%	13%	-%
Colt Communications	10	3	7	-	-	-	-
	7%	4%	10%	-%	-%	-%	-%
Unicom	10	5	5	4	-	-	-
	7%	7%	7%	31%	-%	-%	-%
Opal Communications	9	3	5	2	1	1	-
	6%	4%	7%	15%	14%	13%	-%
KCOM (incl. Kingston Communications & Affiniti)	8	2	6	4	1	1	-
	5%	3%	9%	31%	14%	13%	-%
XLN	8	4	4	-	-	1	-
	5%	6%	6%	-%	-%	13%	-%
Spitfire	7	3	4	2	-	-	-
	5%	4%	6%	15%	-%	-%	-%
Global Crossing	4	-	4a	-	1	-	1
	3%	-%	6%	-%	14%	-%	33%
MCI	2	2	-	1	-	-	-
	1%	3%	-%	8%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 102 (continuation)
<D7> Which supplier(s) do you use for IP-based services?
by
Base: All that use IP

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	150	69	69	13	7	8	3
Other	14	12B	1	-	2	-	-
	9%	17%	1%	-%	29%	-%	-%
Don't know	9	3	2	-	1	1	-
	6%	4%	3%	-%	14%	13%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

		PERSONAL PROFILE															
		Company Size								No.Sites				Turnover			
		Total	1	2 to 4	5 to 9	1 to 9	10 to 49	50 to	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
			(a)	(b)	(c)	(d)	(e)	249 (f)	(g)		(a)	(b)					
Total		150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Under £1,000	(500.0)	7 5%	2 100%	3 50%	- -	5 38%	2 7%	- -	- -	7 7%	- -	- -	- -	5 19%	1 2%	- -	- -
£1,000 to £2,499	(1749.5)	10 7%	- -	2 33%	4 80%	6 46%	1 4%	3G 9%	- -	9 9%	1 7%	- -	- -	6 22%	4 7%	- -	- -
£2,500 to £4,999	(3749.5)	7 5%	- -	- -	- -	- -	4 15%	3G 9%	- -	7 7%	- -	- -	- -	2 7%	4 7%	1 4%	- -
£5,000 to £9,999	(7499.5)	13 9%	- -	- -	- -	- -	8 30%	2 6%	3 4%	12 13%	- -	- -	1 6%	5 19%	8 14%	- -	- -
£10,000 to £19,999	(14999.5)	13 9%	- -	- -	- -	- -	5 19%	4 12%	4 5%	11 12%	1 7%	- -	1 6%	- -	12 20%	1 4%	- -
£20,000 to £49,999	(34999.5)	21 14%	- -	- -	- -	- -	3 11%	9 26%	9 12%	14 15%	3 20%	1 11%	2 11%	4 15%	12 20%	3 11%	2 8%
£50,000 to £99,999	(74999.5)	22 15%	- -	- -	- -	- -	- -	4 12%	18 24%	11 12%	2 13%	1 11%	5 28%	3 11%	6 10%	9 32%	4 15%
£100, 000 to £249,999	(174999.5)	15 10%	- -	- -	- -	- -	- -	2 6%	13 17%	11 12%	2 13%	- -	2 11%	- -	4 7%	7 25%	4 15%
£250, 000 to £499,999	(374999.5)	7 5%	- -	- -	- -	- -	1 4%	1 3%	5 7%	1 1%	2 13%	1 11%	1 6%	- -	2 3%	2 7%	2 8%
£500, 000 to £999,999	(749999.5)	9 6%	- -	- -	- -	- -	- -	3 9%	6 8%	3 3%	2 13%	1 11%	2 11%	- -	4 7%	1 4%	4 15%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

PERSONAL PROFILE																	
	Total	Company Size							No.Sites					Turnover			
		1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 10 to 49 (d) (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)		Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	150	2	6	5	13	27	34	76	95	15	9	18		27	59	28	26
£1, 000,000 to £4,999,999 (2999999.5)	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	5 7%	- -%	2 13%	1 11%	- -%		- -%	1 2%	- -%	4 15%
£5, 000,000 to £9,999,999 (7499999.5)	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	1 11%	1 6%		- -%	- -%	- -%	2 8%
£10, 000,000 or more (12500000.0)	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	1 11%	1 6%		- -%	1 2%	- -%	1 4%
Don't know	17 11%	- -%	1 17%	1 20%	2 15%	3 11%	3 9%	9 12%	9 9%	- -%	2 22%	2 11%		2 7%	- -%	4 14%	3 12%
NET ---																	
Less than £20k	50 33%	2 100%	5 83%	4 80%	11 85%	20 74%	12G 35%	7 9%	46 48%	2 13%	- -%	2 11%		18 67%	29 49%	2 7%	- -%
£20,000 to £99,999	43 29%	- -%	- -%	- -%	- -%	3 11%	13 38%	27 36%	25 26%	5 33%	2 22%	7 39%		7 26%	18 31%	12 43%	6 23%
£100k+	40 27%	- -%	- -%	- -%	- -%	1 4%	6 18%	33F 43%	15 16%	8 53%	5 56%	7 39%		- -%	12 20%	10 36%	17 65%
Mean score	524245.8	500.0	999.8	1749.5	1181.5	26364.1	118757.6	976081.6	71691.4	591449.5A	3462142 Ab	1418281		16919.6	357330.0	146822.4A	1926956ABC

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

PERSONAL PROFILE																
		Sector										Number of years trading				
Total		Primary (a)	Manuf acturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fi nancial Services (f)	Other services (g)	Public admin and services (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)	
Total		150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Under £1,000	(500.0)	7 5%	– –%	1 4%	1 11%	– –%	– –%	– –%	4 11%	– –%	1 7%	1 17%	1 5%	– –%	3 6%	2 4%
£1,000 to £2,499	(1749.5)	10 7%	– –%	1 4%	1 11%	1 7%	1 8%	– –%	5 14%	1 7%	– –%	1 17%	5 26%	2 9%	1 2%	1 2%
£2,500 to £4,999	(3749.5)	7 5%	– –%	2 7%	– –%	– –%	1 8%	1 5%	1 3%	1 7%	1 7%	– –%	3 16%	3 14%	– –%	1 2%
£5,000 to £9,999	(7499.5)	13 9%	– –%	2 7%	2 22%	2 14%	– –%	2 11%	4 11%	– –%	1 7%	2 33%	2 11%	– –%	6 12%	3 6%
£10,000 to £19,999	(14999.5)	13 9%	1 20%	4 15%	1 11%	1 7%	– –%	– –%	4 11%	– –%	2 14%	1 17%	1 5%	2 9%	4 8%	5 10%
£20,000 to £49,999	(34999.5)	21 14%	2 40%	5 19%	– –%	6 43%	1 8%	3 16%	1 3%	1 7%	2 14%	1 17%	2 11%	4 18%	11e 22%	3 6%
£50,000 to £99,999	(74999.5)	22 15%	1 20%	5 19%	2 22%	2 14%	3 25%	4 21%	2 6%	2 13%	1 7%	– –%	2 11%	2 9%	7 14%	10 20%
£100, 000 to £249,999	(174999.5)	15 10%	1 20%	3 11%	– –%	1 7%	1 8%	2 11%	2 6%	3 20%	2 14%	– –%	2 11%	3 14%	5 10%	5 10%
£250, 000 to £499,999	(374999.5)	7 5%	– –%	1 4%	2 22%	– –%	2 17%	1 5%	– –%	– –%	1 7%	– –%	1 5%	1 5%	2 4%	3 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manuf acturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fi nancial Services (f)	Other services (g)	Public admin and services (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
£500, 000 to £999,999	(749999.5)	9 6%	- -%	- -%	- -%	2 17%	3 16%	2 6%	1 7%	1 7%	- -%	- -%	2 9%	3 6%	4 8%
£1, 000,000 to £4,999,999	(2999999.5)	5 3%	- -%	1 4%	- -%	1 8%	- -%	2 6%	1 7%	- -%	- -%	- -%	- -%	- -%	5d 10%
£5, 000,000 to £9,999,999	(7499999.5)	2 1%	- -%	- -%	- -%	- -%	- -%	1 3%	1 7%	- -%	- -%	- -%	- -%	- -%	2 4%
£10, 000,000 or more	(12500000.0)	2 1%	- -%	- -%	- -%	1 7%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	2 4%
Don't know	17 11%	- -%	2 7%	- -%	- -%	- -%	3 16%	7 20%	3 20%	2 14%	- -%	- -%	3 14%	8 16%	5 10%
NET ---															
Less than £20k	50 33%	1 20%	10 37%	5 56%	4 29%	2 17%	3 16%	18 51%	2 13%	5 36%	5 83%	12 63%	7 32%	14 28%	12 24%
£20,000 to £99,999	43 29%	3 60%	10 37%	2 22%	8 57%	4 33%	7 37%	3 9%	3 20%	3 21%	1 17%	4 21%	6 27%	18 36%	13 25%
£100k+	40 27%	1 20%	5 19%	2 22%	2 14%	6 50%	6 32%	7 20%	7 47%	4 29%	- -%	3 16%	6 27%	10 20%	21d 41%
Mean score	524245.8	66999.5	181389.5	103582.9	933338.8	474207.8	212421.4	558553.1	2038791	138478.7	11207.9	52394.3	143933.7	116505.5	1325195D

b

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

		PERSONAL PROFILE																	
		Total	Location														Involvement		
			North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total		150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6	
Under £1,000	(500.0)	7 5%	- -%	- -%	- -%	1 13%	- -%	1 14%	2 5%	2 9%	- -%	6 5%	- -%	- -%	1 33%	1 1%	- -%	- -%	
£1,000 to £2,499	(1749.5)	10 7%	- -%	- -%	3 38%	1 13%	1 8%	1 14%	1 2%	1 5%	1 9%	9 7%	- -%	1 7%	- -%	3 4%	1 4%	- -%	
£2,500 to £4,999	(3749.5)	7 5%	1 33%	- -%	1 13%	- -%	1 8%	- -%	1 2%	1 5%	1 9%	6 5%	- -%	1 7%	- -%	3 4%	1 4%	- -%	
£5,000 to £9,999	(7499.5)	13 9%	- -%	- -%	2 25%	- -%	1 8%	2 29%	4 9%	1 5%	- -%	10 8%	- -%	3 21%	- -%	8 11%	2 8%	- -%	
£10,000 to £19,999	(14999.5)	13 9%	- -%	1 6%	- -%	2 25%	- -%	1 14%	3 7%	6 27%	- -%	13 10%	- -%	- -%	- -%	8 11%	1 4%	- -%	
£20,000 to £49,999	(34999.5)	21 14%	1 33%	4 24%	1 13%	2 25%	3 25%	- -%	7 16%	1 5%	1 9%	20 15%	- -%	1 7%	- -%	15 20%	2 8%	1 17%	
£50,000 to £99,999	(74999.5)	22 15%	1 33%	3 18%	1 13%	1 13%	2 17%	- -%	6 14%	3 14%	3 27%	20 15%	- -%	2 14%	- -%	12 16%	7 29%	- -%	
£100, 000 to £249,999	(174999.5)	15 10%	- -%	1 6%	- -%	- -%	2 17%	- -%	4 9%	2 9%	2 18%	11 8%	- -%	3 21%	1 33%	12 16%	- -%	2 33%	
£250, 000 to £499,999	(374999.5)	7 5%	- -%	2 12%	- -%	- -%	- -%	- -%	3 7%	- -%	- -%	5 4%	- -%	1 7%	1 33%	2 3%	2 8%	- -%	
£500, 000 to £999,999	(749999.5)	9 6%	- -%	2 12%	- -%	- -%	- -%	- -%	3 7%	1 5%	1 9%	7 5%	1 50%	1 7%	- -%	5 7%	3 13%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 103 (continuation)
<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?
by
Base: All that use IP

		PERSONAL PROFILE																
		Total	Location													Involvement		
			North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Mi dlands (d)	West Mi dlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6	
£1, 000,000 to £4,999,999	(2999999.5)	5 3%	- %	- %	- %	- %	- %	2 5%	1 5%	1 9%	4 3%	- %	1 7%	- %	1 1%	1 4%	1 17%	
£5, 000,000 to £9,999,999	(7499999.5)	2 1%	- %	1 6%	- %	- %	- %	- %	1 5%	- %	2 2%	- %	- %	- %	1 1%	1 4%	- %	
£10, 000,000 or more	(12500000.0)	2 1%	- %	1 6%	- %	- %	- %	- %	1 5%	- %	2 2%	- %	- %	- %	1 1%	1 4%	- %	
Don't know		17 11%	- %	2 12%	- %	1 13%	2 17%	2 29%	7 16%	1 5%	1 9%	16 12%	1 50%	- %	4 5%	2 8%	2 33%	
NET ---																		
Less than £20k		50 33%	1 33%	1 6%	6 75%	4 50%	3 25%	5 71%	11 26%	11 50%	2 18%	44 34%	- %	5 36%	1 33%	23 30%	5 21%	- %
£20,000 to £99,999		43 29%	2 67%	7 41%	2 25%	3 38%	5 42%	- %	13 30%	4 18%	4 36%	40 31%	- %	3 21%	- %	27 36%	9 38%	1 17%
£100k+		40 27%	- %	7 41%	- %	- %	2 17%	- %	12 28%	6 27%	4 36%	31 24%	1 50%	6 43%	2 67%	22 29%	8 33%	3 50%
Mean score		524245.8	37916.2	1520333	16749.5	25321.0	61799.5	6449.6	301430.1	1164952	436549.5	552706.1	749999.5	347356.6	183499.7cd	433638.4	1210477	846249.5
95 percent as lower case or *, 99 percent as UPPER CASE or **																		

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

		PERSONAL PROFILE																
		Total	Fixed line services													Mostly used fixed line		
			ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Switched ISDN (j)	IP Not Switched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)	
Total		150	29	28	—	—	7	100	29	28	50	100	50	150	21	9	120	
Under £1,000	(500.0)	7 5%	1 3%	— —%	— —%	— —%	— —%	6 6%	1 3%	— —%	1 2%	3 3%	4 8%	7 5%	1 5%	— —%	6 5%	
£1,000 to £2,499	(1749.5)	10 7%	1 3%	2 7%	— —%	— —%	— —%	7 7%	1 3%	2 7%	3 6%	4 4%	6 12%	10 7%	1 5%	1 11%	8 7%	
£2,500 to £4,999	(3749.5)	7 5%	2 7%	2 7%	— —%	— —%	— —%	3 3%	2 7%	2 7%	4 8%	5 5%	2 4%	7 5%	— —%	1 11%	6 5%	
£5,000 to £9,999	(7499.5)	13 9%	2 7%	1 4%	— —%	— —%	— —%	10 10%	2 7%	1 4%	3 6%	7 7%	6 12%	13 9%	2 10%	— —%	11 9%	
£10,000 to £19,999	(14999.5)	13 9%	2 7%	2 7%	— —%	— —%	1 14%	10 10%	2 7%	2 7%	3 6%	12k 12%	1 2%	13 9%	2 10%	1 11%	10 8%	
£20,000 to £49,999	(34999.5)	21 14%	5 17%	3 11%	— —%	— —%	3 43%	16 16%	5 17%	3 11%	5 10%	11 11%	10 20%	21 14%	4 19%	— —%	17 14%	
£50,000 to £99,999	(74999.5)	22 15%	5 17%	4 14%	— —%	— —%	— —%	13 13%	5 17%	4 14%	9 18%	18 18%	4 8%	22 15%	4 19%	1 11%	17 14%	
£100,000 to £249,999	(174999.5)	15 10%	4 14%	2 7%	— —%	— —%	1 14%	10 10%	4 14%	2 7%	5 10%	13 13%	2 4%	15 10%	3 14%	— —%	12 10%	
£250,000 to £499,999	(374999.5)	7 5%	2 7%	1 4%	— —%	— —%	1 14%	5 5%	2 7%	1 4%	2 4%	4 4%	3 6%	7 5%	— —%	— —%	7 6%	
£500,000 to £999,999	(749999.5)	9 6%	1 3%	4 14%	— —%	— —%	— —%	4 4%	1 3%	4 14%	5 10%	4 4%	5 10%	9 6%	1 5%	2 22%	6 5%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

		PERSONAL PROFILE															
		Total	Fixed line services												Mostly used fixed line		
			ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Switched ISDN (j)	IP Not Switched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total		150	29	28	—	—	7	100	29	28	50	100	50	150	21	9	120
£1,000,000 to £4,999,999 (2999999.5)		5 3%	— —%	— —%	— —%	— —%	— —%	5 5%	— —%	— —%	— —%	5 5%	— —%	5 3%	— —%	— —%	5 4%
£5,000,000 to £9,999,999 (7499999.5)		2 1%	1 3%	2 7%	— —%	— —%	1 14%	— —%	1 3%	2 7%	2f 4%	1 1%	1 2%	2 1%	— —%	1 11%	1 1%
£10,000,000 or more (12500000.0)		2 1%	2 7%	— —%	— —%	— —%	— —%	— —%	2 7%	— —%	2f 4%	2 2%	— —%	2 1%	2 10%	— —%	— —%
Don't know		17 11%	1 3%	5 18%	— —%	— —%	— —%	11 11%	1 3%	5 18%	6 12%	11 11%	6 12%	17 11%	1 5%	2 22%	14 12%
NET																	

Less than £20k		50 33%	8 28%	7 25%	— —%	— —%	1 14%	36 36%	8 28%	7 25%	14 28%	31 31%	19 38%	50 33%	6 29%	3 33%	41 34%
£20,000 to £99,999		43 29%	10 34%	7 25%	— —%	— —%	3 43%	29 29%	10 34%	7 25%	14 28%	29 29%	14 28%	43 29%	8 38%	1 11%	34 28%
£100k+		40 27%	10 34%	9 32%	— —%	— —%	3 43%	24 24%	10 34%	9 32%	16 32%	29 29%	11 22%	40 27%	6 29%	3 33%	31 26%
Mean score		524245.8	1260883f	833847.3f	—	—	1167142f	263050.1f	1260883f	833847.3f	1052573f	632243.9f	305795.0	524245.8	1338112c	1299357c	319499.5c

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

		ISDN LINES															
		ISDN services Used									ISDN2/2e Channels						
		Total	In coming/ outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video conf erencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total		150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Under £1,000	(500.0)	7 5%	1 3%	1 5%	1 5%	1 6%	- %	- %	1 6%	- %	1 50%	- %	- %	- %	- %	- %	- %
£1,000 to £2,499	(1749.5)	10 7%	2 7%	1 5%	- %	1 6%	1 6%	1 6%	2 12%	1 10%	- %	1 33%	- %	- %	- %	- %	- %
£2,500 to £4,999	(3749.5)	7 5%	1 3%	1 5%	1 5%	- %	1 6%	1 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %
£5,000 to £9,999	(7499.5)	13 9%	2 7%	1 5%	- %	1 6%	1 6%	1 6%	1 6%	- %	- %	- %	2 29%	- %	- %	- %	- %
£10,000 to £19,999	(14999.5)	13 9%	3 10%	3 14%	2 11%	2 13%	2 11%	2 11%	3 18%	2 20%	- %	- %	2 29%	- %	- %	- %	- %
£20,000 to £49,999	(34999.5)	21 14%	4 14%	2 9%	3 16%	1 6%	2 11%	1 6%	1 6%	1 10%	1 50%	1 33%	- %	2 40%	- %	- %	- %
£50,000 to £99,999	(74999.5)	22 15%	4 14%	3 14%	3 16%	3 19%	4 22%	3 17%	2 12%	1 10%	- %	- %	2 29%	2 40%	- %	- %	- %
£100, 000 to £249,999	(174999.5)	15 10%	3 10%	3 14%	2 11%	2 13%	1 6%	3 17%	2 12%	2 20%	- %	- %	1 14%	1 20%	- %	- %	- %
£250, 000 to £499,999	(374999.5)	7 5%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
£500, 000 to £999,999	(749999.5)	9 6%	3 10%	2 9%	2 11%	1 6%	2 11%	1 6%	2 12%	- %	- %	- %	- %	- %	- %	1 100%	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

		ISDN LINES															
		ISDN services Used									ISDN2/2e Channels						
Total		In coming/ outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video conf erencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)	
Total		150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
£1, 000,000 to £4,999,999	(2999999.5)	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£5, 000,000 to £9,999,999	(7499999.5)	2 1%	1 3%	1 5%	1 5%	1 6%	1 6%	1 6%	1 6%	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 50%
£10, 000,000 or more	(12500000.0)	2 1%	2 7%	2 9%	2 11%	1 6%	2 11%	2 11%	1 6%	2 20%	- -%	- -%	- -%	- -%	1 100%	- -%	1 50%
Don't know		17 11%	3 10%	2 9%	2 11%	2 13%	1 6%	2 11%	1 6%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	- -%
NET ---																	
Less than £20k		50 33%	9 31%	7 32%	4 21%	5 31%	5 28%	5 28%	7 41%	3 30%	1 50%	1 33%	4 57%	- -%	- -%	- -%	- -%
£20,000 to £99,999		43 29%	8 28%	5 23%	6 32%	4 25%	6 33%	4 22%	3 18%	2 20%	1 50%	1 33%	2 29%	4 80%	- -%	- -%	- -%
£100k+		40 27%	9 31%	8 36%	7 37%	5 31%	6 33%	7 39%	6 35%	5 50%	- -%	- -%	1 14%	1 20%	1 100%	1 100%	2 100%
Mean score		524245.8	1376259	1743925	2042014	1528553	2034588	2129875	1380718	3299175	17749.8	18374.5	52856.6	78999.5	12500000	749999.5	10000000

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

		ISDN LINES																			
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			
		Total	30	60	90-120	150-270	300-420	450-570	600-1470	1500 or	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	
			(a)	(b)	(c)	channels (d)	channels (e)	nnels(f)	nnels(g)	nnels(h)											
Total		150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	
Under £1,000	(500.0)	7 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	1 33%	1 11%	- -%	- -%	- -%	- -%	- -%	
£1,000 to £2,499	(1749.5)	10 7%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	2 10%	- -%	2 12%	- -%	1 11%	- -%	- -%	- -%	1 33%	- -%	
£2,500 to £4,999	(3749.5)	7 5%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	
£5,000 to £9,999	(7499.5)	13 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	- -%	2 12%	- -%	2 22%	- -%	- -%	- -%	- -%	- -%	
£10,000 to £19,999	(14999.5)	13 9%	1 33%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	1 5%	1 14%	1 6%	- -%	- -%	2 17%	- -%	1 17%	- -%	1 33%	
£20,000 to £49,999	(34999.5)	21 14%	- -%	- -%	1 50%	1 25%	- -%	- -%	- -%	- -%	4 19%	- -%	4 24%	- -%	2 22%	2 17%	- -%	1 17%	- -%	1 33%	
£50,000 to £99,999	(74999.5)	22 15%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	3 14%	2 29%	2 12%	1 33%	1 11%	3 25%	- -%	- -%	- -%	1 33%	
£100, 000 to £249,999	(174999.5)	15 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	1 14%	1 6%	- -%	1 11%	2 17%	- -%	- -%	- -%	- -%	
£250, 000 to £499,999	(374999.5)	7 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
£500, 000 to £999,999	(749999.5)	9 6%	- -%	- -%	1 50%	- -%	1 100%	- -%	- -%	- -%	2 10%	1 14%	2 12%	- -%	- -%	- -%	1 100%	1 17%	1 33%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

		ISDN LINES																	
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status		
Total		30 (a)	60 (b)	90-120 (c)	150-270 channels (d)	300-420 channels (e)	450-570 cha nnels(f)	600-1470 cha nnels(g)	1500 or more cha nnels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3
£1, 000,000 to £4,999,999	(2999999.5)	5 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£5, 000,000 to £9,999,999	(7499999.5)	2 1%	-	-	-	-	-	-	1 100%	1 5%	-	1 6%	-	-	1 8%	-	1 17%	-	-
£10, 000,000 or more	(12500000.0)	2 1%	-	-	-	-	-	-	-	2 10%	-	2 12%	-	1 11%	1 8%	-	-	-	-
Don't know	17 11%	1 33%	-	-	-	-	1 100%	-	-	1 5%	1 14%	-	1 33%	-	1 8%	-	2 33%	-	-
NET		---																	
Less than £20k	50 33%	2 67%	-	-	2 50%	-	-	-	-	6 29%	2 29%	5 29%	1 33%	4 44%	2 17%	-	1 17%	2 67%	1 33%
£20,000 to £99,999	43 29%	-	-	1 50%	2 50%	-	-	-	-	7 33%	2 29%	6 35%	1 33%	3 33%	5 42%	-	1 17%	-	2 67%
£100k+	40 27%	-	-	1 50%	-	1 100%	-	-	1 100%	7 33%	2 29%	6 35%	-	2 22%	4 33%	1 100%	2 33%	1 33%	-
Mean score	524245.8	9374.5	-	392499.5	31687.0	749999.5	-	-	7500000	1737450	182291.2	2029323	37749.8	1426361	1879545	749999.5	2075000	251832.8	41666.2
95 percent as lower case or *, 99 percent as UPPER CASE or **																			

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

		ISDN LINES													
		Purchased as				Ever Switched			Considering switch		Considering switch				
Total		Stan dalone (a)	In-house package (b)	Hosted solution (c)	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total		150	9	18	3	9	12	9	14	12	8	9	17	10	2
Under £1,000	(500.0)	7 5%	- -%	1 6%	- -%	- -%	- -%	1 11%	- -%	1 8%	- -%	- -%	- -%	1 10%	- -%
£1,000 to £2,499	(1749.5)	10 7%	1 11%	1 6%	- -%	1 11%	- -%	1 11%	- -%	2 17%	- -%	- -%	- -%	1 10%	1 50%
£2,500 to £4,999	(3749.5)	7 5%	- -%	1 6%	- -%	- -%	- -%	1 11%	- -%	1 8%	- -%	- -%	- -%	- -%	1 50%
£5,000 to £9,999	(7499.5)	13 9%	- -%	1 6%	1 33%	- -%	- -%	2 22%	1 7%	1 8%	1 13%	- -%	1 6%	1 10%	- -%
£10,000 to £19,999	(14999.5)	13 9%	2 22%	1 6%	- -%	2 22%	1 8%	- -%	3 21%	- -%	1 13%	1 11%	2 12%	1 10%	- -%
£20,000 to £49,999	(34999.5)	21 14%	3 33%	1 6%	- -%	4 44%	- -%	- -%	3 21%	1 8%	3 38%	1 11%	4 24%	- -%	- -%
£50,000 to £99,999	(74999.5)	22 15%	1 11%	3 17%	1 33%	- -%	4 33%	1 11%	2 14%	2 17%	2 25%	1 11%	3 18%	2 20%	- -%
£100,000 to £249,999	(174999.5)	15 10%	1 11%	2 11%	- -%	1 11%	2 17%	- -%	1 7%	1 8%	1 13%	2 22%	3 18%	- -%	- -%
£250,000 to £499,999	(374999.5)	7 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

		ISDN LINES													
		Purchased as			Ever Switched			Considering switch		Considering switch					
Total		Stan dalone (a)	In-house package (b)	Hosted solution (c)	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total		150	9	18	3	9	12	9	14	12	8	9	17	10	2
£500,000 to £999,999	(749999.5)	9 6%	— —%	3 17%	— —%	3 25%	— —%	3 21%	— —%	— —%	2 22%	2 12%	1 10%	— —%	
£1,000,000 to £4,999,999	(2999999.5)	5 3%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	
£5,000,000 to £9,999,999	(7499999.5)	2 1%	— —%	— —%	1 33%	— —%	— —%	1 11%	— —%	1 8%	— —%	— —%	1 10%	— —%	
£10,000,000 or more	(12500000.0)	2 1%	— —%	2 11%	— —%	2 17%	— —%	1 7%	1 8%	— —%	1 11%	1 6%	1 10%	— —%	
Don't know		17 11%	1 11%	2 11%	— —%	1 11%	— —%	2 22%	— —%	1 8%	— —%	1 11%	1 6%	1 10%	— —%
NET ---															
Less than £20k		50 33%	3 33%	5 28%	1 33%	3 33%	1 8%	5 56%	4 29%	5 42%	2 25%	1 11%	3 18%	4 40%	2 100%
£20,000 to £99,999		43 29%	4 44%	4 22%	1 33%	4 44%	4 33%	1 11%	5 36%	3 25%	5 63%	2 22%	7 41%	2 20%	— —%
£100k+		40 27%	1 11%	7 39%	1 33%	1 11%	7 58%	1 11%	5 36%	3 25%	1 13%	5 56%	6 35%	3 30%	— —%
Mean score		524245.8	48343.3	1743031	2527500	43343.3	2326250	1085142	1088035	1852295	56562.0	1809375	932968.3	2324972	2749.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

IP Based Services													
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used		
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Planning to (b)	Have trialed (c)	plan to imp lement (d)	Not trialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Centrex (c)
Total	150	-	-	-	-	-	-	-	-	-	54	103	40
Under £1,000	(500.0)	7 5%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	5 5%	1 3%
£1,000 to £2,499	(1749.5)	10 7%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%	7 7%	1 3%
£2,500 to £4,999	(3749.5)	7 5%	- -	- -	- -	- -	- -	- -	- -	- -	3 6%	3 3%	2 5%
£5,000 to £9,999	(7499.5)	13 9%	- -	- -	- -	- -	- -	- -	- -	- -	5 9%	12 12%	3 8%
£10,000 to £19,999	(14999.5)	13 9%	- -	- -	- -	- -	- -	- -	- -	- -	5 9%	5 5%	5 13%
£20,000 to £49,999	(34999.5)	21 14%	- -	- -	- -	- -	- -	- -	- -	- -	11 20%	15 15%	8 20%
£50,000 to £99,999	(74999.5)	22 15%	- -	- -	- -	- -	- -	- -	- -	- -	3 6%	20a 19%	5 13%
£100,000 to £249,999	(174999.5)	15 10%	- -	- -	- -	- -	- -	- -	- -	- -	9 17%	10 10%	4 10%
£250,000 to £499,999	(374999.5)	7 5%	- -	- -	- -	- -	- -	- -	- -	- -	4 7%	6 6%	3 8%
£500,000 to £999,999	(749999.5)	9 6%	- -	- -	- -	- -	- -	- -	- -	- -	4 7%	8 8%	2 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

IP Based Services													
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used		
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Planning to (b)	Have trialed (c)	plan to imp lement (d)	Not trialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Centrex (c)
Total	150	-	-	-	-	-	-	-	-	-	54	103	40
£1,000,000 to £4,999,999 (2999999.5)	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	3 3%	2 5%
£5,000,000 to £9,999,999 (7499999.5)	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%
£10,000,000 or more (12500000.0)	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	1 1%	1 3%
Don't know	17 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 9%	6 6%	3 8%
NET ---													
Less than £20k	50 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	15 28%	32 31%	12 30%
£20,000 to £99,999	43 29%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	14 26%	35 34%	13 33%
£100k+	40 27%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	20 37%	30 29%	12 30%
Mean score	524245.8	-	-	-	-	-	-	-	-	-	710428.1	502226.3	610465.7

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

		IP Based Services																			
		IP Services Used										Switch Installed		Service Status			IP required investment		IP saved money		
		Total	In coming/ Outgoing Calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/ Alarms (e)	Data (f)	Card payments (g)	Video conferencing (h)	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	
Total		150	117	95	98	51	50	72	46	63	87	44	91	42	11	104	35	104	22	12	
Under £1,000	(500.0)	7 5%	5 4%	3 3%	5 5%	2 4%	1 2%	1 1%	– –%	1 2%	1 1%	5A 11%	4 4%	3 7%	– –%	4 4%	3 9%	7 7%	– –%	– –%	
£1,000 to £2,499	(1749.5)	10 7%	9 8%	5 5%	7 7%	3 6%	1 2%	5 7%	3 7%	5 8%	4 5%	5 11%	4 4%	6a 14%	– –%	8 8%	1 3%	7 7%	1 5%	1 8%	
£2,500 to £4,999	(3749.5)	7 5%	7 6%	5 5%	5 5%	3 6%	2 4%	4 6%	3 7%	5 8%	3 3%	2 5%	6 7%	1 2%	– –%	5 5%	2 6%	5 5%	1 5%	1 8%	
£5,000 to £9,999	(7499.5)	13 9%	10 9%	8 8%	8 8%	5 10%	6 12%	5 7%	5 11%	3 5%	6 7%	7 16%	10 11%	3 7%	– –%	9 9%	4 11%	10 10%	2 9%	1 8%	
£10,000 to £19,999	(14999.5)	13 9%	11 9%	8 8%	8 8%	3 6%	4 8%	7 10%	2 4%	7 11%	7 8%	3 7%	6 7%	6 14%	1 9%	6 6%	5 14%	8 8%	3 14%	2 17%	
£20,000 to £49,999	(34999.5)	21 14%	15 13%	12 13%	14 14%	6 12%	9 18%	10 14%	9 20%	8 13%	14 16%	4 9%	14 15%	6 14%	1 9%	13 13%	7 20%	13 13%	5 23%	1 8%	
£50,000 to £99,999	(74999.5)	22 15%	17 15%	14 15%	16 16%	8 16%	9 18%	11 15%	10 22%	6 10%	14 16%	5 11%	14 15%	5 12%	3 27%	16 15%	5 14%	15 14%	3 14%	4 33%	
£100,000 to £249,999	(174999.5)	15 10%	13 11%	11 12%	9 9%	8 16%	6 12%	11 15%	8 17%	10 16%	12 14%	3 7%	10 11%	5 12%	– –%	14 13%	1 3%	13 13%	2 9%	– –%	
£250,000 to £499,999	(374999.5)	7 5%	6 5%	6 6%	3 3%	2 4%	3 6%	5 7%	3 7%	2 3%	5 6%	2 5%	3 3%	2 5%	2 18%	5 5%	2 6%	6 6%	1 5%	– –%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

IP Based Services																			
	Total	IP Services Used								Switch Installed		Service Status			IP required investment		IP saved money		
		In coming/ Outgoing Calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/ Alarms (e)	Data (f)	Card payments (g)	Video conferencing (h)	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)
Total	150	117	95	98	51	50	72	46	63	87	44	91	42	11	104	35	104	22	12
£500,000 to £999,999 (749999.5)	9 6%	5 4%	6 6%	5 5%	3 6%	5h 10%	4 6%	2 4%	1 2%	6 7%	3 7%	3 3%	2 5%	3 27%	8 8%	1 3%	6 6%	2 9%	1 8%
£1,000,000 to £4,999,999 (2999999.5)	5 3%	5 4%	3 3%	4 4%	1 2%	- -%	2 3%	- -%	4 6%	3 3%	1 2%	2 2%	1 2%	- -%	4 4%	1 3%	3 3%	1 5%	- -%
£5,000,000 to £9,999,999 (7499999.5)	2 1%	2 2%	2 2%	2 2%	1 2%	1 2%	2 3%	- -%	2 3%	2 2%	- -%	2 2%	- -%	- -%	2 2%	- -%	- -%	- -%	1 8%
£10,000,000 or more (12500000.0)	2 1%	1 1%	1 1%	2 2%	1 2%	- -%	2 3%	1 2%	1 2%	2 2%	- -%	- -%	2a 5%	- -%	2 2%	- -%	2 2%	- -%	- -%
Don't know	17 11%	11g 9%	11g 12%	10g 10%	5g 10%	3 6%	3 4%	- -%	8g 13%	8 9%	4 9%	13B 14%	- -%	1 9%	8 8%	3 9%	9 9%	1 5%	- -%
NET ---																			
Less than £20k	50 33%	42 36%	29 31%	33 34%	16 31%	14 28%	22 31%	13 28%	21 33%	21 24%	22A 50%	30 33%	19 45%	1 9%	32 31%	15 43%	37 36%	7 32%	5 42%
£20,000 to £99,999	43 29%	32 27%	26 27%	30 31%	14 27%	18 36%	21 29%	19h 41%	14 22%	28 32%	9 20%	28 31%	11 26%	4 36%	29 28%	12 34%	28 27%	8 36%	5 42%
£100k+	40 27%	32 27%	29 31%	25 26%	16 31%	15 30%	26 36%	14 30%	20 32%	30 34%	9 20%	20 22%	12 29%	5 45%	35b 34%	5 14%	30 29%	6 27%	2 17%
Mean score	524245.8	498674.1	557785.2	685834.8	615434.3	309143.1	784662.6	384216.9	793372.2	749160.9	178905.8	357198.2	758053.1	327499.5	668460.5	169085.5	471941.7	270975.7	718999.5
95 percent as lower case or *, 99 percent as UPPER CASE or **																			

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

		IP Based Services																
		Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Total	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total		150	20	20	85	16	2	4	-	6	6	1	69	69	13	7	8	3
Under £1,000	(500.0)	7 5%	- -%	1 5%	4 5%	2 13%	- -%	- -%	- -%	- -%	- -%	- -%	6 9%	1 1%	- -%	1 14%	- -%	- -%
£1,000 to £2,499	(1749.5)	10 7%	2 10%	2 10%	6 7%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	10B 14%	- -%	- -%	1 14%	1 13%	- -%
£2,500 to £4,999	(3749.5)	7 5%	2 10%	1 5%	3 4%	1 6%	1 50%	1 25%	- -%	1 17%	- -%	- -%	7B 10%	- -%	- -%	- -%	- -%	1 33%
£5,000 to £9,999	(7499.5)	13 9%	3 15%	2 10%	7 8%	1 6%	- -%	- -%	- -%	- -%	1 17%	- -%	12B 17%	1 1%	1 8%	1 14%	- -%	- -%
£10,000 to £19,999	(14999.5)	13 9%	1 5%	4 20%	6 7%	2 13%	- -%	- -%	- -%	- -%	- -%	- -%	11B 16%	1 1%	1 8%	1 14%	2 25%	- -%
£20,000 to £49,999	(34999.5)	21 14%	5 25%	4 20%	9 11%	2 13%	1 50%	- -%	- -%	1 17%	- -%	- -%	15b 22%	6 9%	4 31%	- -%	2 25%	- -%
£50,000 to £99,999	(74999.5)	22 15%	4 20%	2 10%	15 18%	1 6%	- -%	1 25%	- -%	- -%	2 33%	1 100%	5 7%	17A 25%	3 23%	- -%	- -%	1 33%
£100,000 to £249,999	(174999.5)	15 10%	2 10%	- -%	12 14%	1 6%	- -%	- -%	- -%	1 17%	- -%	- -%	1 1%	14A 20%	1 8%	1 14%	- -%	- -%
£250,000 to £499,999	(374999.5)	7 5%	- -%	- -%	5 6%	1 6%	- -%	2 50%	- -%	- -%	1 17%	- -%	- -%	7A 10%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 103 (continuation)

<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services?

by

Base: All that use IP

		IP Based Services																
		Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
		Total	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total		150	20	20	85	16	2	4	-	6	6	1	69	69	13	7	8	3
£500,000 to £999,999	(749999.5)	9 6%	- -%	3 15%	6 7%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	- -%	9A 13%	1 8%	- -%	2 25%	- -%
£1,000,000 to £4,999,999	(2999999.5)	5 3%	- -%	- -%	3 4%	2 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4a 6%	- -%	- -%	- -%	- -%
£5,000,000 to £9,999,999	(7499999.5)	2 1%	- -%	- -%	1 1%	1 6%	- -%	- -%	- -%	1 17%	- -%	- -%	- -%	2 3%	- -%	1 14%	- -%	1 33%
£10,000,000 or more	(12500000.0)	2 1%	- -%	- -%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	1 8%	1 14%	- -%	- -%
Don't know		17 11%	1 5%	1 5%	6 7%	2 13%	- -%	- -%	- -%	- -%	2 33%	- -%	2 3%	5 7%	1 8%	- -%	1 13%	- -%
NET																		
Less than £20k		50 33%	8 40%	10 50%	26 31%	6 38%	1 50%	1 25%	- -%	2 33%	1 17%	- -%	46B 67%	3 4%	2 15%	4 57%	3 38%	1 33%
£20,000 to £99,999		43 29%	9 45%	6 30%	24 28%	3 19%	1 50%	1 25%	- -%	1 17%	2 33%	1 100%	20 29%	23 33%	7 54%	- -%	2 25%	1 33%
£100k+		40 27%	2 10%	3 15%	29 34%	5 31%	- -%	2 50%	- -%	3 50%	1 17%	- -%	1 1%	38A 55%	3 23%	3 43%	2 25%	1 33%
Mean score		524245.8	45973.2	138039.0	652926.8	1016946	19374.5	207187.0	-	1410916	133124.5	74999.5	20548.1	1020828A	1151041	2885678	228820.9	2526250

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104

<D9> Approximately how long have you been using IP-based services?

by

Base: All that use IP

		PERSONAL PROFILE																				
		Company Size								No.Sites				Turnover								
		Total	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+					
			(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20	(c)	£1m	to £20	- £100	(d)					
														(a)			(b)		(c)			
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26						
Less than six months	3 2%	- -%	- -%	- -%	- -%	1 4%	2g 6%	- -%	2 2%	1 7%	- -%	- -%	1 4%	1 2%	1 4%	- -%						
Six month to twelve months	15 10%	1 50%	- -%	1 20%	2 15%	3 11%	5 15%	5 7%	11 12%	- -%	1 11%	2 11%	7 26%	3 5%	4 14%	1 4%						
Twelve months to eighteen months	22 15%	- -%	2 33%	2 40%	4 31%	7 26%	2 6%	9 12%	16 17%	4 27%	- -%	1 6%	4 15%	9 15%	4 14%	2 8%						
Eighteen months to Twenty-Four months	29 19%	- -%	- -%	1 20%	1 8%	1 4%	10 29%	17 22%	17 18%	4 27%	3 33%	5 28%	3 11%	12 20%	8 29%	4 15%						
Two to Five years	47 31%	1 50%	3 50%	1 20%	5 38%	9 33%	8 24%	25 33%	33 35%	4 27%	2 22%	3 17%	6 22%	25 42%	6 21%	9 35%						
Six to Ten years	14 9%	- -%	- -%	- -%	- -%	2 7%	2 6%	10 13%	6 6%	1 7%	2 22%	3 17%	2 7%	5 8%	2 7%	5 19%						
Ten to Fifteen years	10 7%	- -%	- -%	- -%	- -%	3 11%	3 9%	4 5%	7 7%	1 7%	- -%	2 11%	2 7%	2 3%	2 7%	2 8%						
Sixteen to Twenty Years	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	1 11%	1 6%	- -%	1 2%	- -%	1 4%						
Over Twenty Years	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	1 4%						
Don't know	7 5%	- -%	1 17%	- -%	1 8%	1 4%	2 6%	3 4%	3 3%	- -%	- -%	- -%	2 7%	1 2%	1 4%	1 4%						
NET	---																					
Under 2 years	69 46%	1 50%	2 33%	4 80%	7 54%	12 44%	19 56%	31 41%	46 48%	9 60%	4 44%	8 44%	15 56%	25 42%	17 61%	7 27%						
2 - 10 years	61 41%	1 50%	3 50%	1 20%	5 38%	11 41%	10 29%	35 46%	39 41%	5 33%	4 44%	6 33%	8 30%	30 51%	8 29%	14 54%						

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)
<D9> Approximately how long have you been using IP-based services?
by
Base: All that use IP

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20	(c)	£1m	million	- £100	(d)	
					(e)	(f)							(a)	to £20 million	million (c)	
													(b)			
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
10+ years	13	-	-	-	-	3	3	7	7	1	1	4	2	3	2	4
	9%	-%	-%	-%	-%	11%	9%	9%	7%	7%	11%	22%	7%	5%	7%	15%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<D9> Approximately how long have you been using IP-based services?

by

Base: All that use IP

	PERSONAL PROFILE															
	Total	Sector										Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)	
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51	
Less than six months	3 2%	- -%	- -%	- -%	1 7%	1 8%	- -%	1 3%	- -%	- -%	- -%	- -%	1 5%	1 2%	1 2%	
Six month to twelve months	15 10%	2 40%	4 15%	- -%	- -%	- -%	2 11%	3 9%	2 13%	2 14%	1 17%	6 32%	2 9%	3 6%	3 6%	
Twelve months to eighteen months	22 15%	- -%	5 19%	3 33%	4 29%	- -%	3 16%	5 14%	1 7%	1 7%	2 33%	5 26%	4 18%	4 8%	7 14%	
Eighteen months to Twenty-Four months	29 19%	2 40%	4 15%	3 33%	2 14%	4 33%	4 21%	6 17%	2 13%	2 14%	1 17%	1 5%	4 18%	14 28%	9 18%	
Two to Five years	47 31%	- -%	13 48%	2 22%	4 29%	4 33%	6 32%	8 23%	4 27%	6 43%	2 33%	6 32%	6 27%	18 36%	15 29%	
Six to Ten years	14 9%	1 20%	- -%	- -%	3 21%	2 17%	3 16%	3 9%	2 13%	- -%	- -%	- -%	4 18%	4 8%	6 12%	
Ten to Fifteen years	10 7%	- -%	1 4%	1 11%	- -%	1 8%	1 5%	5 14%	- -%	1 7%	- -%	1 5%	- -%	4 8%	5 10%	
Sixteen to Twenty Years	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 13%	- -%	- -%	- -%	- -%	- -%	2 4%	
Over Twenty Years	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	
Don't know	7 5%	- -%	- -%	- -%	- -%	- -%	- -%	3 9%	2 13%	2 14%	- -%	- -%	1 5%	2 4%	2 4%	
NET																

Under 2 years	69 46%	4 80%	13 48%	6 67%	7 50%	5 42%	9 47%	15 43%	5 33%	5 36%	4 67%	12 63%	11 50%	22 44%	20 39%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<D9> Approximately how long have you been using IP-based services?

by

Base: All that use IP

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public se admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
2 - 10 years	61 41%	1 20%	13 48%	2 22%	7 50%	6 50%	9 47%	11 31%	6 40%	6 43%	2 33%	6 32%	10 45%	22 44%	21 41%
10+ years	13 9%	- -%	1 4%	1 11%	- -%	1 8%	1 5%	6 17%	2 13%	1 7%	- -%	1 5%	- -%	4 8%	8 16%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<D9> Approximately how long have you been using IP-based services?

by

Base: All that use IP

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England and the Humber (b)	Yorkshire (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
Less than six months	3 2%	- -%	- -%	- -%	- -%	- -%	1 14%	1 2%	1 5%	- -%	3 2%	- -%	- -%	- -%	3 4%	- -%	- -%
Six month to twelve months	15 10%	1 33%	- -%	2 25%	1 13%	- -%	- -%	7 16%	- -%	1 9%	12 9%	- -%	3 21%	- -%	6 8%	2 8%	1 17%
Twelve months to eighteen months	22 15%	- -%	2 12%	3 38%	3 38%	- -%	- -%	8 19%	4 18%	1 9%	21 16%	- -%	- -%	1 33%	10 13%	2 8%	1 17%
Eighteen months to Twenty-Four months	29 19%	- -%	4 24%	2 25%	1 13%	4 33%	1 14%	7 16%	4 18%	1 9%	24 18%	- -%	4 29%	1 33%	16 21%	7 29%	2 33%
Two to Five years	47 31%	- -%	7 41%	1 13%	3 38%	6 50%	2 29%	14 33%	6 27%	5 45%	44 34%	- -%	2 14%	1 33%	28 37%	3 13%	1 17%
Six to Ten years	14 9%	- -%	- -%	- -%	- -%	1 8%	1 14%	1 2%	5 23%	1 9%	9 7%	1 50%	4 29%	- -%	5 7%	6 25%	- -%
Ten to Fifteen years	10 7%	2 67%	1 6%	- -%	- -%	1 8%	1 14%	2 5%	1 5%	- -%	8 6%	1 50%	1 7%	- -%	6 8%	2 8%	- -%
Sixteen to Twenty Years	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	1 9%	2 2%	- -%	- -%	- -%	1 1%	1 4%	- -%
Over Twenty Years	1 1%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%
Don't know	7 5%	- -%	2 12%	- -%	- -%	- -%	1 14%	3 7%	- -%	1 9%	7 5%	- -%	- -%	- -%	- -%	1 4%	1 17%
NET ---																	
Under 2 years	69 46%	1 33%	6 35%	7 88%	5 63%	4 33%	2 29%	23 53%	9 41%	3 27%	60 46%	- -%	7 50%	2 67%	35 46%	11 46%	4 67%
2 - 10 years	61 41%	- -%	7 41%	1 13%	3 38%	7 58%	3 43%	15 35%	11 50%	6 55%	53 40%	1 50%	6 43%	1 33%	33 43%	9 38%	1 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 104 (continuation)
<D9> Approximately how long have you been using IP-based services?
by
Base: All that use IP

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - England (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
10+ years	13 9%	2 67%	2 12%	— —%	— —%	1 8%	1 14%	2 5%	2 9%	1 9%	11 8%	1 50%	1 7%	— —%	8 11%	3 13%	— —%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<D9> Approximately how long have you been using IP-based services?

by

Base: All that use IP

	PERSONAL PROFILE															
	Fixed line services												Mostly used fixed line			
	Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	150	29	28	-	-	7	100	29	28	50	100	50	150	21	9	120
Less than six months	3 2%	1 3%	1 4%	- -	- -	- -	1 1%	1 3%	1 4%	2 4%	3 3%	- -	3 2%	1 5%	1 11%	1 1%
Six month to twelve months	15 10%	2 7%	4 14%	- -	- -	1 14%	10 10%	2 7%	4 14%	5 10%	10 10%	5 10%	15 10%	2 10%	1 11%	12 10%
Twelve months to eighteen months	22 15%	1 3%	3 11%	- -	- -	1 14%	19i 19%	1 3%	3 11%	3 6%	13 13%	9 18%	22 15%	1 5%	- -	21 18%
Eighteen months to Twenty-Four months	29 19%	9 31%	4 14%	- -	- -	1 14%	17 17%	9 31%	4 14%	12 24%	22 22%	7 14%	29 19%	7 33%	1 11%	21 18%
Two to Five years	47 31%	8 28%	6 21%	- -	- -	2 29%	35 35%	8 28%	6 21%	12 24%	34 34%	13 26%	47 31%	6 29%	2 22%	39 33%
Six to Ten years	14 9%	4 14%	3 11%	- -	- -	1 14%	8 8%	4 14%	3 11%	6 12%	7 7%	7 14%	14 9%	3 14%	1 11%	10 8%
Ten to Fifteen years	10 7%	3 10%	3 11%	- -	- -	- -	4 4%	3 10%	3 11%	6 12%	6 6%	4 8%	10 7%	1 5%	1 11%	8 7%
Sixteen to Twenty Years	2 1%	- -	2 7%	- -	- -	- -	- -	- -	2 7%	2f 4%	2 2%	- -	2 1%	- -	- -	2 2%
Over Twenty Years	1 1%	1 3%	1 4%	- -	- -	1 14%	- -	1 3%	1 4%	1 2%	- -	1 2%	1 1%	- -	1 11%	- -
Don't know	7 5%	- -	1 4%	- -	- -	- -	6 6%	- -	1 4%	1 2%	3 3%	4 8%	7 5%	- -	1 11%	6 5%
NET	---															
Under 2 years	69 46%	13 45%	12 43%	- -	- -	3 43%	47 47%	13 45%	12 43%	22 44%	48 48%	21 42%	69 46%	11 52%	3 33%	55 46%
2 - 10 years	61 41%	12 41%	9 32%	- -	- -	3 43%	43 43%	12 41%	9 32%	18 36%	41 41%	20 40%	61 41%	9 43%	3 33%	49 41%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)
<D9> Approximately how long have you been using IP-based services?
by
Base: All that use IP

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	150	29	28	-	-	7	100	29	28	50	100	50	150	21	9	120
10+ years	13 9%	4 14%	6 21%	- -%	- -%	1 14%	4 4%	4 14%	6 21%	9F 18%	8 8%	5 10%	13 9%	1 5%	2 22%	10 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<D9> Approximately how long have you been using IP-based services?

by

Base: All that use IP

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Less than six months	3 2%	2 7%	2 9%	1 5%	- %	1 6%	1 6%	- %	- %	1 50%	- %	- %	- %	- %	- %	- %
Six month to twelve months	15 10%	3 10%	2 9%	1 5%	2 13%	1 6%	2 11%	3 18%	1 10%	- %	- %	1 14%	1 20%	- %	- %	- %
Twelve months to eighteen months	22 15%	1 3%	- %	1 5%	- %	- %	- %	- %	- %	- %	1 33%	- %	- %	- %	- %	- %
Eighteen months to Twenty-Four months	29 19%	8 28%	6 27%	5 26%	4 25%	7 39%	4 22%	5 29%	1 10%	- %	1 33%	1 14%	3 60%	- %	1 100%	- %
Two to Five years	47 31%	8 28%	6 27%	5 26%	5 31%	5 28%	7 39%	5 29%	6 60%	- %	- %	5 71%	- %	- %	- %	1 50%
Six to Ten years	14 9%	3 10%	3 14%	3 16%	1 6%	2 11%	2 11%	1 6%	1 10%	- %	1 33%	- %	1 20%	1 100%	- %	- %
Ten to Fifteen years	10 7%	2 7%	2 9%	1 5%	2 13%	- %	- %	1 6%	- %	1 50%	- %	- %	- %	- %	- %	- %
Sixteen to Twenty Years	2 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Over Twenty Years	1 1%	1 3%	1 5%	1 5%	1 6%	1 6%	1 6%	1 6%	1 10%	- %	- %	- %	- %	- %	- %	1 50%
Don't know	7 5%	1 3%	- %	1 5%	1 6%	1 6%	1 6%	1 6%	- %	- %	- %	- %	- %	- %	- %	- %
NET ---																
Under 2 years	69 46%	14 48%	10 45%	8 42%	6 38%	9 50%	7 39%	8 47%	2 20%	1 50%	2 67%	2 29%	4 80%	- %	1 100%	- %
2 - 10 years	61 41%	11 38%	9 41%	8 42%	6 38%	7 39%	9 50%	6 35%	7 70%	- %	1 33%	5 71%	1 20%	1 100%	- %	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 104 (continuation)
<D9> Approximately how long have you been using IP-based services?
by
Base: All that use IP

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
10+ years	13 9%	3 10%	3 14%	2 11%	3 19%	1 6%	1 6%	2 12%	1 10%	1 50%	- -%	- -%	- -%	- -%	- -%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<D9> Approximately how long have you been using IP-based services?

by

Base: All that use IP

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3
Less than six months	3 2%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	1 14%	1 6%	- -%	- -%	1 8%	- -%	- -%	1 33%	- -%	1 11%	1 6%	- -%
Six month to twelve months	15 10%	1 33%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	2 10%	1 14%	2 12%	- -%	2 22%	- -%	- -%	2 33%	- -%	- -%	2 22%	1 6%	- -%
Twelve months to eighteen months	22 15%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	1 6%	- -%	- -%	1 8%	- -%	- -%	- -%	1 33%	- -%	1 6%	- -%
Eighteen months to Twenty-Four months	29 19%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	7 33%	1 14%	6 35%	- -%	4 44%	2 17%	1 100%	1 17%	- -%	- -%	4 44%	4 22%	- -%
Two to Five years	47 31%	- -%	- -%	- -%	3 75%	- -%	- -%	- -%	- -%	5 24%	2 29%	4 24%	1 33%	1 11%	5 42%	- -%	- -%	1 33%	2 67%	1 11%	5 28%	2 67%
Six to Ten years	14 9%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	2 10%	2 29%	2 12%	- -%	1 11%	2 17%	- -%	- -%	1 33%	- -%	- -%	4 22%	- -%
Ten to Fifteen years	10 7%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	1 33%	1 11%	- -%	- -%	1 17%	- -%	- -%	- -%	2 11%	- -%
Sixteen to Twenty Years	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Over Twenty Years	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	1 5%	- -%	1 6%	- -%	- -%	1 8%	- -%	1 17%	- -%	- -%	- -%	- -%	1 33%
Don't know	7 5%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 5%	- -%	- -%	1 33%	- -%	- -%	- -%	1 17%	- -%	- -%	1 11%	- -%	- -%
NET	---																					
Under 2 years	69 46%	2 67%	- -%	2 100%	1 25%	- -%	- -%	- -%	- -%	11 52%	3 43%	10 59%	- -%	6 67%	4 33%	1 100%	3 50%	1 33%	1 33%	7 78%	7 39%	- -%
2 - 10 years	61 41%	- -%	- -%	- -%	3 75%	1 100%	- -%	- -%	- -%	7 33%	4 57%	6 35%	1 33%	2 22%	7 58%	- -%	- -%	2 67%	2 67%	1 11%	9 50%	2 67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)
<D9> Approximately how long have you been using IP-based services?
by
Base: All that use IP

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
		(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 or more channe ls(g) nels(h)	(a)	(b)	(a)	(b)	Service (a)	mentary (b)	ck-up (c)	Service (a)	mentary (b)	ck-up (c)	dalone (a)	-house package (b)	lution (c)	
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3
10+ years	13 9%	1 33%	- %	- %	- %	- %	- %	- %	1 100%	2 10%	- %	1 6%	1 33%	1 11%	1 8%	- %	2 33%	- %	- %	- %	2 11%	1 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<D9> Approximately how long have you been using IP-based services?

by

Base: All that use IP

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	150	9	12	9	14	12	8	9	17	10	2	
Less than six months	3 2%	1 11%	- -%	1 11%	1 7%	1 8%	1 13%	- -%	1 6%	- -%	1 50%	
Six month to twelve months	15 10%	2 22%	- -%	1 11%	3 21%	- -%	3 38%	- -%	3 18%	- -%	- -%	
Twelve months to eighteen months	22 15%	1 11%	- -%	- -%	- -%	1 8%	- -%	1 11%	1 6%	- -%	- -%	
Eighteen months to Twenty-Four months	29 19%	2 22%	5 42%	1 11%	5 36%	3 25%	3 38%	2 22%	5 29%	2 20%	1 50%	
Two to Five years	47 31%	2 22%	4 33%	2 22%	2 14%	4 33%	- -%	3 33%	3 18%	5 50%	- -%	
Six to Ten years	14 9%	1 11%	3 25%	- -%	3 21%	- -%	1 13%	2 22%	3 18%	- -%	- -%	
Ten to Fifteen years	10 7%	- -%	- -%	2 22%	- -%	2 17%	- -%	- -%	- -%	2 20%	- -%	
Sixteen to Twenty Years	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Over Twenty Years	1 1%	- -%	- -%	1 11%	- -%	1 8%	- -%	- -%	- -%	1 10%	- -%	
Don't know	7 5%	- -%	- -%	1 11%	- -%	- -%	- -%	1 11%	1 6%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)
<D9> Approximately how long have you been using IP-based services?
by
Base: All that use IP

ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	150	9	12	9	14	12	8	9	17	10	2
NET											

Under 2 years	69 46%	6 67%	5 42%	3 33%	9 64%	5 42%	7 88%	3 33%	10 59%	2 20%	2 100%
2 - 10 years	61 41%	3 33%	7 58%	2 22%	5 36%	4 33%	1 13%	5 56%	6 35%	5 50%	- -%
10+ years	13 9%	- -%	- -%	3 33%	- -%	3 25%	- -%	- -%	- -%	3 30%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<D9> Approximately how long have you been using IP-based services?

by

Base: All that use IP

IP Based Services																					
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Less than six months	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	1 1%	- -%	2 2%	3 3%	2 2%	1 2%	- -%	1 1%	- -%	- -%
Six month to twelve months	15 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 6%	11 11%	3 8%	13 11%	7 7%	9 9%	7 14%	4 8%	6 8%	6 13%	5 8%
Twelve months to eighteen months	22 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 13%	14 14%	6 15%	19 16%	12 13%	15 15%	7 14%	7 14%	8 11%	7 15%	6 10%
Eighteen months to Twenty-Four months	29 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	11 20%	20 19%	6 15%	22 19%	17 18%	18 18%	9 18%	11 22%	18 25%	10 22%	11 17%
Two to Five years	47 31%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	17 31%	35 34%	18 45%	37 32%	34 36%	31 32%	13 25%	16 32%	24 33%	14 30%	26 41%
Six to Ten years	14 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 13%	10 10%	4 10%	9 8%	8 8%	10 10%	8 16%	6 12%	7 10%	5 11%	5 8%
Ten to Fifteen years	10 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 9%	5 5%	1 3%	9 8%	9 9%	8 8%	4 8%	4 8%	4 6%	4 9%	6 10%
Sixteen to Twenty Years	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	2 2%	- -%	2 2%	2 2%	2 2%	1 2%	- -%	2 3%	- -%	2 3%
Over Twenty Years	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	1 1%	1 1%	1 1%	- -%	1 2%	1 1%	- -%	1 2%
Don't know	7 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	4 4%	2 5%	3 3%	2 2%	2 2%	1 2%	1 2%	1 1%	- -%	1 2%
NET ---																					
Under 2 years	69 46%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	23 43%	46 45%	15 38%	56 48%	39 41%	44 45%	24 47%	22 44%	33 46%	23 50%	22 35%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<D9> Approximately how long have you been using IP-based services?

by

Base: All that use IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
2 - 10 years	61	-	-	-	-	-	-	-	-	24	45	22	46	42	41	21	22	31	19	31
	41%	-%	-%	-%	-%	-%	-%	-%	-%	44%	44%	55%	39%	44%	42%	41%	44%	43%	41%	49%
10+ years	13	-	-	-	-	-	-	-	-	6	8	1	12	12	11	5	5	7	4	9
	9%	-%	-%	-%	-%	-%	-%	-%	-%	11%	8%	3%	10%	13%	11%	10%	10%	10%	9%	14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<D9> Approximately how long have you been using IP-based services?

by

Base: All that use IP

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total		150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
Less than six months		3 2%	2 2%	1 2%	2 2%	1 2%	- -	3 3%	- -	1 1%	2 9%	- -	1 5%	- -	1 1%	1 6%	- -	- -	- -	- -	- -	- -
Six month to twelve months		15 10%	5 6%	7 16%	11 12%	4 10%	- -	10 10%	5 14%	14 13%	- -	1 8%	4 20%	5 25%	4 5%	1 6%	- -	- -	- -	2 33%	- -	- -
Twelve months to eighteen months		22 15%	13 15%	7 16%	13 14%	9 21%	- -	15 14%	6 17%	18 17%	1 5%	2 17%	3 15%	4 20%	10 12%	3 19%	- -	- -	- -	- -	1 17%	1 100%
Eighteen months to Twenty-Four months		29 19%	21 24%	6 14%	18 20%	8 19%	3 27%	21 20%	5 14%	19 18%	4 18%	4 33%	2 10%	2 10%	23 27%	2 13%	- -	2 50%	- -	- -	3 50%	- -
Two to Five years		47 31%	25 29%	15 34%	27 30%	15 36%	4 36%	36 35%	10 29%	35 34%	8 36%	3 25%	8 40%	6 30%	26 31%	7 44%	2 100%	- -	- -	2 33%	1 17%	- -
Six to Ten years		14 9%	7 8%	6 14%	6 7%	4 10%	3 27%	10 10%	4 11%	9 9%	3 14%	1 8%	1 5%	2 10%	10 12%	- -	- -	- -	- -	- -	- -	
Ten to Fifteen years		10 7%	8 9%	1 2%	9 10%	1 2%	- -	5 5%	3 9%	7 7%	1 5%	- -	1 5%	- -	7 8%	1 6%	- -	2 50%	- -	- -	1 17%	- -
Sixteen to Twenty Years		2 1%	2 2%	- -	2 2%	- -	- -	2 2%	- -	- -	1 5%	- -	- -	- -	2 2%	- -	- -	- -	- -	2 33%	- -	- -
Over Twenty Years		1 1%	1 1%	- -	1 1%	- -	- -	1 1%	- -	- -	- -	1 8%	- -	- -	- -	1 6%	- -	- -	- -	- -	- -	- -
Don't know		7 5%	3 3%	1 2%	2 2%	- -	1 9%	1 1%	2 6%	1 1%	2 9%	- -	- -	1 5%	2 2%	- -	- -	- -	- -	- -	- -	- -
NET ---																						
Under 2 years		69 46%	41 47%	21 48%	44 48%	22 52%	3 27%	49 47%	16 46%	52 50%	7 32%	7 58%	10 50%	11 55%	38 45%	7 44%	- -	2 50%	- -	2 33%	4 67%	1 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<D9> Approximately how long have you been using IP-based services?

by

Base: All that use IP

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary Service	Supple mentary (a)	A ba ck-up (c)	Yes	No	Yes	No	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
			(a)	(b)				(a)	(b)	(a)	(b)											
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	—	6	6	1	
2 - 10 years	61 41%	32 37%	21 48%	33 36%	19 45%	7 64%	46 44%	14 40%	44 42%	11 50%	4 33%	9 45%	8 40%	36 42%	7 44%	2 100%	— —%	— —%	2 33%	1 17%	— —%	
10+ years	13 9%	11 13%	1 2%	12 13%	1 2%	— —%	8 8%	3 9%	7 7%	2 9%	1 8%	1 5%	— —%	9 11%	2 13%	— —%	2 50%	— —%	2 33%	1 17%	— —%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)

<D9> Approximately how long have you been using IP-based services?

by

Base: All that use IP

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	150	69	69	13	7	8	3
Less than six months	3 2%	3 4%	- -	1 8%	- -	- -	1 33%
Six month to twelve months	15 10%	12B 17%	2 3%	2 15%	- -	2 25%	- -
Twelve months to eighteen months	22 15%	14 20%	7 10%	1 8%	- -	1 13%	- -
Eighteen months to Twenty-Four months	29 19%	7 10%	20A 29%	5 38%	2 29%	1 13%	- -
Two to Five years	47 31%	23 33%	20 29%	1 8%	3 43%	2 25%	1 33%
Six to Ten years	14 9%	4 6%	10 14%	3 23%	- -	1 13%	- -
Ten to Fifteen years	10 7%	5 7%	4 6%	- -	1 14%	- -	- -
Sixteen to Twenty Years	2 1%	- -	2 3%	- -	- -	- -	- -
Over Twenty Years	1 1%	- -	1 1%	- -	1 14%	- -	1 33%
Don't know	7 5%	1 1%	3 4%	- -	- -	1 13%	- -
NET	---						
Under 2 years	69 46%	36 52%	29 42%	9 69%	2 29%	4 50%	1 33%
2 - 10 years	61 41%	27 39%	30 43%	4 31%	3 43%	3 38%	1 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 104 (continuation)
<D9> Approximately how long have you been using IP-based services?
by
Base: All that use IP

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
	-----	-----	-----	-----	-----	-----	
Total	150	69	69	13	7	8	3
10+ years	13 9%	5 7%	7 10%	- -	2 29%	- -	1 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105

<D10> Do you consider IP to be....

by

Base: All that use IP

		PERSONAL PROFILE															
		Company Size								No.Sites				Turnover			
		Total	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
			(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)				
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26	
Your primary service	91 61%	1 50%	3 50%	2 40%	6 46%	17 63%	20 59%	48 63%	60 63%	9 60%	6 67%	15 83%	17 63%	31 53%	21 75%	14 54%	
A supplementary service used in addition to your main service	42 28%	1 50%	2 33%	3 60%	6 46%	8 30%	8 24%	20 26%	30 32%	5 33%	2 22%	2 11%	8 30%	21 36%	4 14%	9 35%	
A back-up system in case your main system fails	11 7%	- -%	1 17%	- -%	1 8%	2 7%	4 12%	4 5%	4 4%	1 7%	1 11%	1 6%	1 4%	5 8%	3 11%	1 4%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	6 4%	- -%	- -%	- -%	- -%	- -%	2 6%	4 5%	1 1%	- -%	- -%	- -%	1 4%	2 3%	- -%	2 8%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)
 <D10> Do you consider IP to be...
 by
 Base: All that use IP

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Your primary service	91 61%	5 100%	14 52%	4 44%	10 71%	5 42%	12 63%	23 66%	10 67%	8 57%	1 17%	12 63%	13 59%	30 60%	34 67%
A supplementary service used in addition to your main service	42 28%	- -%	13 48%	4 44%	4 29%	4 33%	4 21%	8 23%	3 20%	2 14%	5 83%	6 32%	7 32%	12 24%	12 24%
A back-up system in case your main system fails	11 7%	- -%	- -%	1 11%	- -%	3 25%	3 16%	1 3%	1 7%	2 14%	- -%	1 5%	2 9%	7e 14%	1 2%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	6 4%	- -%	- -%	- -%	- -%	- -%	- -%	3 9%	1 7%	2 14%	- -%	- -%	- -%	1 2%	4 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)
 <D10> Do you consider IP to be...
 by
 Base: All that use IP

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
Your primary service	91 61%	3 100%	11 65%	6 75%	4 50%	10 83%	5 71%	24 56%	11 50%	7 64%	81 62%	1 50%	6 43%	3 100%	52 68%	13 54%	3 50%
A supplementary service used in addition to your main service	42 28%	- -%	3 18%	2 25%	4 50%	2 17%	1 14%	13 30%	9 41%	3 27%	37 28%	- -%	5 36%	- -%	18 24%	10 42%	2 33%
A back-up system in case your main system fails	11 7%	- -%	1 6%	- -%	- -%	- -%	- -%	4 9%	1 5%	1 9%	7 5%	1 50%	3 21%	- -%	6 8%	1 4%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	6 4%	- -%	2 12%	- -%	- -%	- -%	1 14%	2 5%	1 5%	- -%	6 5%	- -%	- -%	- -%	- -%	- -%	1 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)
 <D10> Do you consider IP to be...
 by
 Base: All that use IP

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP	Only (f)	ISDN 2e & (g)	2/ IP 30 (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)
Total																
Total	150	29	28	—	—	7	100	29	28	50	100	50	150	21	9	120
Your primary service	91 61%	17 59%	18 64%	— —%	— —%	4 57%	60 60%	17 59%	18 64%	31 62%	61 61%	30 60%	91 61%	11 52%	5 56%	75 63%
A supplementary service used in addition to your main service	42 28%	7 24%	7 25%	— —%	— —%	2 29%	30 30%	7 24%	7 25%	12 24%	28 28%	14 28%	42 28%	6 29%	2 22%	34 28%
A back-up system in case your main system fails	11 7%	5 17%	2 7%	— —%	— —%	1 14%	5 5%	5 17%	2 7%	6 12%	7 7%	4 8%	11 7%	4 19%	1 11%	6 5%
Other	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%
Don't know	6 4%	— —%	1 4%	— —%	— —%	— —%	5 5%	— —%	1 4%	1 2%	4 4%	2 4%	6 4%	— —%	1 11%	5 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)
 <D10> Do you consider IP to be...
 by
 Base: All that use IP

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Your primary service	91 61%	16 55%	12 55%	8 42%	9 56%	8 44%	10 56%	10 59%	4 40%	2 100%	1 33%	4 57%	4 80%	- -%	- -%	1 50%
A supplementary service used in addition to your main service	42 28%	8 28%	6 27%	6 32%	4 25%	5 28%	6 33%	4 24%	5 50%	- -%	2 67%	1 14%	- -%	1 100%	- -%	1 50%
A back-up system in case your main system fails	11 7%	4 14%	4 18%	4 21%	2 13%	4 22%	1 6%	2 12%	1 10%	- -%	- -%	2 29%	1 20%	- -%	1 100%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	6 4%	1 3%	- -%	1 5%	1 6%	1 6%	1 6%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)
 <D10> Do you consider IP to be...
 by
 Base: All that use IP

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary (a)	A ba ck-up (c)	Primary Service	Supple mentary (a)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
			(a)	(b)	(c)	annels (d)	annels (e)	nels(f)	-1470 channe ls(g)	or more channe ls(h)													
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3	
Your primary service	91	2	-	1	2	-	-	-	1	10	5	8	2	6	6	-	5	-	1	5	8	3	
	61%	67%	-%	50%	50%	-%	-%	-%	100%	48%	71%	47%	67%	67%	50%	-%	83%	-%	33%	56%	44%	100%	
A supplementary service used in addition to your main service	42	1	-	1	1	-	-	-	-	7	1	6	-	3	3	-	-	2	1	2	6	-	
	28%	33%	-%	50%	25%	-%	-%	-%	-%	33%	14%	35%	-%	33%	25%	-%	-%	67%	33%	22%	33%	-%	
A back-up system in case your main system fails	11	-	-	-	1	1	-	-	-	3	1	3	-	-	3	1	-	1	1	1	4	-	
	7%	-%	-%	-%	25%	100%	-%	-%	-%	14%	14%	18%	-%	-%	25%	100%	-%	33%	33%	11%	22%	-%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't know	6	-	-	-	-	-	1	-	-	1	-	-	1	-	-	-	1	-	-	1	-	-	
	4%	-%	-%	-%	-%	-%	100%	-%	-%	5%	-%	-%	33%	-%	-%	-%	17%	-%	-%	11%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)
 <D10> Do you consider IP to be...
 by
 Base: All that use IP

ISDN LINES											

		Ever Switched			Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Total	150	9	12	9	14	12	8	9	17	10	2
Your primary service	91 61%	6 67%	4 33%	6 67%	7 50%	6 50%	6 75%	3 33%	9 53%	6 60%	- -%
A supplementary service used in addition to your main service	42 28%	3 33%	3 25%	2 22%	2 14%	6 50%	- -%	3 33%	3 18%	3 30%	2 100%
A back-up system in case your main system fails	11 7%	- -%	5 42%	- -%	5 36%	- -%	2 25%	2 22%	4 24%	1 10%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	6 4%	- -%	- -%	1 11%	- -%	- -%	- -%	1 11%	1 6%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)
 <D10> Do you consider IP to be...
 by
 Base: All that use IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Your primary service	91 61%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	34 63%	62 60%	24 60%	83 71%	63 66%	69 70%	36 71%	31 62%	47 65%	33 72%	41 65%
A supplementary service used in addition to your main service	42 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	16 30%	29 28%	13 33%	28 24%	26 27%	24 24%	9 18%	15 30%	19 26%	11 24%	18 29%
A back-up system in case your main system fails	11 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 6%	10 10%	1 3%	3 3%	4 4%	3 3%	5a 10%	3 6%	5 7%	2 4%	3 5%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	6 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	2 2%	2 5%	3 3%	2 2%	2 2%	1 2%	1 2%	1 1%	- -%	1 2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)
 <D10> Do you consider IP to be...
 by
 Base: All that use IP

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes	No	Primary Service	Supplementary service	A back-up	Yes	No	Yes	No	Only ever IP based	Never had	Didn't have but added lines	Had and kept some	Had but removed all	Supplementary service	A back-up	Not at all	Supplementary service	A back-up	Not at all
			(a)	(b)	(a)	(b)	(c)	(a)	(b)	(a)	(b)	(c)	(a)	(b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)
Total		150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	—	6	6	1
Your primary service		91	52	29	91B	—	—	66	21	71	10	4	13	9	52	12	2	3	—	5	4	1
		61%	60%	66%	100%	—%	—%	63%	60%	68%	45%	33%	65%	45%	61%	75%	100%	75%	—%	83%	67%	100%
A supplementary service used in addition to your main service		42	27	11	—	42A	—	30	10	29	6	6	6	9	23	3	—	—	—	1	2	—
		28%	31%	25%	—%	100%	—%	29%	29%	28%	27%	50%	30%	45%	27%	19%	—%	—%	—%	17%	33%	—%
A back-up system in case your main system fails		11	5	4	—	—	11	7	2	4	4	2	1	1	9	—	—	1	—	—	—	—
		7%	6%	9%	—%	—%	100%	7%	6%	4%	18%	17%	5%	5%	11%	—%	—%	25%	—%	—%	—%	—%
Other		—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
		—%	—%	—%	—%	—%	—%	—%	—%	—%	—%	—%	—%	—%	—%	—%	—%	—%	—%	—%	—%	—%
Don't know		6	3	—	—	—	—	1	2	—	2	—	—	1	1	1	—	—	—	—	—	—
		4%	3%	—%	—%	—%	—%	1%	6%	—%	9%	—%	—%	5%	1%	6%	—%	—%	—%	—%	—%	—%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 105 (continuation)
 <D10> Do you consider IP to be...
 by
 Base: All that use IP

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	150	69	69	13	7	8	3
Your primary service	91 61%	44 64%	40 58%	7 54%	3 43%	3 38%	2 67%
A supplementary service used in addition to your main service	42 28%	24 35%	18 26%	3 23%	3 43%	2 25%	1 33%
A back-up system in case your main system fails	11 7%	1 1%	8a 12%	3 23%	1 14%	2 25%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	6 4%	- -%	3 4%	- -%	- -%	1 13%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106

<Ela> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 million - £100 million	£101m+	(d)
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)	(a)	(b)	(c)		(a)	(b)	(c)		
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Reliability	85 57%	1 50%	3 50%	- -	4 31%	15 56%	18 53%	48 63%	49 52%	10 67%	7 78%	14 78%	14 52%	33 56%	19 68%	16 62%
Quality of service	63 42%	- -	3 50%	1 20%	4 31%	13 48%	14 41%	32 42%	41 43%	6 40%	5 56%	9 50%	11 41%	26 44%	13 46%	9 35%
Security	54 36%	- -	2 33%	1 20%	3 23%	7 26%	9 26%	35 46%	27 28%	9 60%	6 67%	9 50%	6 22%	20 34%	12 43%	12 46%
Price - lower call costs	54 36%	1 50%	4 67%	2 40%	7 54%	9 33%	8 24%	30 39%	43 45%	3 20%	3 33%	4 22%	9 33%	20 34%	14 50%	9 35%
Flexibility (able to deliver traffic to different locations)	47 31%	- -	2 33%	1 20%	3 23%	9 33%	12 35%	23 30%	33 35%	4 27%	2 22%	5 28%	13 48%	18 31%	7 25%	6 23%
Free on-net calls	43 29%	1 50%	1 17%	1 20%	3 23%	7 26%	10 29%	23 30%	25 26%	5 33%	4 44%	5 28%	8 30%	19 32%	6 21%	7 27%
Resilience	42 28%	- -	1 17%	1 20%	2 15%	8 30%	10 29%	22 29%	24 25%	5 33%	5 56%	4 22%	8 30%	15 25%	6 21%	9 35%
To integrate voice and data services	32 21%	- -	1 17%	1 20%	2 15%	3 11%	3 9%	24f 32%	15 16%	5 33%	5 56%	6 33%	4 15%	8 14%	4 14%	13 50%
Price- lower rental than ISDN30	28 19%	- -	- -	1 20%	1 8%	6 22%	8 24%	13 17%	22 23%	- -	2 22%	2 11%	5 19%	12 20%	3 11%	5 19%
As part of system upgrade	27 18%	- -	2 33%	3 60%	5 38%	3 11%	4 12%	15 20%	19 20%	3 20%	2 22%	3 17%	4 15%	10 17%	3 11%	6 23%
Additional features	25 17%	1 50%	1 17%	2 40%	4 31%	2 7%	6 18%	13 17%	16 17%	1 7%	1 11%	7 39%	6 22%	8 14%	5 18%	4 15%
On-demand capacity/ scalability	24 16%	- -	1 17%	1 20%	2 15%	4 15%	3 9%	15 20%	12 13%	4 27%	2 22%	5 28%	6 22%	6 10%	3 11%	7 27%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<E1a> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+		1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
	(a)	(b)	(c)	(d)	to 49	249	(g)		(a)	(b)	to 20		£1m	million	million	(d)
					(e)	(f)					(c)		(a)	to £20 million	– £100 million (c)	(b)
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Price- lower rental than ISDN2	19 13%	- -%	- -%	2 40%	2 15%	4 15%	2 6%	11 14%	11 12%	2 13%	- -%	4 22%	3 11%	8 14%	4 14%	4 15%
To maximise existing PBX investment	14 9%	- -%	1 17%	- -%	1 8%	2 7%	3 9%	8 11%	8 8%	- -%	1 11%	5 28%	1 4%	7 12%	- -%	4 15%
Other	2 1%	1 50%	- -%	- -%	1 8%	- -%	- -%	1 1%	1 1%	- -%	- -%	- -%	1 4%	1 2%	- -%	- -%
Don't know	6 4%	- -%	1 17%	- -%	1 8%	1 4%	3 9%	1 1%	3 3%	- -%	- -%	- -%	2 7%	- -%	1 4%	1 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<Ela> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufaturing (b)	Const ruction (c)	Who lesale/Transport/Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Reliability	85 57%	3 60%	13 48%	6 67%	8 57%	8 67%	13 68%	17 49%	9 60%	8 57%	2 33%	10 53%	12 55%	29 58%	31 61%
Quality of service	63 42%	1 20%	8 30%	4 44%	4 29%	5 42%	8 42%	18 51%	9 60%	6 43%	2 33%	7 37%	8 36%	24 48%	21 41%
Security	54 36%	2 40%	8 30%	4 44%	6 43%	5 42%	3 16%	11 31%	9 60%	6 43%	2 33%	8 42%	7 32%	15 30%	21 41%
Price - lower call costs	54 36%	2 40%	13 48%	4 44%	4 29%	1 8%	6 32%	11 31%	7 47%	6 43%	1 17%	7 37%	8 36%	20 40%	17 33%
Flexibility (able to deliver traffic to different locations)	47 31%	- -%	7 26%	6 67%	4 29%	2 17%	6 32%	13 37%	5 33%	4 29%	2 33%	8 42%	5 23%	16 32%	16 31%
Free on-net calls	43 29%	- -%	6 22%	3 33%	4 29%	5 42%	5 26%	11 31%	5 33%	4 29%	- -%	5 26%	6 27%	18 36%	14 27%
Resilience	42 28%	1 20%	5 19%	1 11%	3 21%	1 8%	8 42%	14 40%	5 33%	4 29%	1 17%	8 42%	3 14%	18 36%	12 24%
To integrate voice and data services	32 21%	- -%	1 4%	4 44%	1 7%	4 33%	5 26%	9 26%	4 27%	4 29%	- -%	4 21%	1 5%	12 24%	15 29%
Price- lower rental than ISDN30	28 19%	1 20%	4 15%	2 22%	2 14%	2 17%	2 11%	10 29%	3 20%	2 14%	- -%	4 21%	6 27%	10 20%	8 16%
As part of system upgrade	27 18%	- -%	4 15%	3 33%	1 7%	1 8%	3 16%	9 26%	5 33%	1 7%	1 17%	1 5%	2 9%	8 16%	15 29%
Additional features	25 17%	- -%	2 7%	1 11%	2 14%	2 17%	5 26%	7 20%	3 20%	3 21%	- -%	7 37%	5 23%	5 10%	8 16%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<Ela> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
On-demand capacity/ scalability	24 16%	- -%	2 7%	- -%	1 7%	1 8%	4 21%	8 23%	8 53%	- -%	- -%	5 26%	2 9%	6 12%	11 22%
Price- lower rental than ISDN2	19 13%	2 40%	2 7%	- -%	4 29%	3 25%	1 5%	3 9%	3 20%	1 7%	1 17%	2 11%	1 5%	8 16%	6 12%
To maximise existing PBX investment	14 9%	1 20%	3 11%	2 22%	1 7%	2 17%	1 5%	3 9%	1 7%	- -%	- -%	1 5%	2 9%	4 8%	7 14%
Other	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 6%	- -%	- -%	1 17%	- -%	- -%	- -%	1 2%
Don't know	6 4%	- -%	- -%	- -%	- -%	- -%	- -%	4 11%	1 7%	1 7%	- -%	- -%	1 5%	2 4%	2 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<Ela> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

		PERSONAL PROFILE																	
		Location													Involvement				
		Total	North East England (a)	North West England and the (b)	Yo rkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scot- land (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op- erating from (c)	
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6		
Reliability	85 57%	2 67%	13 76%	3 38%	5 63%	8 67%	1 14%	23 53%	13 59%	7 64%	75 57%	- %	7 50%	3 100%	48 63%	15 63%	3 50%		
Quality of service	63 42%	- %	11 65%	3 38%	4 50%	5 42%	2 29%	18 42%	10 45%	5 45%	58 44%	- %	4 29%	1 33%	35 46%	9 38%	2 33%		
Security	54 36%	1 33%	8 47%	3 38%	4 50%	4 33%	- %	17 40%	5 23%	6 55%	48 37%	- %	4 29%	2 67%	28 37%	12 50%	3 50%		
Price - lower call costs	54 36%	1 33%	5 29%	3 38%	3 38%	1 8%	2 29%	16 37%	9 41%	4 36%	44 34%	1 50%	6 43%	3 100%	29 38%	9 38%	1 17%		
Flexibility (able to deliver traffic to different locations)	47 31%	2 67%	9 53%	3 38%	3 38%	2 17%	3 43%	14 33%	4 18%	3 27%	43 33%	1 50%	3 21%	- %	31 41%	8 33%	- %		
Free on-net calls	43 29%	1 33%	6 35%	1 13%	5 63%	4 33%	2 29%	12 28%	4 18%	3 27%	38 29%	- %	4 29%	1 33%	22 29%	8 33%	3 50%		
Resilience	42 28%	1 33%	5 29%	2 25%	1 13%	3 25%	1 14%	16 37%	6 27%	3 27%	38 29%	1 50%	3 21%	- %	21 28%	7 29%	1 17%		
To integrate voice and data services	32 21%	1 33%	6 35%	- %	- %	- %	- %	11 26%	5 23%	3 27%	26 20%	1 50%	4 29%	1 33%	15 20%	9 38%	3 50%		
Price- lower rental than ISDN30	28 19%	1 33%	3 18%	- %	1 13%	1 8%	1 14%	10 23%	5 23%	- %	22 17%	1 50%	4 29%	1 33%	17 22%	5 21%	- %		
As part of system upgrade	27 18%	- %	8 47%	2 25%	- %	4 33%	1 14%	4 9%	4 18%	1 9%	24 18%	1 50%	2 14%	- %	11 14%	5 21%	2 33%		
Additional features	25 17%	1 33%	4 24%	3 38%	2 25%	2 17%	- %	6 14%	3 14%	2 18%	23 18%	- %	2 14%	- %	14 18%	6 25%	- %		
On-demand capacity/ scalability	24 16%	1 33%	6 35%	1 13%	1 13%	1 8%	- %	4 9%	3 14%	3 27%	20 15%	1 50%	2 14%	1 33%	11 14%	7 29%	1 17%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 106 (continuation)

<E1a> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
Price- lower rental than ISDN2	19 13%	- -%	2 12%	2 25%	1 13%	2 17%	- -%	6 14%	3 14%	- -%	16 12%	- -%	2 14%	1 33%	10 13%	3 13%	- -%
To maximise existing PBX investment	14 9%	- -%	5 29%	- -%	- -%	- -%	- -%	2 5%	3 14%	- -%	10 8%	1 50%	3 21%	- -%	11 14%	2 8%	- -%
Other	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 5%	- -%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	6 4%	- -%	2 12%	- -%	- -%	1 8%	1 14%	1 2%	- -%	1 9%	6 5%	- -%	- -%	- -%	- -%	- -%	1 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<E1a> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total																	
Total	150	29	28	–	–	7	100	29	28	50	100	50	150	21	9	120	
Reliability	85 57%	20 69%	16 57%	– –%	– –%	6 86%	55 55%	20 69%	16 57%	30 60%	56 56%	29 58%	85 57%	15 71%	5 56%	65 54%	
Quality of service	63 42%	12 41%	10 36%	– –%	– –%	3 43%	44 44%	12 41%	10 36%	19 38%	44 44%	19 38%	63 42%	9 43%	3 33%	51 43%	
Security	54 36%	8 28%	8 29%	– –%	– –%	2 29%	40 40%	8 28%	8 29%	14 28%	40 40%	14 28%	54 36%	4 19%	3 33%	47 39%	
Price – lower call costs	54 36%	10 34%	9 32%	– –%	– –%	2 29%	37 37%	10 34%	9 32%	17 34%	32 32%	22 44%	54 36%	9 43%	3 33%	42 35%	
Flexibility (able to deliver traffic to different locations)	47 31%	10 34%	13 46%	– –%	– –%	3 43%	27 27%	10 34%	13 46%	20 40%	28 28%	19 38%	47 31%	6 29%	3 33%	38 32%	
Free on-net calls	43 29%	9 31%	6 21%	– –%	– –%	– –%	28 28%	9 31%	6 21%	15 30%	25 25%	18 36%	43 29%	7 33%	3 33%	33 28%	
Resilience	42 28%	7 24%	10 36%	– –%	– –%	4 57%	29 29%	7 24%	10 36%	13 26%	25 25%	17 34%	42 28%	2 10%	3 33%	37 31%	
To integrate voice and data services	32 21%	7 24%	9 32%	– –%	– –%	3 43%	19 19%	7 24%	9 32%	13 26%	18 18%	14 28%	32 21%	2 10%	2 22%	28 23%	
Price- lower rental than ISDN30	28 19%	9 31%	8 29%	– –%	– –%	2 29%	13 13%	9 31%	8 29%	15f 30%	21 21%	7 14%	28 19%	6 29%	4 44%	18 15%	
As part of system upgrade	27 18%	4 14%	6 21%	– –%	– –%	2 29%	19 19%	4 14%	6 21%	8 16%	15 15%	12 24%	27 18%	2 10%	1 11%	24 20%	
Additional features	25 17%	5 17%	3 11%	– –%	– –%	– –%	17 17%	5 17%	3 11%	8 16%	19 19%	6 12%	25 17%	4 19%	1 11%	20 17%	
On-demand capacity/ scalability	24 16%	5 17%	7 25%	– –%	– –%	3 43%	15 15%	5 17%	7 25%	9 18%	17 17%	7 14%	24 16%	1 5%	2 22%	21 18%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<E1a> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

	Total	PERSONAL PROFILE															
		Fixed line services											Mostly used fixed line				
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	150	29	28	—	—	7	100	29	28	50	100	50	150	21	9	120	
Price- lower rental than ISDN2	19 13%	5 17%	1 4%	— —%	— —%	1 14%	14 14%	5 17%	1 4%	5 10%	13 13%	6 12%	19 13%	3 14%	— —%	16 13%	
To maximise existing PBX investment	14 9%	7 24%	3 11%	— —%	— —%	1 14%	5 5%	7 24%	3 11%	9F 18%	8 8%	6 12%	14 9%	6 29%	1 11%	7 6%	
Other	2 1%	— —%	— —%	— —%	— —%	— —%	2 2%	— —%	— —%	— —%	2 2%	— —%	2 1%	— —%	— —%	2 2%	
Don't know	6 4%	— —%	2 7%	— —%	— —%	— —%	4 4%	— —%	2 7%	2 4%	3 3%	3 6%	6 4%	— —%	1 11%	5 4%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<Ela> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Reliability	85 57%	20 69%	15 68%	13 68%	12 75%	12 67%	14 78%	13 76%	8 80%	1 50%	2 67%	6 86%	4 80%	1 100%	- -	2 100%
Quality of service	63 42%	12 41%	10 45%	7 37%	5 31%	6 33%	7 39%	6 35%	3 30%	2 100%	1 33%	3 43%	2 40%	- -	- -	2 100%
Security	54 36%	7 24%	6 27%	3 16%	4 25%	5 28%	4 22%	3 18%	2 20%	1 50%	- -	- -	2 40%	- -	- -	2 100%
Price - lower call costs	54 36%	12 41%	10 45%	7 37%	8 50%	7 39%	8 44%	7 41%	4 40%	1 50%	1 33%	3 43%	2 40%	1 100%	- -	1 50%
Flexibility (able to deliver traffic to different locations)	47 31%	9 31%	8 36%	5 26%	6 38%	7 39%	7 39%	6 35%	4 40%	- -	- -	4 57%	1 20%	- -	- -	2 100%
Free on-net calls	43 29%	9 31%	9 41%	7 37%	7 44%	7 39%	7 39%	5 29%	5 50%	1 50%	- -	2 29%	2 40%	- -	- -	1 50%
Resilience	42 28%	5 17%	4 18%	2 11%	4 25%	3 17%	3 17%	4 24%	1 10%	- -	- -	1 14%	- -	- -	1 100%	1 50%
To integrate voice and data services	32 21%	4 14%	4 18%	3 16%	3 19%	4 22%	4 22%	3 18%	3 30%	- -	- -	- -	- -	1 100%	- -	2 100%
Price- lower rental than ISDN30	28 19%	10 34%	9 41%	7 37%	7 44%	8 44%	7 39%	5 29%	5 50%	1 50%	- -	2 29%	1 20%	1 100%	- -	1 50%
As part of system upgrade	27 18%	3 10%	2 9%	1 5%	1 6%	3 17%	2 11%	2 12%	1 10%	- -	1 33%	- -	- -	- -	- -	1 50%
Additional features	25 17%	5 17%	4 18%	2 11%	4 25%	3 17%	5 28%	4 24%	3 30%	- -	- -	1 14%	1 20%	1 100%	- -	1 50%
On-demand capacity/ scalability	24 16%	3 10%	3 14%	2 11%	2 13%	3 17%	3 17%	2 12%	2 20%	- -	- -	- -	- -	- -	- -	2 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 106 (continuation)

<E1a> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Price- lower rental than ISDN2	19 13%	3 10%	2 9%	2 11%	1 6%	3 17%	1 6%	1 6%	1 10%	- -%	- -%	1 14%	1 20%	1 100%	- -%	- -%
To maximise existing PBX investment	14 9%	7 24%	6 27%	5 26%	4 25%	6 33%	6 33%	5 29%	4 40%	- -%	- -%	3 43%	1 20%	1 100%	- -%	2 100%
Other	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	6 4%	1 3%	- -%	1 5%	1 6%	1 6%	1 6%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<Ela> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f) (f)	600 -1470 channe ls(g) (g)	1500 or more chan nels(h) (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c) (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c) (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c) (c)
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3	
Reliability	85 57%	2 67%	- -%	2 100%	3 75%	- -%	- -%	- -%	1 100%	13 62%	5 71%	11 65%	2 67%	7 78%	9 75%	- -%	5 83%	- -%	3 100%	5 56%	12 67%	3 100%	
Quality of service	63 42%	1 33%	- -%	1 50%	- -%	- -%	- -%	- -%	1 100%	7 33%	4 57%	6 35%	1 33%	4 44%	6 50%	- -%	3 50%	- -%	- -%	3 33%	7 39%	2 67%	
Security	54 36%	1 33%	- -%	1 50%	- -%	- -%	- -%	- -%	1 100%	5 24%	1 14%	5 29%	- -%	1 11%	4 33%	- -%	3 50%	- -%	- -%	2 22%	4 22%	1 33%	
Price - lower call costs	54 36%	- -%	- -%	1 50%	2 50%	1 100%	- -%	- -%	- -%	9 43%	3 43%	8 47%	1 33%	4 44%	5 42%	- -%	2 33%	2 67%	- -%	1 11%	10 56%	1 33%	
Flexibility (able to deliver traffic to different locations)	47 31%	- -%	- -%	1 50%	1 25%	- -%	- -%	- -%	1 100%	8 38%	1 14%	8 47%	- -%	3 33%	4 33%	- -%	2 33%	1 33%	- -%	1 11%	6 33%	2 67%	
Free on-net calls	43 29%	- -%	- -%	1 50%	2 50%	- -%	- -%	- -%	- -%	8 38%	2 29%	5 29%	2 67%	3 33%	4 33%	- -%	1 17%	1 33%	1 33%	2 22%	7 39%	1 33%	
Resilience	42 28%	1 33%	- -%	1 50%	- -%	- -%	- -%	- -%	1 100%	3 14%	1 14%	3 18%	- -%	1 11%	1 8%	1 100%	3 50%	- -%	- -%	- -%	4 22%	1 33%	
To integrate voice and data services	32 21%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	1 100%	3 14%	1 14%	3 18%	- -%	1 11%	2 17%	- -%	2 33%	- -%	- -%	- -%	3 17%	1 33%	
Price- lower rental than ISDN30	28 19%	1 33%	- -%	1 50%	3 75%	- -%	- -%	- -%	- -%	8 38%	2 29%	6 35%	2 67%	4 44%	2 17%	- -%	2 33%	2 67%	1 33%	1 11%	7 39%	2 67%	
As part of system upgrade	27 18%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	2 10%	1 14%	2 12%	- -%	1 11%	1 8%	- -%	1 17%	- -%	- -%	1 11%	2 11%	- -%	
Additional features	25 17%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	5 24%	- -%	5 29%	- -%	2 22%	2 17%	- -%	- -%	1 33%	- -%	- -%	5 28%	- -%	
On-demand capacity/ scalability	24 16%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	1 100%	2 10%	1 14%	2 12%	- -%	- -%	2 17%	- -%	2 33%	- -%	- -%	- -%	2 11%	1 33%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<E1a> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

ISDN LINES																						
	Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
		(a)	(b)	(c)	ch	ch	chan	-1470	or more	(a)	(b)	(a)	(b)	Service	mentary	ck-up	Service	mentary	ck-up	dalone	-house	so
		annels	annels	annels	annels	annels	annels	channe	chan					(a)	service	(b)	(c)	(a)	service	(b)	(a)	package
				(d)	(e)	(f)	(g)	(h)												(b)	(c)	
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3
Price- lower rental than ISDN2	19 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 14%	- -%	3 18%	- -%	3 33%	- -%	- -%	- -%	- -%	- -%	1 11%	1 6%	1 33%
To maximise existing PBX investment	14 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	7 33%	- -%	7 41%	- -%	4 44%	3 25%	- -%	1 17%	- -%	- -%	1 11%	4 22%	2 67%
Other	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	6 4%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 5%	- -%	- -%	1 33%	- -%	- -%	- -%	1 17%	- -%	- -%	1 11%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<E1a> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	150	9	12	9	14	12	8	9	17	10	2	
Reliability	85 57%	7 78%	7 58%	6 67%	9 64%	8 67%	5 63%	6 67%	11 65%	8 80%	- -%	
Quality of service	63 42%	3 33%	5 42%	4 44%	3 21%	6 50%	2 25%	3 33%	5 29%	6 60%	- -%	
Security	54 36%	3 33%	2 17%	2 22%	4 29%	3 25%	3 38%	1 11%	4 24%	3 30%	- -%	
Price - lower call costs	54 36%	4 44%	6 50%	2 22%	6 43%	4 33%	3 38%	4 44%	7 41%	4 40%	- -%	
Flexibility (able to deliver traffic to different locations)	47 31%	2 22%	4 33%	3 33%	4 29%	5 42%	2 25%	1 11%	3 18%	6 60%	- -%	
Free on-net calls	43 29%	2 22%	6 50%	2 22%	4 29%	6 50%	2 25%	2 22%	4 24%	6 60%	- -%	
Resilience	42 28%	- -%	2 17%	3 33%	3 21%	2 17%	1 13%	1 11%	2 12%	3 30%	- -%	
To integrate voice and data services	32 21%	- -%	3 25%	1 11%	2 14%	2 17%	- -%	2 22%	2 12%	2 20%	- -%	
Price- lower rental than ISDN30	28 19%	2 22%	4 33%	4 44%	4 29%	6 50%	2 25%	2 22%	4 24%	5 50%	1 50%	
As part of system upgrade	27 18%	- -%	2 17%	1 11%	1 7%	2 17%	- -%	1 11%	1 6%	1 10%	1 50%	
Additional features	25 17%	2 22%	2 17%	1 11%	3 21%	2 17%	2 25%	1 11%	3 18%	2 20%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 106 (continuation)

<E1a> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

	ISDN LINES											

	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
Total	150	9	12	9	14	12	8	9	17	10	2	
On-demand capacity/ scalability	24 16%	- -%	2 17%	1 11%	1 7%	2 17%	- -%	1 11%	1 6%	2 20%	- -%	
Price- lower rental than ISDN2	19 13%	1 11%	1 8%	1 11%	2 14%	1 8%	1 13%	1 11%	2 12%	1 10%	- -%	
To maximise existing PBX investment	14 9%	1 11%	3 25%	3 33%	3 21%	4 33%	1 13%	1 11%	2 12%	5 50%	- -%	
Other	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	6 4%	- -%	- -%	1 11%	- -%	- -%	- -%	1 11%	1 6%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<Ela> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63	
Reliability	85 57%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	36 67%	60 58%	31b 78%	72 62%	61 64%	62 63%	34 67%	37 74%	46 64%	36a 78%	40 63%	
Quality of service	63 42%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	26 48%	43 42%	19 48%	50 43%	48 51%	50 51%	28 55%	24 48%	41 57%	24 52%	33 52%	
Security	54 36%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	21 39%	37 36%	20 50%	46 39%	39 41%	40 41%	18 35%	26 52%	34 47%	18 39%	28 44%	
Price - lower call costs	54 36%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	24 44%	41 40%	13 33%	43 37%	34 36%	37 38%	18 35%	17 34%	29 40%	12 26%	24 38%	
Flexibility (able to deliver traffic to different locations)	47 31%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	21 39%	34 33%	10 25%	35 30%	36 38%	32 33%	14 27%	17 34%	26 36%	19 41%	24 38%	
Free on-net calls	43 29%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	17 31%	30 29%	13 33%	33 28%	33 35%	29 30%	13 25%	17 34%	26 36%	14 30%	25 40%	
Resilience	42 28%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	19 35%	24 23%	10 25%	37 32%	30 32%	29 30%	19 37%	19 38%	26 36%	14 30%	22 35%	
To integrate voice and data services	32 21%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	17C 31%	20 19%	3 8%	26 22%	26 27%	23 23%	12 24%	13 26%	18 25%	12 26%	21 33%	
Price- lower rental than ISDN30	28 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	16b 30%	15 15%	8 20%	22 19%	20 21%	18 18%	10 20%	7 14%	13 18%	7 15%	13 21%	
As part of system upgrade	27 18%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	11 20%	15 15%	6 15%	21 18%	18 19%	19 19%	7 14%	8 16%	15 21%	11 24%	17 27%	
Additional features	25 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 17%	17 17%	7 18%	21 18%	17 18%	21 21%	11 22%	12 24%	16 22%	10 22%	16 25%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<E1a> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
On-demand capacity/ scalability	24 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	12 22%	16 16%	9 23%	23 20%	19 20%	19 19%	7 14%	11 22%	20 28%	14d 30%	15 24%
Price- lower rental than ISDN2	19 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 17%	15 15%	6 15%	17 15%	9 9%	13 13%	9 18%	6 12%	12 17%	7 15%	10 16%
To maximise existing PBX investment	14 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 17%	8 8%	7 18%	10 9%	10 11%	9 9%	4 8%	6 12%	8 11%	4 9%	6 10%
Other	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	2 2%	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%
Don't know	6 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	2 2%	1 1%	2 2%	- -%	- -%	- -%	- -%	2 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<Ela> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had	Had	Supple	A ba	Not	Supple	A ba	Not
			(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	and	and	but	mentary	ck-up	at all	mentary	ck-up	at all
				(a) service (b) (c)					(c)			(a) (b) (c) (d)					(a) (b) (c)			(a) (b) (c)			
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1		
Reliability	85 57%	54 62%	23 52%	59 65%	21 50%	3 27%	59 57%	23 66%	64 62%	9 41%	7 58%	7 35%	13 65%	50 59%	11 69%	1 50%	3 75%	- -%	5 83%	2 33%	1 100%		
Quality of service	63 42%	35 40%	22 50%	48B 53%	12 29%	2 18%	46 44%	15 43%	50 48%	5 23%	3 25%	7 35%	5 25%	38 45%	10 63%	1 50%	- -%	- -%	2 33%	3 50%	1 100%		
Security	54 36%	36 41%	12 27%	36 40%	15 36%	2 18%	46b 44%	7 20%	42 40%	5 23%	2 17%	6 30%	4 20%	34 40%	7 44%	1 50%	2 50%	- -%	3 50%	1 17%	1 100%		
Price - lower call costs	54 36%	29 33%	20 45%	34 37%	18 43%	2 18%	43 41%	11 31%	48 46%	5 23%	- -%	7 35%	8 40%	32 38%	5 31%	- -%	- -%	- -%	2 33%	2 33%	- -%		
Flexibility (able to deliver traffic to different locations)	47 31%	29 33%	12 27%	30 33%	13 31%	3 27%	36 35%	9 26%	36 35%	6 27%	4 33%	6 30%	8 40%	29 34%	4 25%	- -%	2 50%	- -%	2 33%	5 83%	1 100%		
Free on-net calls	43 29%	26 30%	12 27%	26 29%	10 24%	5 45%	28 27%	14 40%	31 30%	6 27%	4 33%	3 15%	5 25%	29 34%	3 19%	- -%	2 50%	- -%	1 17%	2 33%	- -%		
Resilience	42 28%	27 31%	13 30%	29 32%	9 21%	2 18%	32 31%	7 20%	29 28%	4 18%	5 42%	5 25%	4 20%	26 31%	6 38%	1 50%	2 50%	- -%	2 33%	4 67%	- -%		
To integrate voice and data services	32 21%	21 24%	9 20%	19 21%	10 24%	3 27%	30B 29%	1 3%	27 26%	1 5%	4 33%	6 30%	2 10%	17 20%	6 38%	1 50%	2 50%	- -%	2 33%	3 50%	- -%		
Price- lower rental than ISDN30	28 19%	21 24%	5 11%	18 20%	7 17%	2 18%	19 18%	7 20%	20 19%	7 32%	1 8%	3 15%	4 20%	15 18%	6 38%	1 50%	1 25%	- -%	- -%	2 33%	- -%		
As part of system upgrade	27 18%	19 22%	6 14%	16 18%	10 24%	1 9%	26B 25%	1 3%	24 23%	1 5%	- -%	3 15%	- -%	20 24%	4 25%	1 50%	- -%	- -%	2 33%	2 33%	- -%		
Additional features	25 17%	19 22%	4 9%	19 21%	5 12%	1 9%	21 20%	4 11%	22 21%	2 9%	1 8%	3 15%	5 25%	13 15%	4 25%	- -%	1 25%	- -%	1 17%	- -%	1 100%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<E1a> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

		IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
On-demand capacity/ scalability	24 16%	16 18%	7 16%	18 20%	6 14%	- -	22b 21%	2 6%	21 20%	1 5%	1 8%	1 5%	3 15%	16 19%	2 13%	- -	2 50%	- -	2 33%	2 33%	- -
Price- lower rental than ISDN2	19 13%	11 13%	5 11%	10 11%	7 17%	2 18%	14 13%	5 14%	13 13%	4 18%	2 17%	3 15%	1 5%	15 18%	- -	- -	1 25%	- -	- -	- -	- -
To maximise existing PBX investment	14 9%	12 14%	2 5%	9 10%	5 12%	- -	10 10%	4 11%	12 12%	- -	2 17%	- -	3 15%	10 12%	1 6%	- -	- -	- -	1 17%	1 17%	- -
Other	2 1%	- -	- -	- -	1 2%	- -	1 1%	1 3%	1 1%	1 5%	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	- -	- -
Don't know	6 4%	3 3%	1 2%	2 2%	- -	1 9%	- -	1 3%	- -	1 5%	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)

<E1a> What were your reasons(s) for choosing to implement IP services?

by

Base: All that use IP

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	150	69	69	13	7	8	3
Reliability	85 57%	35 51%	45 65%	9 69%	5 71%	5 63%	2 67%
Quality of service	63 42%	29 42%	28 41%	4 31%	4 57%	1 13%	1 33%
Security	54 36%	19 28%	30 43%	3 23%	2 29%	1 13%	1 33%
Price - lower call costs	54 36%	26 38%	26 38%	5 38%	3 43%	4 50%	- -%
Flexibility (able to deliver traffic to different locations)	47 31%	24 35%	22 32%	4 31%	3 43%	2 25%	1 33%
Free on-net calls	43 29%	18 26%	21 30%	4 31%	3 43%	2 25%	1 33%
Resilience	42 28%	20 29%	18 26%	2 15%	1 14%	1 13%	1 33%
To integrate voice and data services	32 21%	9 13%	20a 29%	1 8%	2 29%	1 13%	1 33%
Price- lower rental than ISDN30	28 19%	14 20%	12 17%	3 23%	3 43%	3 38%	2 67%
As part of system upgrade	27 18%	14 20%	11 16%	- -%	2 29%	1 13%	- -%
Additional features	25 17%	11 16%	12 17%	3 23%	1 14%	1 13%	- -%
On-demand capacity/ scalability	24 16%	9 13%	14 20%	- -%	2 29%	1 13%	1 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 106 (continuation)
<El1a> What were your reasons(s) for choosing to implement IP services?
by
Base: All that use IP

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	150	69	69	13	7	8	3
Price- lower rental than ISDN2	19 13%	6 9%	13 19%	2 15%	1 14%	- -%	- -%
To maximise existing PBX investment	14 9%	7 10%	7 10%	4 31%	3 43%	- -%	1 33%
Other	2 1%	1 1%	1 1%	- -%	- -%	- -%	- -%
Don't know	6 4%	1 1%	1 1%	- -%	- -%	1 13%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to £1m	£1 million to £20 million	£21 million to £100 million	£101m+	(d)
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(b)	to 20 (c)			(a)	(b)	(c)	
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Reliability	34 23%	- -%	1 17%	- -%	1 8%	6 22%	6 18%	21 28%	20 21%	3 20%	2 22%	7 39%	5 19%	14 24%	7 25%	6 23%
Quality of service	17 11%	- -%	- -%	- -%	- -%	2 7%	6 18%	9 12%	8 8%	3 20%	1 11%	4 22%	2 7%	7 12%	6 21%	2 8%
Price - lower call costs	17 11%	- -%	3 50%	- -%	3 23%	1 4%	5 15%	8 11%	14 15%	1 7%	1 11%	1 6%	3 11%	7 12%	5 18%	1 4%
Resilience	12 8%	- -%	- -%	- -%	- -%	2 7%	4 12%	6 8%	6 6%	- -%	3 33%	- -%	2 7%	4 7%	2 7%	3 12%
Security	12 8%	- -%	1 17%	1 20%	2 15%	2 7%	2 6%	6 8%	8 8%	2 13%	- -%	2 11%	1 4%	6 10%	- -%	4 15%
Price- lower rental than ISDN30	12 8%	- -%	- -%	- -%	- -%	4 15%	4 12%	4 5%	11 12%	- -%	- -%	- -%	4 15%	5 8%	- -%	2 8%
Flexibility (able to deliver traffic to different locations)	10 7%	- -%	- -%	- -%	- -%	4 15%	2 6%	4 5%	6 6%	2 13%	1 11%	1 6%	2 7%	5 8%	2 7%	1 4%
As part of system upgrade	8 5%	- -%	- -%	3 60%	3 23%	1 4%	1 3%	3 4%	6 6%	1 7%	- -%	1 6%	1 4%	4 7%	1 4%	1 4%
Price- lower rental than ISDN2	6 4%	- -%	- -%	- -%	- -%	2 7%	- -%	4 5%	3 3%	1 7%	- -%	1 6%	1 4%	3 5%	2 7%	- -%
Free on-net calls	5 3%	- -%	- -%	1 20%	1 8%	1 4%	1 3%	2 3%	4 4%	- -%	- -%	- -%	1 4%	2 3%	1 4%	- -%
To integrate voice and data services	5 3%	- -%	- -%	- -%	- -%	1 4%	- -%	4 5%	3 3%	2 13%	- -%	- -%	1 4%	1 2%	- -%	3 12%
Additional features	2 1%	1 50%	- -%	- -%	1 8%	- -%	- -%	1 1%	2 2%	- -%	- -%	- -%	1 4%	- -%	1 4%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

	PERSONAL PROFILE																
	Company Size								No.Sites				Turnover				
	Total	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
		(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	million	- £100		
						(e)	(f)				(c)		(a)	to £20 million	million (b)	(c)	(d)
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26	
On-demand capacity/ scalability	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 11%	- -%	- -%	- -%	- -%	1 4%	
To maximise existing PBX investment	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	1 4%	
Other	2 1%	1 50%	- -%	- -%	1 8%	- -%	- -%	1 1%	1 1%	- -%	- -%	- -%	1 4%	1 2%	- -%	- -%	
Don't know	6 4%	- -%	1 17%	- -%	1 8%	1 4%	3 9%	1 1%	3 3%	- -%	- -%	- -%	2 7%	- -%	1 4%	1 4%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Tra nsport/ Communi cations (d)	(e)	ncial Ser vices (f)	se rvices (g)	admin and se rvices (h)	(i)					
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Reliability	34 23%	2 40%	7 26%	2 22%	6 43%	2 17%	6 32%	5 14%	2 13%	2 14%	1 17%	4 21%	8 36%	8 16%	13 25%
Quality of service	17 11%	1 20%	1 4%	2 22%	2 14%	3 25%	3 16%	3 9%	1 7%	1 7%	1 17%	1 5%	1 5%	8 16%	6 12%
Price - lower call costs	17 11%	- -%	4 15%	3 33%	1 7%	- -%	1 5%	2 6%	4 27%	2 14%	1 17%	2 11%	2 9%	6 12%	5 10%
Resilience	12 8%	1 20%	2 7%	1 11%	1 7%	- -%	3 16%	2 6%	1 7%	1 7%	- -%	3 16%	1 5%	5 10%	3 6%
Security	12 8%	- -%	3 11%	1 11%	1 7%	- -%	- -%	4 11%	1 7%	2 14%	1 17%	2 11%	2 9%	3 6%	4 8%
Price- lower rental than ISDN30	12 8%	- -%	3 11%	- -%	- -%	2 17%	1 5%	5 14%	1 7%	- -%	- -%	3 16%	4 18%	3 6%	2 4%
Flexibility (able to deliver traffic to different locations)	10 7%	- -%	1 4%	- -%	1 7%	1 8%	2 11%	3 9%	2 13%	- -%	- -%	- -%	1 5%	5 10%	4 8%
As part of system upgrade	8 5%	- -%	2 7%	- -%	- -%	- -%	1 5%	3 9%	2 13%	- -%	- -%	- -%	1 5%	2 4%	5 10%
Price- lower rental than ISDN2	6 4%	1 20%	1 4%	- -%	2 14%	1 8%	- -%	- -%	- -%	1 7%	1 17%	1 5%	- -%	3 6%	1 2%
Free on-net calls	5 3%	- -%	2 7%	- -%	- -%	- -%	1 5%	1 3%	- -%	1 7%	- -%	1 5%	- -%	3 6%	1 2%
To integrate voice and data services	5 3%	- -%	1 4%	- -%	- -%	1 8%	1 5%	- -%	- -%	2 14%	- -%	1 5%	1 5%	1 2%	2 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Additional features	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	1 7%	- -%	1 5%	- -%	1 2%	- -%
On-demand capacity/ scalability	1 1%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%
To maximise existing PBX investment	1 1%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%
Other	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 6%	- -%	- -%	1 17%	- -%	- -%	- -%	1 2%
Don't know	6 4%	- -%	- -%	- -%	- -%	- -%	- -%	4 11%	1 7%	1 7%	- -%	- -%	1 5%	2 4%	2 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
Reliability	34 23%	1 33%	2 12%	1 13%	2 25%	5 42%	- -	9 21%	7 32%	4 36%	31 24%	- -	2 14%	1 33%	21 28%	3 13%	2 33%
Quality of service	17 11%	- -	3 18%	1 13%	1 13%	- -	1 14%	5 12%	2 9%	1 9%	14 11%	- -	3 21%	- -	10 13%	2 8%	1 17%
Price - lower call costs	17 11%	1 33%	- -	1 13%	1 13%	- -	- -	7 16%	2 9%	1 9%	13 10%	1 50%	1 7%	2 67%	8 11%	5 21%	- -
Resilience	12 8%	1 33%	- -	2 25%	1 13%	1 8%	- -	4 9%	1 5%	- -	10 8%	- -	2 14%	- -	5 7%	3 13%	- -
Security	12 8%	- -	3 18%	- -	2 25%	1 8%	- -	3 7%	- -	2 18%	11 8%	- -	1 7%	- -	8 11%	1 4%	- -
Price- lower rental than ISDN30	12 8%	- -	1 6%	- -	- -	1 8%	1 14%	3 7%	3 14%	- -	9 7%	1 50%	2 14%	- -	6 8%	2 8%	- -
Flexibility (able to deliver traffic to different locations)	10 7%	- -	2 12%	- -	1 13%	- -	3 43%	1 2%	1 5%	1 9%	9 7%	- -	1 7%	- -	8 11%	2 8%	- -
As part of system upgrade	8 5%	- -	2 12%	2 25%	- -	1 8%	1 14%	1 2%	1 5%	- -	8 6%	- -	- -	- -	2 3%	2 8%	- -
Price- lower rental than ISDN2	6 4%	- -	- -	1 13%	- -	1 8%	- -	3 7%	1 5%	- -	6 5%	- -	- -	- -	2 3%	2 8%	- -
Free on-net calls	5 3%	- -	- -	- -	- -	- -	- -	2 5%	2 9%	- -	4 3%	- -	1 7%	- -	1 1%	- -	1 17%
To integrate voice and data services	5 3%	- -	1 6%	- -	- -	- -	- -	3 7%	- -	1 9%	5 4%	- -	- -	- -	3 4%	1 4%	1 17%
Additional features	2 1%	- -	- -	- -	- -	1 8%	- -	- -	1 5%	- -	2 2%	- -	- -	- -	1 1%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

PERSONAL PROFILE																	
Total	Location												Involvement				
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West of England (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - (k)	Wales (l)	Scotland (m)	No Irish (n)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
On-demand capacity/ scalability	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 7%	- -	- -	1 4%	- -
To maximise existing PBX investment	1 1%	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 1%	- -	- -
Other	2 1%	- -	- -	- -	- -	- -	- -	1 2%	1 5%	- -	2 2%	- -	- -	- -	- -	- -	- -
Don't know	6 4%	- -	2 12%	- -	- -	1 8%	1 14%	1 2%	- -	1 9%	6 5%	- -	- -	- -	- -	- -	1 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
		Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	150	29	28	-	-	7	100	29	28	50	100	50	150	21	9	120	
Reliability	34 23%	10 34%	6 21%	- -%	- -%	4 57%	22 22%	10 34%	6 21%	12 24%	25 25%	9 18%	34 23%	8 38%	2 22%	24 20%	
Quality of service	17 11%	3 10%	3 11%	- -%	- -%	- -%	11 11%	3 10%	3 11%	6 12%	11 11%	6 12%	17 11%	3 14%	1 11%	13 11%	
Price - lower call costs	17 11%	1 3%	5 18%	- -%	- -%	- -%	11 11%	1 3%	5 18%	6 12%	9 9%	8 16%	17 11%	1 5%	2 22%	14 12%	
Resilience	12 8%	2 7%	2 7%	- -%	- -%	- -%	8 8%	2 7%	2 7%	4 8%	9 9%	3 6%	12 8%	1 5%	- -%	11 9%	
Security	12 8%	1 3%	1 4%	- -%	- -%	1 14%	11 11%	1 3%	1 4%	1 2%	9 9%	3 6%	12 8%	- -%	1 11%	11 9%	
Price- lower rental than ISDN30	12 8%	3 10%	4 14%	- -%	- -%	1 14%	6 6%	3 10%	4 14%	6 12%	9 9%	3 6%	12 8%	1 5%	2 22%	9 8%	
Flexibility (able to deliver traffic to different locations)	10 7%	4 14%	2 7%	- -%	- -%	1 14%	5 5%	4 14%	2 7%	5 10%	6 6%	4 8%	10 7%	3 14%	- -%	7 6%	
As part of system upgrade	8 5%	1 3%	1 4%	- -%	- -%	- -%	6 6%	1 3%	1 4%	2 4%	3 3%	5 10%	8 5%	1 5%	- -%	7 6%	
Price- lower rental than ISDN2	6 4%	- -%	- -%	- -%	- -%	- -%	6 6%	- -%	- -%	- -%	5 5%	1 2%	6 4%	- -%	- -%	6 5%	
Free on-net calls	5 3%	3 10%	- -%	- -%	- -%	- -%	2 2%	3 10%	- -%	3 6%	3 3%	2 4%	5 3%	3 14%	- -%	2 2%	
To integrate voice and data services	5 3%	1 3%	1 4%	- -%	- -%	- -%	3 3%	1 3%	1 4%	2 4%	3 3%	2 4%	5 3%	- -%	- -%	5 4%	
Additional features	2 1%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	1 1%	1 2%	2 1%	- -%	- -%	2 2%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

		PERSONAL PROFILE														
		Fixed line services													Mostly used fixed line	
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP (f)	Only ISDN (g)	ISDN 2/ & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	150	29	28	—	—	7	100	29	28	50	100	50	150	21	9	120
On-demand capacity/ scalability	1 1%	— —%	— —%	— —%	— —%	— —%	1 1%	— —%	— —%	— —%	1 1%	— —%	1 1%	— —%	— —%	1 1%
To maximise existing PBX investment	1 1%	— —%	1 4%	— —%	— —%	— —%	— —%	— —%	1 4%	1 2%	1 1%	— —%	1 1%	— —%	— —%	1 1%
Other	2 1%	— —%	— —%	— —%	— —%	— —%	2 2%	— —%	— —%	— —%	2 2%	— —%	2 1%	— —%	— —%	2 2%
Don't know	6 4%	— —%	2 7%	— —%	— —%	— —%	4 4%	— —%	2 7%	2 4%	3 3%	3 6%	6 4%	— —%	1 11%	5 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Reliability	34 23%	10 34%	7 32%	5 26%	7 44%	4 22%	7 39%	8 47%	4 40%	- %	1 33%	4 57%	2 40%	1 100%	- %	- %
Quality of service	17 11%	4 14%	3 14%	2 11%	1 6%	2 11%	2 11%	1 6%	- %	1 50%	1 33%	- %	1 20%	- %	- %	- %
Price - lower call costs	17 11%	3 10%	2 9%	2 11%	2 13%	1 6%	1 6%	1 6%	1 10%	- %	- %	1 14%	- %	- %	- %	- %
Resilience	12 8%	1 3%	1 5%	1 5%	- %	1 6%	- %	1 6%	- %	- %	- %	- %	- %	- %	1 100%	- %
Security	12 8%	1 3%	1 5%	1 5%	1 6%	1 6%	1 6%	1 6%	1 10%	- %	- %	- %	- %	- %	- %	1 50%
Price- lower rental than ISDN30	12 8%	3 10%	2 9%	3 16%	2 13%	2 11%	2 11%	1 6%	1 10%	1 50%	- %	- %	- %	- %	- %	- %
Flexibility (able to deliver traffic to different locations)	10 7%	3 10%	3 14%	2 11%	- %	3 17%	2 11%	1 6%	1 10%	- %	- %	1 14%	1 20%	- %	- %	1 50%
As part of system upgrade	8 5%	1 3%	- %	- %	- %	1 6%	- %	1 6%	- %	- %	1 33%	- %	- %	- %	- %	- %
Price- lower rental than ISDN2	6 4%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Free on-net calls	5 3%	2 7%	3 14%	2 11%	2 13%	2 11%	2 11%	1 6%	2 20%	- %	- %	1 14%	1 20%	- %	- %	- %
To integrate voice and data services	5 3%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Additional features	2 1%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 107 (continuation)
<Elb> What was your most important reason for choosing to implement IP services
by
Base: All that use IP

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
On-demand capacity/ scalability	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
To maximise existing PBX investment	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	6 4%	1 3%	- -	1 5%	1 6%	1 6%	1 6%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3
Reliability	34 23%	2 67%	- -	1 50%	2 50%	- -	- -	- -	- -	5 24%	3 43%	5 29%	- -	3 33%	5 42%	- -	3 50%	- -	2 67%	3 33%	7 39%	- -
Quality of service	17 11%	- -	- -	1 50%	- -	- -	- -	- -	- -	2 10%	2 29%	2 12%	- -	1 11%	2 17%	- -	1 17%	- -	- -	2 22%	2 11%	- -
Price - lower call costs	17 11%	- -	- -	- -	1 25%	1 100%	- -	- -	- -	3 14%	- -	3 18%	- -	- -	1 8%	- -	- -	2 67%	- -	- -	3 17%	- -
Resilience	12 8%	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	1 6%	- -	- -	- -	1 100%	- -	- -	- -	- -	1 6%	- -
Security	12 8%	- -	- -	- -	- -	- -	- -	- -	1 100%	1 5%	- -	1 6%	- -	- -	1 8%	- -	1 17%	- -	- -	- -	- -	1 33%
Price- lower rental than ISDN30	12 8%	1 33%	- -	- -	1 25%	- -	- -	- -	- -	2 10%	1 14%	- -	2 67%	1 11%	- -	- -	- -	1 33%	1 33%	- -	2 11%	1 33%
Flexibility (able to deliver traffic to different locations)	10 7%	- -	- -	- -	- -	- -	- -	- -	- -	3 14%	- -	3 18%	- -	2 22%	1 8%	- -	- -	- -	- -	1 11%	1 6%	1 33%
As part of system upgrade	8 5%	- -	- -	- -	- -	- -	- -	- -	- -	1 5%	- -	1 6%	- -	1 11%	- -	- -	- -	- -	- -	1 11%	- -	- -
Price- lower rental than ISDN2	6 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Free on-net calls	5 3%	- -	- -	- -	- -	- -	- -	- -	- -	2 10%	1 14%	1 6%	- -	1 11%	2 17%	- -	- -	- -	- -	1 11%	2 11%	- -
To integrate voice and data services	5 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Additional features	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

ISDN LINES																						
	Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
		(a)	(b)	(c)	ch	ch	chan	-1470	or more	(a)	(b)	(a)	(b)	Service	mentary	ck-up	Service	mentary	ck-up	dalone	-house	so
		annels	annels	annels	chan	els(f)	channe	ls(g)	nels(h)					(a)	service	(b)	(c)	(a)	service	(b)	(c)	(a)
				(d)	(e)															(b)	(c)	
Total	150	3	—	2	4	1	1	—	1	21	7	17	3	9	12	1	6	3	3	9	18	3
On-demand capacity/ scalability	1 1%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%
To maximise existing PBX investment	1 1%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%
Other	2 1%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%
Don't know	6 4%	— —%	— —%	— —%	— —%	— —%	1 100%	— —%	— —%	1 5%	— —%	— —%	1 33%	— —%	— —%	— —%	1 17%	— —%	— —%	1 11%	— —%	— —%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

	ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	150	9	12	9	14	12	8	9	17	10	2	
Reliability	34 23%	4 44%	4 33%	2 22%	6 43%	2 17%	4 50%	5 56%	9 53%	1 10%	- -%	
Quality of service	17 11%	3 33%	1 8%	- -%	3 21%	- -%	2 25%	1 11%	3 18%	- -%	- -%	
Price - lower call costs	17 11%	1 11%	2 17%	- -%	2 14%	1 8%	1 13%	1 11%	2 12%	1 10%	- -%	
Resilience	12 8%	- -%	1 8%	- -%	1 7%	- -%	- -%	- -%	- -%	1 10%	- -%	
Security	12 8%	- -%	- -%	1 11%	- -%	1 8%	- -%	- -%	- -%	1 10%	- -%	
Price- lower rental than ISDN30	12 8%	- -%	- -%	3 33%	- -%	3 25%	- -%	- -%	- -%	2 20%	1 50%	
Flexibility (able to deliver traffic to different locations)	10 7%	- -%	2 17%	1 11%	- -%	3 25%	- -%	- -%	- -%	3 30%	- -%	
As part of system upgrade	8 5%	- -%	- -%	1 11%	- -%	1 8%	- -%	- -%	- -%	- -%	1 50%	
Price- lower rental than ISDN2	6 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Free on-net calls	5 3%	1 11%	2 17%	- -%	2 14%	1 8%	1 13%	1 11%	2 12%	1 10%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

ISDN LINES											

		Ever Switched			Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Total	150	9	12	9	14	12	8	9	17	10	2
To integrate voice and data services	5 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Additional features	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
On-demand capacity/ scalability	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
To maximise existing PBX investment	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	6 4%	- -	- -	1 11%	- -	- -	- -	1 11%	1 6%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

IP Based Services																					
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have to (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Reliability	34 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	11 20%	20 19%	13 33%	30 26%	26 27%	25 26%	18 35%	16 32%	17 24%	19af 41%	16 25%
Quality of service	17 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	10 19%	13 13%	4 10%	13 11%	14 15%	12 12%	9 18%	7 14%	10 14%	7 15%	7 11%
Price - lower call costs	17 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 9%	16 16%	4 10%	12 10%	10 11%	10 10%	3 6%	5 10%	9 13%	4 9%	9 14%
Resilience	12 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 9%	7 7%	3 8%	10 9%	5 5%	5 5%	4 8%	5 10%	6 8%	3 7%	4 6%
Security	12 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	9 9%	5 13%	10 9%	5 5%	9 9%	3 6%	6 12%	6 8%	3 7%	4 6%
Price- lower rental than ISDN30	12 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 13%	5 5%	3 8%	9 8%	8 8%	8 8%	4 8%	2 4%	5 7%	2 4%	4 6%
Flexibility (able to deliver traffic to different locations)	10 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 11%	10 10%	1 3%	8 7%	10 11%	7 7%	1 2%	3 6%	4 6%	2 4%	2 3%
As part of system upgrade	8 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	4 4%	2 5%	6 5%	4 4%	5 5%	3 6%	1 2%	4 6%	1 2%	5 8%
Price- lower rental than ISDN2	6 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	5 5%	1 3%	4 3%	4 4%	4 4%	2 4%	2 4%	3 4%	2 4%	3 5%
Free on-net calls	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	4 4%	1 3%	3 3%	2 2%	3 3%	1 2%	1 2%	3 4%	- -%	2 3%
To integrate voice and data services	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	4 4%	- -%	4 3%	4 4%	4 4%	2 4%	1 2%	3 4%	2 4%	3 5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Additional features	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	1 3%	2 2%	- -%	2 2%	1 2%	- -%	2 3%	1 2%	1 2%
On-demand capacity/ scalability	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 1%	1 3%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%
To maximise existing PBX investment	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	1 3%	1 1%	1 1%	1 1%	- -%	1 2%	- -%	- -%	- -%
Other	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	2 2%	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%
Don't know	6 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	- -%	2 2%	1 1%	2 2%	- -%	- -%	- -%	- -%	2 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1	
Reliability	34 23%	21 24%	10 23%	24 26%	8 19%	1 9%	21 20%	10 29%	23 22%	5 23%	3 25%	4 20%	5 25%	19 22%	4 25%	1 50%	1 25%	- -%	1 17%	- -%	- -%	
Quality of service	17 11%	8 9%	6 14%	14 15%	2 5%	1 9%	12 12%	4 11%	15 14%	1 5%	- -%	3 15%	1 5%	9 11%	2 13%	- -%	- -%	- -%	- -%	1 17%	1 100%	
Price - lower call costs	17 11%	7 8%	8 18%	9 10%	6 14%	2 18%	12 12%	5 14%	15 14%	2 9%	- -%	2 10%	4 20%	9 11%	2 13%	- -%	- -%	- -%	1 17%	2 33%	- -%	
Resilience	12 8%	8 9%	3 7%	6 7%	3 7%	2 18%	11 11%	1 3%	6 6%	2 9%	2 17%	1 5%	3 15%	7 8%	1 6%	- -%	1 25%	- -%	1 17%	1 17%	- -%	
Security	12 8%	7 8%	4 9%	7 8%	5 12%	- -%	11 11%	1 3%	11 11%	- -%	1 8%	3 15%	2 10%	5 6%	2 13%	- -%	- -%	- -%	- -%	- -%	- -%	
Price- lower rental than ISDN30	12 8%	8 9%	3 7%	7 8%	4 10%	1 9%	7 7%	4 11%	8 8%	4 18%	- -%	2 10%	1 5%	6 7%	3 19%	1 50%	- -%	- -%	- -%	1 17%	- -%	
Flexibility (able to deliver traffic to different locations)	10 7%	7 8%	1 2%	9 10%	1 2%	- -%	8 8%	2 6%	7 7%	3 14%	- -%	1 5%	1 5%	8 9%	- -%	- -%	1 25%	- -%	1 17%	1 17%	- -%	
As part of system upgrade	8 5%	6 7%	1 2%	4 4%	4 10%	- -%	8 8%	- -%	6 6%	1 5%	- -%	1 5%	- -%	7 8%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	
Price- lower rental than ISDN2	6 4%	2 2%	3 7%	2 2%	4 10%	- -%	3 3%	3 9%	3 3%	1 5%	2 17%	1 5%	1 5%	4 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Free on-net calls	5 3%	3 3%	2 5%	1 1%	3 7%	1 9%	1 1%	3a 9%	1 1%	1 5%	3 25%	1 5%	1 5%	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
To integrate voice and data services	5 3%	4 5%	1 2%	3 3%	- -%	2 18%	5 5%	- -%	4 4%	- -%	1 8%	1 5%	- -%	3 4%	1 6%	- -%	1 25%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

		IP Based Services																			
Total		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
Additional features	2 1%	1 1%	1 2%	2 2%	- -	- -	2 2%	- -	2 2%	- -	- -	- -	- -	1 1%	1 6%	- -	- -	- -	- -	- -	- -
On-demand capacity/ scalability	1 1%	1 1%	- -	- -	1 2%	- -	1 1%	- -	1 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -
To maximise existing PBX investment	1 1%	1 1%	- -	1 1%	- -	- -	1 1%	- -	1 1%	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	1 17%	- -	- -
Other	2 1%	- -	- -	- -	1 2%	- -	1 1%	1 3%	1 1%	1 5%	- -	- -	- -	2 2%	- -	- -	- -	- -	- -	- -	- -
Don't know	6 4%	3 3%	1 2%	2 2%	- -	1 9%	- -	1 3%	- -	1 5%	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)

<Elb> What was your most important reason for choosing to implement IP services

by

Base: All that use IP

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	150	69	69	13	7	8	3
Reliability	34 23%	18 26%	13 19%	5 38%	1 14%	4 50%	- -
Quality of service	17 11%	6 9%	9 13%	3 23%	- -	1 13%	- -
Price - lower call costs	17 11%	8 12%	9 13%	1 8%	- -	2 25%	- -
Resilience	12 8%	6 9%	5 7%	1 8%	- -	- -	- -
Security	12 8%	3 4%	8 12%	- -	1 14%	- -	1 33%
Price- lower rental than ISDN30	12 8%	8 12%	4 6%	- -	1 14%	- -	2 67%
Flexibility (able to deliver traffic to different locations)	10 7%	4 6%	6 9%	1 8%	2 29%	- -	- -
As part of system upgrade	8 5%	6 9%	1 1%	- -	1 14%	- -	- -
Price- lower rental than ISDN2	6 4%	3 4%	3 4%	- -	- -	- -	- -
Free on-net calls	5 3%	2 3%	3 4%	2 15%	1 14%	- -	- -
To integrate voice and data services	5 3%	2 3%	3 4%	- -	- -	- -	- -
Additional features	2 1%	1 1%	1 1%	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 107 (continuation)
<Elb> What was your most important reason for choosing to implement IP services
by
Base: All that use IP

Total	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
	-----	-----	-----	-----	-----	-----	-----
Total	150	69	69	13	7	8	3
On-demand capacity/ scalability	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%
To maximise existing PBX investment	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%
Other	2 1%	1 1%	1 1%	- -%	- -%	- -%	- -%
Don't know	6 4%	1 1%	1 1%	- -%	- -%	1 13%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108
<E2> Did the move to IP require investment in new equipment?
by
Base: All that use IP

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	million	million	(d)
						(e)	(f)				(c)		(a)	to £20 million (b)	(c)	
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Yes	104 69%	2 100%	3 50%	4 80%	9 69%	15 56%	17 50%	63F 83%	64 67%	13 87%	8 89%	14 78%	15 56%	39 66%	20 71%	24 92%
No	35 23%	– –%	2 33%	– –%	2 15%	11 41%	12G 35%	10 13%	24 25%	2 13%	1 11%	3 17%	8 30%	18 31%	7 25%	1 4%
Don't know	11 7%	– –%	1 17%	1 20%	2 15%	1 4%	5g 15%	3 4%	7 7%	– –%	– –%	1 6%	4 15%	2 3%	1 4%	1 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<E2> Did the move to IP require investment in new equipment?

by

Base: All that use IP

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Yes	104 69%	5 100%	13 48%	8 89%	9 64%	9 75%	13 68%	27 77%	13 87%	7 50%	4 67%	11 58%	15 68%	33 66%	40 78%
No	35 23%	- -%	12 44%	1 11%	5 36%	3 25%	5 26%	4 11%	- -%	5 36%	2 33%	7 37%	6 27%	13 26%	7 14%
Don't know	11 7%	- -%	2 7%	- -%	- -%	- -%	1 5%	4 11%	2 13%	2 14%	- -%	1 5%	1 5%	4 8%	4 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<E2> Did the move to IP require investment in new equipment?

by

Base: All that use IP

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
Yes	104 69%	1 33%	14 82%	7 88%	4 50%	8 67%	5 71%	31 72%	11 50%	7 64%	88 67%	2 100%	11 79%	3 100%	56 74%	20 83%	3 50%
No	35 23%	2 67%	1 6%	1 13%	4 50%	3 25%	1 14%	11 26%	8 36%	2 18%	33 25%	- -%	2 14%	- -%	17 22%	3 13%	2 33%
Don't know	11 7%	- -%	2 12%	- -%	- -%	1 8%	1 14%	1 2%	3 14%	2 18%	10 8%	- -%	1 7%	- -%	3 4%	1 4%	1 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<E2> Did the move to IP require investment in new equipment?

by

Base: All that use IP

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	150	29	28	—	—	7	100	29	28	50	100	50	150	21	9	120
Yes	104 69%	18 62%	18 64%	— —%	— —%	4 57%	72 72%	18 62%	18 64%	32 64%	74 74%	30 60%	104 69%	12 57%	5 56%	87 73%
No	35 23%	10 34%	5 18%	— —%	— —%	2 29%	22 22%	10 34%	5 18%	13 26%	20 20%	15 30%	35 23%	8 38%	2 22%	25 21%
Don't know	11 7%	1 3%	5 18%	— —%	— —%	1 14%	6 6%	1 3%	5 18%	5 10%	6 6%	5 10%	11 7%	1 5%	2 22%	8 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<E2> Did the move to IP require investment in new equipment?

by

Base: All that use IP

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Yes	104 69%	17 59%	13 59%	10 53%	7 44%	12 67%	9 50%	10 59%	5 50%	1 50%	1 33%	4 57%	3 60%	1 100%	1 100%	2 100%
No	35 23%	9 31%	7 32%	7 37%	6 38%	4 22%	7 39%	5 29%	4 40%	1 50%	2 67%	2 29%	2 40%	- -%	- -%	- -%
Don't know	11 7%	3 10%	2 9%	2 11%	3 19%	2 11%	2 11%	2 12%	1 10%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<E2> Did the move to IP require investment in new equipment?

by

Base: All that use IP

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary (a)	A ba ck-up (c)	Primary Service	Supple mentary (a)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	channe ls(g)	or more chan nels(h)													
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3	
Yes	104 69%	2 67%	- -%	1 50%	1 25%	1 100%	- -%	- -%	1 100%	12 57%	5 71%	12 71%	- -%	5 56%	7 58%	1 100%	4 67%	2 67%	- -%	5 56%	10 56%	2 67%	
No	35 23%	- -%	- -%	1 50%	2 50%	- -%	- -%	- -%	- -%	8 38%	2 29%	5 29%	2 67%	4 44%	4 33%	- -%	- -%	1 33%	2 67%	2 22%	7 39%	1 33%	
Don't know	11 7%	1 33%	- -%	- -%	1 25%	- -%	1 100%	- -%	- -%	1 5%	- -%	- -%	1 33%	- -%	1 8%	- -%	2 33%	- -%	1 33%	2 22%	1 6%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<E2> Did the move to IP require investment in new equipment?

by

Base: All that use IP

ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	150	9	12	9	14	12	8	9	17	10	2
Yes	104 69%	5 56%	8 67%	4 44%	10 71%	5 42%	6 75%	5 56%	11 65%	4 40%	2 100%
No	35 23%	4 44%	3 25%	3 33%	3 21%	6 50%	2 25%	2 22%	4 24%	5 50%	- -%
Don't know	11 7%	- -%	1 8%	2 22%	1 7%	1 8%	- -%	2 22%	2 12%	1 10%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<E2> Did the move to IP require investment in new equipment?

by

Base: All that use IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Yes	104	-	-	-	-	-	-	-	-	44	70	26	84	68	70	33	35	57	34	48
	69%	-%	-%	-%	-%	-%	-%	-%	-%	81%	68%	65%	72%	72%	71%	65%	70%	79%	74%	76%
No	35	-	-	-	-	-	-	-	-	9	28	13	27	21	24	16f	14	11	12	13
	23%	-%	-%	-%	-%	-%	-%	-%	-%	17%	27%	33%	23%	22%	24%	31%	28%	15%	26%	21%
Don't know	11	-	-	-	-	-	-	-	-	1	5	1	6	6	4	2	1	4	-	2
	7%	-%	-%	-%	-%	-%	-%	-%	-%	2%	5%	3%	5%	6%	4%	4%	2%	6%	-%	3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)

<E2> Did the move to IP require investment in new equipment?

by

Base: All that use IP

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
Yes	104 69%	67b 77%	26 59%	66 73%	30 71%	7 64%	104B 100%	- -%	84 81%	10 45%	5 42%	16 80%	8 40%	65 76%	13 81%	2 100%	2 50%	- -%	6 100%	3 50%	1 100%
No	35 23%	17 20%	15 34%	21 23%	10 24%	2 18%	- -%	35A 100%	18 17%	11 50%	5 42%	2 10%	10 50%	17 20%	3 19%	- -%	2 50%	- -%	- -%	2 33%	- -%
Don't know	11 7%	3 3%	3 7%	4 4%	2 5%	2 18%	- -%	- -%	2 2%	1 5%	2 17%	2 10%	2 10%	3 4%	- -%	- -%	- -%	- -%	- -%	1 17%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 108 (continuation)
<E2> Did the move to IP require investment in new equipment?
by
Base: All that use IP

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	150	69	69	13	7	8	3
Yes	104 69%	44 64%	54 78%	7 54%	4 57%	4 50%	2 67%
No	35 23%	21 30%	13 19%	6 46%	2 29%	2 25%	1 33%
Don't know	11 7%	4 6%	2 3%	- -%	1 14%	2 25%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		PERSONAL PROFILE															
		Company Size								No.Sites				Turnover			
Total		1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 10 to 49 (d) (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)		
Total		104	2	3	4	9	15	17	63	64	13	8	14	15	39	20	24
Under £1,000	(500.0)	6 6%	2 100%	1 33%	2 50%	5 56%	1 7%	- -	- -	6 9%	- -	- -	- -	5 33%	- -	- -	- -
£1,000 to £2,499	(1749.5)	6 6%	- -	1 33%	2 50%	3 33%	2 13%	1 6%	- -	5 8%	1 8%	- -	- -	3 20%	3 8%	- -	- -
£2,500 to £4,999	(3749.5)	8 8%	- -	1 33%	- -	1 11%	3 20%	1 6%	3 5%	6 9%	1 8%	- -	1 7%	4 27%	4 10%	- -	- -
£5,000 to £9,999	(7499.5)	16 15%	- -	- -	- -	- -	6 40%	5 29%	5 8%	15 23%	- -	- -	- -	1 7%	10 26%	2 10%	3 13%
£10,000 to £19,999	(14999.5)	15 14%	- -	- -	- -	- -	3 20%	4 24%	8 13%	11 17%	2 15%	- -	2 14%	1 7%	9 23%	4 20%	1 4%
£20,000 to £49,999	(34999.5)	5 5%	- -	- -	- -	- -	- -	- -	5 8%	3 5%	2 15%	- -	- -	- -	3 8%	1 5%	1 4%
£50,000 to £99,999	(74999.5)	9 9%	- -	- -	- -	- -	- -	2 12%	7 11%	4 6%	2 15%	2 25%	1 7%	1 7%	3 8%	4 20%	1 4%
£100, 000 to £249,999	(174999.5)	13 13%	- -	- -	- -	- -	- -	2 12%	11 17%	6 9%	2 15%	2 25%	2 14%	- -	3 8%	3 15%	6 25%
£250, 000 to £499,999	(374999.5)	11 11%	- -	- -	- -	- -	- -	1 6%	10 16%	5 8%	2 15%	- -	4 29%	- -	2 5%	5 25%	3 13%
£500, 000 to £999,999	(749999.5)	3 3%	- -	- -	- -	- -	- -	1 6%	2 3%	- -	- -	2 25%	- -	- -	1 3%	1 5%	1 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		PERSONAL PROFILE															
		Company Size								No.Sites				Turnover			
Total		1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 10 to 49 (d) (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)		
Total		104	2	3	4	9	15	17	63	64	13	8	14	15	39	20	24
£1, 000,000 to £4,999,999 (2999999.5)		1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	1 4%
£5, 000,000 to £9,999,999 (7499999.5)		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£10, 000,000 or more (12500000.0)		4 4%	- -%	- -%	- -%	- -%	- -%	- -%	4 6%	- -%	- -%	2 25%	2 14%	- -%	1 3%	- -%	3 13%
Don't know		7 7%	- -%	- -%	- -%	- -%	- -%	- -%	7 11%	3 5%	- -%	- -%	2 14%	- -%	- -%	- -%	4 17%
NET ---																	
Less than £20k		51 49%	2 100%	3 100%	4 100%	9 100%	15 100%	11 65%	16 25%	43 67%	4 31%	- -%	3 21%	14 93%	26 67%	6 30%	4 17%
£20,000 to £249,999		27 26%	- -%	- -%	- -%	- -%	- -%	4 24%	23 37%	13 20%	6 46%	4 50%	3 21%	1 7%	9 23%	8 40%	8 33%
More than £250k		19 18%	- -%	- -%	- -%	- -%	- -%	2 12%	17 27%	5 8%	3 23%	4 50%	6 43%	- -%	4 10%	6 30%	8 33%
Mean score		648334.6	500.0	1999.7	1124.8	1277.6	7016.2	101646.6	1090067	59700.4	335038.0a	3375000A	2246562	8016.3	386800.8	177999.5A	2178625b

cD

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		PERSONAL PROFILE															
		Total	Sector										Number of years trading				
			Primary (a)	Manuf acturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fi nancial Services (f)	Other services (g)	Public admin and services (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)	
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
Total		104	5	13	8	9	9	13	27	13	7	4	11	15	33	40	
Under £1,000	(500.0)	6 6%	- -%	- -%	- -%	- -%	- -%	- -%	6 22%	- -%	- -%	1 25%	2 18%	2 13%	1 3%	- -%	
£1,000 to £2,499	(1749.5)	6 6%	- -%	1 8%	- -%	- -%	1 11%	- -%	4 15%	- -%	- -%	- -%	2 18%	- -%	1 3%	3 8%	
£2,500 to £4,999	(3749.5)	8 8%	1 20%	- -%	1 13%	- -%	- -%	- -%	2 7%	2 15%	2 29%	1 25%	3 27%	- -%	2 6%	2 5%	
£5,000 to £9,999	(7499.5)	16 15%	- -%	5 38%	1 13%	2 22%	- -%	2 15%	5 19%	1 8%	- -%	2 50%	1 9%	2 13%	4 12%	7 18%	
£10,000 to £19,999	(14999.5)	15 14%	2 40%	3 23%	4 50%	2 22%	1 11%	- -%	2 7%	- -%	1 14%	- -%	- -%	4 27%	7 21%	4 10%	
£20,000 to £49,999	(34999.5)	5 5%	- -%	- -%	- -%	1 11%	1 11%	- -%	1 4%	1 8%	1 14%	- -%	- -%	2 13%	2 6%	- -%	
£50,000 to £99,999	(74999.5)	9 9%	- -%	- -%	1 13%	2 22%	2 22%	- -%	2 7%	1 8%	1 14%	- -%	1 9%	2 13%	3 9%	3 8%	
£100, 000 to £249,999	(174999.5)	13 13%	- -%	2 15%	- -%	- -%	1 11%	7 54%	1 4%	1 8%	1 14%	- -%	1 9%	2 13%	6 18%	4 10%	
£250, 000 to £499,999	(374999.5)	11 11%	2 40%	- -%	- -%	1 11%	2 22%	2 15%	1 4%	2 15%	1 14%	- -%	1 9%	1 7%	4 12%	5 13%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manuf acturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fi nancial Services (f)	Other services (g)	Public admin and services (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	104	5	13	8	9	9	13	27	13	7	4	11	15	33	40
£500, 000 to £999,999	(749999.5)	3 3%	- -%	- -%	1 13%	- -%	1 11%	1 8%	- -%	- -%	- -%	- -%	- -%	1 3%	2 5%
£1, 000,000 to £4,999,999	(2999999.5)	1 1%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%
£5, 000,000 to £9,999,999	(7499999.5)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£10, 000,000 or more	(12500000.0)	4 4%	- -%	- -%	1 11%	- -%	- -%	1 4%	2 15%	- -%	- -%	- -%	- -%	- -%	4 10%
Don't know	7 7%	- -%	1 8%	- -%	- -%	- -%	1 8%	2 7%	3 23%	- -%	- -%	- -%	- -%	2 6%	5 13%
NET ---															
Less than £20k	51 49%	3 60%	9 69%	6 75%	4 44%	2 22%	2 15%	19 70%	3 23%	3 43%	4 100%	8 73%	8 53%	15 45%	16 40%
£20,000 to £249,999	27 26%	- -%	2 15%	1 13%	3 33%	4 44%	7 54%	4 15%	3 23%	3 43%	- -%	2 18%	6 40%	11 33%	7 18%
More than £250k	19 18%	2 40%	1 8%	1 13%	2 22%	3 33%	3 23%	2 7%	4 31%	1 14%	- -%	1 9%	1 7%	5 15%	12 30%
Mean score	648334.6	156749.5	286187.0	112030.8	1456111	208527.3	228332.8	532799.6	2605000	97499.5	4812.1	58931.4	68066.2	120636.6	1640721d
95 percent as lower case or *, 99 percent as UPPER CASE or **															

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		PERSONAL PROFILE																
		Total	Location													Involvement		
			North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Mi dlands (d)	West Mi dlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total		104	1	14	7	4	8	5	31	11	7	88	2	11	3	56	20	3
Under £1,000	(500.0)	6 6%	1 100%	- -	1 14%	- -	- -	- -	2 6%	1 9%	1 14%	6 7%	- -	- -	- -	- -	1 5%	- -
£1,000 to £2,499	(1749.5)	6 6%	- -	- -	1 14%	- -	1 13%	2 40%	1 3%	- -	- -	5 6%	- -	- -	1 33%	2 4%	- -	- -
£2,500 to £4,999	(3749.5)	8 8%	- -	1 7%	2 29%	1 25%	- -	- -	1 3%	1 9%	- -	6 7%	- -	2 18%	- -	3 5%	2 10%	1 33%
£5,000 to £9,999	(7499.5)	16 15%	- -	2 14%	2 29%	2 50%	1 13%	1 20%	1 3%	1 9%	1 14%	11 13%	- -	5 45%	- -	9 16%	1 5%	1 33%
£10,000 to £19,999	(14999.5)	15 14%	- -	4 29%	- -	- -	2 25%	1 20%	6 19%	1 9%	1 14%	15 17%	- -	- -	- -	11 20%	1 5%	- -
£20,000 to £49,999	(34999.5)	5 5%	- -	- -	- -	- -	1 13%	- -	3 10%	- -	1 14%	5 6%	- -	- -	- -	1 2%	3 15%	- -
£50,000 to £99,999	(74999.5)	9 9%	- -	2 14%	- -	- -	1 13%	- -	2 6%	2 18%	1 14%	8 9%	1 50%	- -	- -	7 13%	2 10%	- -
£100, 000 to £249,999	(174999.5)	13 13%	- -	2 14%	- -	1 25%	- -	- -	7 23%	2 18%	- -	12 14%	- -	1 9%	- -	8 14%	4 20%	- -
£250, 000 to £499,999	(374999.5)	11 11%	- -	1 7%	1 14%	- -	1 13%	- -	4 13%	- -	1 14%	8 9%	- -	2 18%	1 33%	9 16%	1 5%	- -
£500, 000 to £999,999	(749999.5)	3 3%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 1%	- -	1 9%	1 33%	- -	2 10%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		PERSONAL PROFILE																
		Location													Involvement			
	Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	104	1	14	7	4	8	5	31	11	7	88	2	11	3	56	20	3	
£1,000,000 to £4,999,999	(2999999.5)	1 1%	- -	- -	- -	- -	- -	- -	- -	1 14%	1 1%	- -	- -	- -	- -	- -	1 33%	
£5,000,000 to £9,999,999	(7499999.5)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
£10,000 or more	(12500000.0)	4 4%	- -	2 14%	- -	- -	- -	- -	2 18%	- -	4 5%	- -	- -	- -	2 4%	2 10%	- -	
Don't know		7 7%	- -	- -	- -	1 13%	1 20%	3 10%	1 9%	- -	6 7%	1 50%	- -	- -	4 7%	1 5%	- -	
NET																		
Less than £20k		51 49%	1 100%	7 50%	6 86%	3 75%	4 50%	4 80%	11 35%	4 36%	3 43%	43 49%	- -	7 64%	1 33%	25 45%	5 25%	2 67%
£20,000 to £249,999		27 26%	- -	4 29%	- -	1 25%	2 25%	- -	12 39%	4 36%	2 29%	25 28%	1 50%	1 9%	- -	16 29%	9 45%	- -
More than £250k		19 18%	- -	3 21%	1 14%	- -	1 13%	- -	5 16%	2 18%	2 29%	14 16%	- -	3 27%	2 67%	11 20%	5 25%	1 33%
Mean score	648334.6	500.0	1853839g	57106.7	48437.0	74892.4	6499.5	136928.1	2552675	501142.4	731301.4	74999.5	156363.1	375582.8	588119.7	1466342	1003750g	

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95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		PERSONAL PROFILE																		
		Total	Fixed line services												Mostly used fixed line					
			ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Switched ISDN (j)	IP Not Switched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)				IP (c)
Total		104	18	18	—	—	4	72	18	18	32	74	30	104	12	5	87			
Under £1,000	(500.0)	6 6%	1 6%	— —%	— —%	— —%	— —%	5 7%	1 6%	— —%	1 3%	4 5%	2 7%	6 6%	— —%	— —%	6 7%			
£1,000 to £2,499	(1749.5)	6 6%	1 6%	— —%	— —%	— —%	— —%	5 7%	1 6%	— —%	1 3%	3 4%	3 10%	6 6%	1 8%	— —%	5 6%			
£2,500 to £4,999	(3749.5)	8 8%	1 6%	1 6%	— —%	— —%	— —%	6 8%	1 6%	1 6%	2 6%	5 7%	3 10%	8 8%	1 8%	— —%	7 8%			
£5,000 to £9,999	(7499.5)	16 15%	2 11%	1 6%	— —%	— —%	— —%	13 18%	2 11%	1 6%	3 9%	11 15%	5 17%	16 15%	1 8%	— —%	15 17%			
£10,000 to £19,999	(14999.5)	15 14%	3 17%	4 22%	— —%	— —%	1 25%	9 13%	3 17%	4 22%	6 19%	10 14%	5 17%	15 14%	3 25%	2 40%	10 11%			
£20,000 to £49,999	(34999.5)	5 5%	— —%	— —%	— —%	— —%	— —%	5 7%	— —%	— —%	— —%	4 5%	1 3%	5 5%	— —%	— —%	5 6%			
£50,000 to £99,999	(74999.5)	9 9%	4 22%	3 17%	— —%	— —%	1 25%	3 4%	4 22%	3 17%	6 19%	8 11%	1 3%	9 9%	2 17%	1 20%	6 7%			
£100,000 to £249,999	(174999.5)	13 13%	2 11%	2 11%	— —%	— —%	— —%	9 13%	2 11%	2 11%	4 13%	11 15%	2 7%	13 13%	2 17%	— —%	11 13%			
£250,000 to £499,999	(374999.5)	11 11%	— —%	3 17%	— —%	— —%	— —%	8 11%	— —%	3 17%	3 9%	7 9%	4 13%	11 11%	— —%	1 20%	10 11%			
£500,000 to £999,999	(749999.5)	3 3%	— —%	— —%	— —%	— —%	— —%	3 4%	— —%	— —%	— —%	2 3%	1 3%	3 3%	— —%	— —%	3 3%			

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		PERSONAL PROFILE																
		Total	Fixed line services													Mostly used fixed line		
			ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Switched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total		104	18	18	-	-	4	72	18	18	32	74	30	104	12	5	87	
£1, 000,000 to £4,999,999	(2999999.5)	1 1%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%	1 1%	
£5, 000,000 to £9,999,999	(7499999.5)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
£10, 000,000 or more	(12500000.0)	4 4%	3 17%	2 11%	- -%	- -%	1 25%	- -%	3 17%	2 11%	4F 13%	3 4%	1 3%	4 4%	2 17%	1 20%	1 1%	
Don't know		7 7%	1 6%	2 11%	- -%	- -%	1 25%	5 7%	1 6%	2 11%	2 6%	5 7%	2 7%	7 7%	- -%	- -%	7 8%	
NET ---																		
Less than £20k		51 49%	8 44%	6 33%	- -%	- -%	1 25%	38 53%	8 44%	6 33%	13 41%	33 45%	18 60%	51 49%	6 50%	2 40%	43 49%	
£20,000 to £249,999		27 26%	6 33%	5 28%	- -%	- -%	1 25%	17 24%	6 33%	5 28%	10 31%	23 31%	4 13%	27 26%	4 33%	1 20%	22 25%	
More than £250k		19 18%	3 17%	5 28%	- -%	- -%	1 25%	12 17%	3 17%	5 28%	7 22%	13 18%	6 20%	19 18%	2 17%	2 40%	15 17%	
Mean score		648334.6	2248000 F1	1673203F	-	-	4196666 Fj1	156585.4	2248000 F1	1673203F	1746575 F	689108.2	547856.7	648334.6	2129833C	2596000 C	304380.8	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		ISDN LINES															
		ISDN services Used									ISDN2/2e Channels						
		Total	In coming/ outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video conf erencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Total		104	17	13	10	7	12	9	10	5	1	1	4	3	1	1	2
Under £1,000	(500.0)	6 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
£1,000 to £2,499	(1749.5)	6 6%	1 6%	- -	- -	- -	1 8%	- -	1 10%	- -	- -	1 100%	- -	- -	- -	- -	- -
£2,500 to £4,999	(3749.5)	8 8%	1 6%	- -	1 10%	- -	1 8%	- -	- -	- -	- -	- -	1 33%	- -	- -	- -	- -
£5,000 to £9,999	(7499.5)	16 15%	1 6%	1 8%	- -	- -	1 8%	- -	- -	- -	- -	- -	1 25%	- -	- -	- -	- -
£10,000 to £19,999	(14999.5)	15 14%	5 29%	4 31%	3 30%	3 43%	3 25%	3 33%	3 30%	1 20%	- -	- -	2 50%	1 33%	- -	- -	- -
£20,000 to £49,999	(34999.5)	5 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
£50,000 to £99,999	(74999.5)	9 9%	3 18%	2 15%	2 20%	- -	- -	1 11%	1 10%	1 20%	1 100%	- -	1 25%	- -	- -	- -	- -
£100, 000 to £249,999	(174999.5)	13 13%	2 12%	2 15%	1 10%	1 14%	2 17%	1 11%	2 20%	- -	- -	- -	- -	1 33%	- -	1 100%	- -
£250, 000 to £499,999	(374999.5)	11 11%	1 6%	1 8%	- -	1 14%	1 8%	1 11%	1 10%	- -	- -	- -	- -	- -	- -	- -	- -
£500, 000 to £999,999	(749999.5)	3 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		ISDN LINES															
		ISDN services Used									ISDN2/2e Channels						
Total		In coming/ outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video conf erencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total		104	17	13	10	7	12	9	10	5	1	1	4	3	1	1	2
£1, 000,000 to £4,999,999	(2999999.5)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£5, 000,000 to £9,999,999	(7499999.5)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£10, 000,000 or more	(12500000.0)	4 4%	3 18%	3 23%	3 30%	2 29%	3 25%	3 33%	2 20%	3 60%	- -%	- -%	- -%	- -%	1 100%	- -%	2 100%
Don't know		7 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET																	
Less than £20k		51 49%	8 47%	5 38%	4 40%	3 43%	6 50%	3 33%	4 40%	1 20%	- -%	1 100%	3 75%	2 67%	- -%	- -%	- -%
£20,000 to £249,999		27 26%	5 29%	4 31%	3 30%	1 14%	2 17%	2 22%	3 30%	1 20%	1 100%	- -%	1 25%	1 33%	- -%	1 100%	- -%
More than £250k		19 18%	4 24%	4 31%	3 30%	3 43%	4 33%	4 44%	3 30%	3 60%	- -%	- -%	- -%	- -%	1 100%	- -%	2 100%
Mean score		648334.6	2266941	2957115	3787375	3656428	3190250	4241111	2584675	7518000	74999.5	1749.5	28124.5	64582.8	12500000	174999.5	12500000CD
95 percent as lower case or *, 99 percent as UPPER CASE or **																	

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		ISDN LINES																			
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			
		Total	30	60	90-120	150-270	300-420	450-570	600-1470	1500 or	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	
			(a)	(b)	(c)	channels (d)	channels (e)	nnels(f)	nnels(g)	nnels(h)											
Total		104	2	-	1	1	1	-	-	1	12	5	12	-	5	7	1	4	2	-	
Under £1,000	(500.0)	6 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
£1,000 to £2,499	(1749.5)	6 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	1 8%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	
£2,500 to £4,999	(3749.5)	8 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	1 8%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	
£5,000 to £9,999	(7499.5)	16 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	- -%	1 8%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	
£10,000 to £19,999	(14999.5)	15 14%	2 100%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	2 17%	3 60%	2 17%	- -%	1 20%	2 29%	- -%	2 50%	1 50%	- -%	
£20,000 to £49,999	(34999.5)	5 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
£50,000 to £99,999	(74999.5)	9 9%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	2 17%	1 20%	2 17%	- -%	- -%	2 29%	- -%	- -%	1 50%	- -%	
£100, 000 to £249,999	(174999.5)	13 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 17%	- -%	2 17%	- -%	- -%	1 14%	1 100%	- -%	- -%	- -%	
£250, 000 to £499,999	(374999.5)	11 11%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	
£500, 000 to £999,999	(749999.5)	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		ISDN LINES																	
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status		
Total		30 (a)	60 (b)	90-120 (c)	150-270 channels (d)	300-420 channels (e)	450-570 cha nnels(f)	600-1470 cha nnels(g)	1500 or more cha nnels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)
Total	104	2	-	1	1	1	-	-	1	12	5	12	-	5	7	1	4	2	-
£1, 000,000 to £4,999,999	(2999999.5)	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
£5, 000,000 to £9,999,999	(7499999.5)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
£10, 000,000 or more	(12500000.0)	4 4%	- -	- -	- -	- -	- -	- -	1 100%	3 25%	- -	3 25%	- -	1 20%	2 29%	- -	1 25%	- -	- -
Don't know		7 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET	---																		
Less than £20k	51 49%	2 100%	- -	- -	1 100%	- -	- -	- -	- -	5 42%	3 60%	5 42%	- -	4 80%	2 29%	- -	2 50%	1 50%	- -
£20,000 to £249,999	27 26%	- -	- -	- -	- -	1 100%	- -	- -	- -	4 33%	1 20%	4 33%	- -	- -	3 43%	1 100%	- -	1 50%	- -
More than £250k	19 18%	- -	- -	1 100%	- -	- -	- -	- -	1 100%	3 25%	1 20%	3 25%	- -	1 20%	2 29%	- -	2 50%	- -	- -
Mean score	648334.6	14999.5	-	374999.5	14999.5	74999.5	-	-	12500000	3170250	98999.5	3170250	-	2505600	3622143	174999.5	3226250	44999.5	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		ISDN LINES													
		Total	Purchased as			Ever Switched			Considering switch		Considering switch				
			Stan dalone (a)	In-house package (b)	Hosted solution (c)	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total		104	5	10	2	5	8	4	10	5	6	5	11	4	2
Under £1,000	(500.0)	6 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£1,000 to £2,499	(1749.5)	6 6%	1 20%	- -%	- -%	- -%	- -%	1 25%	- -%	1 20%	- -%	- -%	- -%	- -%	1 50%
£2,500 to £4,999	(3749.5)	8 8%	1 20%	- -%	- -%	1 20%	- -%	- -%	1 10%	- -%	1 17%	- -%	1 9%	- -%	- -%
£5,000 to £9,999	(7499.5)	16 15%	- -%	- -%	1 50%	- -%	- -%	1 25%	- -%	1 20%	- -%	- -%	- -%	1 25%	- -%
£10,000 to £19,999	(14999.5)	15 14%	2 40%	3 30%	- -%	2 40%	2 25%	1 25%	3 30%	1 20%	3 50%	1 20%	4 36%	- -%	1 50%
£20,000 to £49,999	(34999.5)	5 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£50,000 to £99,999	(74999.5)	9 9%	1 20%	2 20%	- -%	1 20%	2 25%	- -%	2 20%	- -%	1 17%	2 40%	3 27%	- -%	- -%
£100,000 to £249,999	(174999.5)	13 13%	- -%	2 20%	- -%	1 20%	1 13%	- -%	2 20%	- -%	1 17%	- -%	1 9%	1 25%	- -%
£250,000 to £499,999	(374999.5)	11 11%	- -%	1 10%	- -%	- -%	1 13%	- -%	1 10%	- -%	- -%	1 20%	1 9%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		ISDN LINES													
		Purchased as				Ever Switched			Considering switch		Considering switch				
Total		Stan dalone (a)	In-house package (b)	Hosted solution (c)	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total		104	5	10	2	5	8	4	10	5	6	5	11	4	2
£500,000 to £999,999	(749999.5)	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£1,000,000 to £4,999,999	(2999999.5)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£5,000,000 to £9,999,999	(7499999.5)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£10,000,000 or more	(12500000.0)	4 4%	- -%	2 20%	1 50%	- -%	2 25%	1 25%	1 10%	2 40%	- -%	1 20%	1 9%	2 50%	- -%
Don't know		7 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET		---													
Less than £20k		51 49%	4 80%	3 30%	1 50%	3 60%	2 25%	3 75%	4 40%	3 60%	4 67%	1 20%	5 45%	1 25%	2 100%
£20,000 to £249,999		27 26%	1 20%	4 40%	- -%	2 40%	3 38%	- -%	4 40%	- -%	2 33%	2 40%	4 36%	1 25%	- -%
More than £250k		19 18%	- -%	3 30%	1 50%	- -%	3 38%	1 25%	2 20%	2 40%	- -%	2 40%	2 18%	2 50%	- -%
Mean score		648334.6	22099.5	2592000	6253750	56749.5	3216250	3131062	1342375	5004850	49791.2	2608000	1212613	6295625	8374.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		IP Based Services											
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used		
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Planning to (b)	Have trialed (c)	plan to imp lement (d)	Not trialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Centrex (c)
Total		104	-	-	-	-	-	-	-	-	44	70	26
Under £1,000	(500.0)	6	-	-	-	-	-	-	-	-	1	3	-
		6%	-%	-%	-%	-%	-%	-%	-%	-%	2%	4%	-%
£1,000 to £2,499	(1749.5)	6	-	-	-	-	-	-	-	-	1	4	-
		6%	-%	-%	-%	-%	-%	-%	-%	-%	2%	6%	-%
£2,500 to £4,999	(3749.5)	8	-	-	-	-	-	-	-	-	3	6	1
		8%	-%	-%	-%	-%	-%	-%	-%	-%	7%	9%	4%
£5,000 to £9,999	(7499.5)	16	-	-	-	-	-	-	-	-	9	8	7
		15%	-%	-%	-%	-%	-%	-%	-%	-%	20%	11%	27%
£10,000 to £19,999	(14999.5)	15	-	-	-	-	-	-	-	-	7	12	2
		14%	-%	-%	-%	-%	-%	-%	-%	-%	16%	17%	8%
£20,000 to £49,999	(34999.5)	5	-	-	-	-	-	-	-	-	1	4	2
		5%	-%	-%	-%	-%	-%	-%	-%	-%	2%	6%	8%
£50,000 to £99,999	(74999.5)	9	-	-	-	-	-	-	-	-	6	5	2
		9%	-%	-%	-%	-%	-%	-%	-%	-%	14%	7%	8%
£100,000 to £249,999	(174999.5)	13	-	-	-	-	-	-	-	-	5	10	5
		13%	-%	-%	-%	-%	-%	-%	-%	-%	11%	14%	19%
£250,000 to £499,999	(374999.5)	11	-	-	-	-	-	-	-	-	6	9	2
		11%	-%	-%	-%	-%	-%	-%	-%	-%	14%	13%	8%
£500,000 to £999,999	(749999.5)	3	-	-	-	-	-	-	-	-	1	3	1
		3%	-%	-%	-%	-%	-%	-%	-%	-%	2%	4%	4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		IP Based Services											
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used		
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Planning to (b)	Have trialed (c)	plan to imp lement (d)	Not trialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Centrex (c)
-----		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Total		104	-	-	-	-	-	-	-	-	44	70	26
£1,000,000 to £4,999,999	(2999999.5)	1	-	-	-	-	-	-	-	-	-	1	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
£5,000,000 to £9,999,999	(7499999.5)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£10,000,000 or more	(12500000.0)	4	-	-	-	-	-	-	-	-	2	3	1
		4%	-%	-%	-%	-%	-%	-%	-%	-%	5%	4%	4%
Don't know		7	-	-	-	-	-	-	-	-	2	2	3
		7%	-%	-%	-%	-%	-%	-%	-%	-%	5%	3%	12%
NET													

Less than £20k		51	-	-	-	-	-	-	-	-	21	33	10
		49%	-%	-%	-%	-%	-%	-%	-%	-%	48%	47%	38%
£20,000 to £249,999		27	-	-	-	-	-	-	-	-	12	19	9
		26%	-%	-%	-%	-%	-%	-%	-%	-%	27%	27%	35%
More than £250k		19	-	-	-	-	-	-	-	-	9	16	4
		18%	-%	-%	-%	-%	-%	-%	-%	-%	20%	23%	15%
Mean score		648334.6	-	-	-	-	-	-	-	-	703475.7	715602.5	660053.9

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		IP Based Services																			
		IP Services Used										Switch Installed		Service Status			IP required investment		IP saved money		
		Total	In coming/ Outgoing Calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video conf erencing (h)	Yes (a)	No (b)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	
Total		104	84	68	70	33	35	57	34	48	67	26	66	30	7	104	–	84	10	5	
Under £1,000	(500.0)	6 6%	6 7%	3 4%	5 7%	1 3%	1 3%	4 7%	2 6%	2 4%	2 3%	3 12%	5 8%	1 3%	– –%	6 6%	– –%	6 7%	– –%	– –%	
£1,000 to £2,499	(1749.5)	6 6%	5 6%	2 3%	5 7%	3 9%	1 3%	2 4%	2 6%	2 4%	3 4%	2 8%	4 6%	2 7%	– –%	6 6%	– –%	3 4%	2 20%	– –%	
£2,500 to £4,999	(3749.5)	8 8%	8 10%	5 7%	5 7%	1 3%	2 6%	2 4%	2 6%	2 4%	4 6%	2 8%	5 8%	3 10%	– –%	8 8%	– –%	6 7%	1 10%	– –%	
£5,000 to £9,999	(7499.5)	16 15%	15 18%	9 13%	9 13%	4 12%	6 17%	9 16%	4 12%	8 17%	13 19%	2 8%	9 14%	7 23%	– –%	16 15%	– –%	14 17%	1 10%	1 20%	
£10,000 to £19,999	(14999.5)	15 14%	8 10%	7 10%	10 14%	4 12%	4 11%	6 11%	6 18%	4 8%	6 9%	7 27%	8 12%	5 17%	2 29%	15 14%	– –%	11 13%	3 30%	– –%	
£20,000 to £49,999	(34999.5)	5 5%	3 4%	4 6%	4 6%	2 6%	3 9%	3 5%	1 3%	2 4%	4 6%	– –%	2 3%	3 10%	– –%	5 5%	– –%	4 5%	– –%	1 20%	
£50,000 to £99,999	(74999.5)	9 9%	6 7%	7 10%	6 9%	6 18%	4 11%	7 12%	5 15%	5 10%	8 12%	1 4%	6 9%	1 3%	2 29%	9 9%	– –%	8 10%	1 10%	– –%	
£100, 000 to £249,999	(174999.5)	13 13%	11 13%	10 15%	7 10%	3 9%	5 14%	6 11%	3 9%	5 10%	10 15%	3 12%	9 14%	3 10%	1 14%	13 13%	– –%	11 13%	– –%	2 40%	
£250, 000 to £499,999	(374999.5)	11 11%	9 11%	9 13%	7 10%	4 12%	5 14%	9 16%	6 18%	6 13%	6 9%	5 19%	9 14%	1 3%	1 14%	11 11%	– –%	10 12%	1 10%	– –%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

IP Based Services																			
	Total	IP Services Used								Switch Installed		Service Status			IP required investment		IP saved money		
		In coming/ Outgoing Calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/ Alarms (e)	Data (f)	Card payments (g)	Video conferencing (h)	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)
Total	104	84	68	70	33	35	57	34	48	67	26	66	30	7	104	-	84	10	5
£500,000 to £999,999 (749999.5)	3	2	1	-	-	-	-	1	1	1	1	1	1	1	3	-	2	1	-
	3%	2%	1%	-%	-%	-%	-%	3%	2%	1%	4%	2%	3%	14%	3%	-%	2%	10%	-%
£1,000,000 to £4,999,999 (2999999.5)	1	1	1	1	-	-	-	-	1	1	-	1	-	-	1	-	1	-	-
	1%	1%	1%	1%	-%	-%	-%	-%	2%	1%	-%	2%	-%	-%	1%	-%	1%	-%	-%
£5,000,000 to £9,999,999 (7499999.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£10,000,000 or more (12500000.0)	4	3	3	4	2	1	4	1	3	4	-	2	2	-	4	-	2	-	1
	4%	4%	4%	6%	6%	3%	7%	3%	6%	6%	-%	3%	7%	-%	4%	-%	2%	-%	20%
Don't know	7	7	7	7	3	3	5	1	7	5	-	5	1	-	7	-	6	-	-
	7%	8%	10%	10%	9%	9%	9%	3%	15%	7%	-%	8%	3%	-%	7%	-%	7%	-%	-%
NET ---																			
Less than £20k	51	42	26	34	13	14	23	16	18	28	16	31	18	2	51	-	40	7	1
	49%	50%	38%	49%	39%	40%	40%	47%	38%	42%	62%	47%	60%	29%	49%	-%	48%	70%	20%
£20,000 to £249,999	27	20	21	17	11	12	16	9	12	22	4	17	7	3	27	-	23	1	3
	26%	24%	31%	24%	33%	34%	28%	26%	25%	33%	15%	26%	23%	43%	26%	-%	27%	10%	60%
More than £250k	19	15	14	12	6	6	13	8	11	12	6	13	4	2	19	-	15	2	1
	18%	18%	21%	17%	18%	17%	23%	24%	23%	18%	23%	20%	13%	29%	18%	-%	18%	20%	20%
Mean score	648334.6	625054.8	774364.3	915674.2	921482.9	492804.2	1062028	502029.8	1096390	946753.6	129134.2	564520.0	930094.4	211428.1	648334.6	-	464304.0	125974.5	2578500
95 percent as lower case or *, 99 percent as UPPER CASE or **																			

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		IP Based Services																
		Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Total	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total		104	16	8	65	13	2	2	-	6	3	1	44	54	7	4	4	2
Under £1,000	(500.0)	6 6%	1 6%	- -%	3 5%	2 15%	- -%	1 50%	- -%	- -%	- -%	- -%	5b 11%	- -%	- -%	- -%	- -%	- -%
£1,000 to £2,499	(1749.5)	6 6%	- -%	- -%	5 8%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	6B 14%	- -%	- -%	1 25%	- -%	- -%
£2,500 to £4,999	(3749.5)	8 8%	2 13%	2 25%	3 5%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	6 14%	2 4%	1 14%	- -%	- -%	- -%
£5,000 to £9,999	(7499.5)	16 15%	5 31%	2 25%	9 14%	- -%	1 50%	- -%	- -%	1 17%	- -%	- -%	12B 27%	4 7%	- -%	1 25%	- -%	- -%
£10,000 to £19,999	(14999.5)	15 14%	4 25%	- -%	8 12%	3 23%	- -%	- -%	- -%	- -%	1 33%	- -%	9 20%	6 11%	2 29%	- -%	2 50%	1 50%
£20,000 to £49,999	(34999.5)	5 5%	1 6%	- -%	4 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5a 9%	- -%	- -%	- -%	- -%
£50,000 to £99,999	(74999.5)	9 9%	1 6%	1 13%	6 9%	1 8%	1 50%	1 50%	- -%	1 17%	- -%	1 100%	3 7%	6 11%	1 14%	- -%	1 25%	- -%
£100,000 to £249,999	(174999.5)	13 13%	1 6%	2 25%	7 11%	2 15%	- -%	- -%	- -%	1 17%	1 33%	- -%	2 5%	10a 19%	2 29%	- -%	- -%	- -%
£250,000 to £499,999	(374999.5)	11 11%	- -%	- -%	11 17%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	1 2%	10a 19%	- -%	- -%	1 25%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 109 (continuation)

<E3> Approximately, how much did it cost to move to IP services?

by

Base: All IP moved required investment

		IP Based Services																
		Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
		Total	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Total		104	16	8	65	13	2	2	-	6	3	1	44	54	7	4	4	2
£500,000 to £999,999	(7499999.5)	3 3%	- -%	- -%	2 3%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 6%	- -%	- -%	- -%	- -%
£1,000,000 to £4,999,999	(29999999.5)	1 1%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%
£5,000,000 to £9,999,999	(74999999.5)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£10,000,000 or more	(12500000.0)	4 4%	- -%	- -%	3 5%	1 8%	- -%	- -%	- -%	1 17%	- -%	- -%	- -%	4 7%	1 14%	2 50%	- -%	1 50%
Don't know		7 7%	1 6%	1 13%	4 6%	1 8%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	3 6%	- -%	- -%	- -%	- -%
NET		---																
Less than £20k		51 49%	12 75%	4 50%	28 43%	6 46%	1 50%	1 50%	- -%	2 33%	1 33%	- -%	38B 86%	12 22%	3 43%	2 50%	2 50%	1 50%
£20,000 to £249,999		27 26%	3 19%	3 38%	17 26%	3 23%	1 50%	1 50%	- -%	2 33%	1 33%	1 100%	5 11%	21A 39%	3 43%	- -%	1 25%	- -%
More than £250k		19 18%	- -%	- -%	16 25%	3 23%	- -%	- -%	- -%	2 33%	- -%	- -%	1 2%	18A 33%	1 14%	2 50%	1 25%	1 50%
Mean score		648334.6	26032.9	63928.1	740147.1	1393562	41249.5	37749.8	-	2189375	94999.5	74999.5	27510.9	1205931a	1851250	6252312	119999.5	6257500

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 110
<E4> Has the move to IP saved you money on your regular bills?...
by
Base: All that use IP

PERSONAL PROFILE																	
	Total	Company Size							No.Sites				Turnover				
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
		(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	million	- £100	£101m+	
													(a)	to £20 million	million (b)	(c)	(d)
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26	
Yes	104 69%	2 100%	5 83%	2 40%	9 69%	16 59%	20 59%	59f 78%	69 73%	12 80%	7 78%	14 78%	19 70%	36 61%	22 79%	20 77%	
No	22 15%	- -%	- -%	1 20%	1 8%	6 22%	6 18%	9 12%	14 15%	1 7%	- -%	3 17%	4 15%	15 25%	2 7%	1 4%	
We've only ever had IP based services / we have not moved services	12 8%	- -%	- -%	1 20%	1 8%	3 11%	4 12%	4 5%	6 6%	1 7%	1 11%	1 6%	3 11%	5 8%	2 7%	2 8%	
Don't know	12 8%	- -%	1 17%	1 20%	2 15%	2 7%	4 12%	4 5%	6 6%	1 7%	1 11%	- -%	1 4%	3 5%	2 7%	3 12%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 110 (continuation)

<E4> Has the move to IP saved you money on your regular bills?...

by

Base: All that use IP

	PERSONAL PROFILE														
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Transport/ Communi- cations	(e)	ncial Ser- vices	se rvices	admin and se- rvices	(i)					
		(b)	(c)	(d)		(f)	(g)	(h)		(a)	(b)	(c)	(d)	(e)	
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Yes	104 69%	4 80%	19 70%	7 78%	10 71%	9 75%	11 58%	25 71%	10 67%	9 64%	4 67%	14 74%	16 73%	33 66%	36 71%
No	22 15%	1 20%	4 15%	2 22%	2 14%	2 17%	3 16%	3 9%	2 13%	3 21%	- -%	3 16%	4 18%	7 14%	8 16%
We've only ever had IP based services / we have not moved services	12 8%	- -%	3 11%	- -%	1 7%	1 8%	4 21%	2 6%	- -%	1 7%	2 33%	2 11%	1 5%	6e 12%	1 2%
Don't know	12 8%	- -%	1 4%	- -%	1 7%	- -%	1 5%	5 14%	3 20%	1 7%	- -%	- -%	1 5%	4 8%	6 12%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 110 (continuation)
<E4> Has the move to IP saved you money on your regular bills?...
by
Base: All that use IP

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
Yes	104 69%	3 100%	13 76%	7 88%	7 88%	4 33%	3 43%	31 72%	14 64%	8 73%	90 69%	1 50%	10 71%	3 100%	60 79%	18 75%	3 50%
No	22 15%	- -%	1 6%	- -%	- -%	4 33%	2 29%	6 14%	4 18%	2 18%	19 15%	1 50%	2 14%	- -%	10 13%	3 13%	1 17%
We've only ever had IP based services / we have not moved services	12 8%	- -%	1 6%	1 13%	- -%	2 17%	- -%	4 9%	2 9%	- -%	10 8%	- -%	2 14%	- -%	6 8%	2 8%	- -%
Don't know	12 8%	- -%	2 12%	- -%	1 13%	2 17%	2 29%	2 5%	2 9%	1 9%	12 9%	- -%	- -%	- -%	- -%	1 4%	2 33%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 110 (continuation)

<E4> Has the move to IP saved you money on your regular bills?...

by

Base: All that use IP

PERSONAL PROFILE																
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	150	29	28	-	-	7	100	29	28	50	100	50	150	21	9	120
Yes	104 69%	19 66%	18 64%	- -%	- -%	5 71%	72 72%	19 66%	18 64%	32 64%	68 68%	36 72%	104 69%	12 57%	3 33%	89 74%
No	22 15%	4 14%	5 18%	- -%	- -%	1 14%	14 14%	4 14%	5 18%	8 16%	15 15%	7 14%	22 15%	4 19%	3 33%	15 13%
We've only ever had IP based services / we have not moved services	12 8%	4 14%	1 4%	- -%	- -%	1 14%	8 8%	4 14%	1 4%	4 8%	8 8%	4 8%	12 8%	3 14%	1 11%	8 7%
Don't know	12 8%	2 7%	4 14%	- -%	- -%	- -%	6 6%	2 7%	4 14%	6 12%	9 9%	3 6%	12 8%	2 10%	2 22%	8 7%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 110 (continuation)

<E4> Has the move to IP saved you money on your regular bills?...

by

Base: All that use IP

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	paconferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Yes	104 69%	15 52%	13 59%	7 37%	9 56%	8 44%	11 61%	12 71%	6 60%	2 100%	- -%	5 71%	3 60%	1 100%	- -%	1 50%
No	22 15%	7 24%	3 14%	7 37%	3 19%	4 22%	3 17%	- -%	2 20%	- -%	1 33%	1 14%	1 20%	- -%	- -%	- -%
We've only ever had IP based services / we have not moved services	12 8%	3 10%	4 18%	3 16%	2 13%	4 22%	2 11%	3 18%	2 20%	- -%	- -%	1 14%	1 20%	- -%	1 100%	1 50%
Don't know	12 8%	4 14%	2 9%	2 11%	2 13%	2 11%	2 11%	2 12%	- -%	- -%	2 67%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 110 (continuation)

<E4> Has the move to IP saved you money on your regular bills?...

by

Base: All that use IP

ISDN LINES																						
	Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
		(a)	(b)	(c)	ch	ch	chan	-1470	or more	(a)	(b)	(a)	(b)	Service	mentary	ck-up	Service	mentary	ck-up	dalone	-house	so
		(d)	(e)	(f)	annels	annels	nels	channe	chan					(a)	service	(b)	(c)	(a)	service	(b)	(c)	(a)
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3
Yes	104 69%	1 33%	- -	1 50%	3 75%	- -	- -	- -	- -	10 48%	4 57%	9 53%	1 33%	6 67%	6 50%	- -	3 50%	1 33%	1 33%	5 56%	9 50%	1 33%
No	22 15%	1 33%	- -	1 50%	1 25%	1 100%	- -	- -	- -	6 29%	1 14%	4 24%	1 33%	2 22%	2 17%	- -	- -	2 67%	2 67%	2 22%	4 22%	1 33%
We've only ever had IP based services / we have not moved services	12 8%	- -	- -	- -	- -	- -	- -	- -	1 100%	3 14%	1 14%	3 18%	- -	- -	3 25%	1 100%	1 17%	- -	- -	- -	3 17%	1 33%
Don't know	12 8%	1 33%	- -	- -	- -	- -	1 100%	- -	- -	2 10%	1 14%	1 6%	1 33%	1 11%	1 8%	- -	2 33%	- -	- -	2 22%	2 11%	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 110 (continuation)

<E4> Has the move to IP saved you money on your regular bills?...

by

Base: All that use IP

	ISDN LINES										
	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	9	12	9	14	12	8	9	17	10	2	
Yes	104 69%	5 56%	7 58%	3 33%	8 57%	5 42%	5 63%	5 56%	10 59%	5 50%	- -%
No	22 15%	2 22%	3 25%	2 22%	3 21%	4 33%	2 25%	3 33%	5 29%	1 10%	1 50%
We've only ever had IP based services / we have not moved services	12 8%	1 11%	2 17%	1 11%	3 21%	1 8%	1 13%	- -%	1 6%	3 30%	- -%
Don't know	12 8%	1 11%	- -%	3 33%	- -%	2 17%	- -%	1 11%	1 6%	1 10%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 110 (continuation)

<E4> Has the move to IP saved you money on your regular bills?...

by

Base: All that use IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Yes	104	-	-	-	-	-	-	-	-	41	71	28	86	71	71	35	40	56	38	49
	69%	-%	-%	-%	-%	-%	-%	-%	-%	76%	69%	70%	74%	75%	72%	69%	80%	78%	83%	78%
No	22	-	-	-	-	-	-	-	-	10	19	8	17	10	15	9	5	8	4	7
	15%	-%	-%	-%	-%	-%	-%	-%	-%	19%	18%	20%	15%	11%	15%	18%	10%	11%	9%	11%
We've only ever had IP based services / we have not moved services	12	-	-	-	-	-	-	-	-	2	9	2	8	8	7	4	4	5	2	4
	8%	-%	-%	-%	-%	-%	-%	-%	-%	4%	9%	5%	7%	8%	7%	8%	8%	7%	4%	6%
Don't know	12	-	-	-	-	-	-	-	-	1	4	2	6	6	5	3	1	3	2	3
	8%	-%	-%	-%	-%	-%	-%	-%	-%	2%	4%	5%	5%	6%	5%	6%	2%	4%	4%	5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 110 (continuation)

<E4> Has the move to IP saved you money on your regular bills?...

by

Base: All that use IP

IP Based Services																						
	Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1	
Yes	104 69%	60 69%	34 77%	71 78%	29 69%	4 36%	84 81%	18 51%	104 100%	- -%	- -%	15 75%	11 55%	65 76%	11 69%	2 100%	4 100%	- -%	4 67%	6 100%	1 100%	
No	22 15%	14 16%	4 9%	10 11%	6 14%	4 36%	10 10%	11 31%	- -%	22 100%	- -%	2 10%	6 30%	10 12%	3 19%	- -%	- -%	- -%	1 17%	- -%	- -%	
We've only ever had IP based services / we have not moved services	12 8%	8 9%	3 7%	4 4%	6 14%	2 18%	5 5%	5 14%	- -%	- -%	12 100%	3 15%	3 15%	5 6%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	12 8%	5 6%	3 7%	6 7%	1 2%	1 9%	5 5%	1 3%	- -%	- -%	- -%	- -%	- -%	5 6%	1 6%	- -%	- -%	- -%	1 17%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 110 (continuation)

<E4> Has the move to IP saved you money on your regular bills?...

by

Base: All that use IP

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	150	69	69	13	7	8	3
Yes	104	45	52	6	4	5	-
	69%	65%	75%	46%	57%	63%	-%
No	22	12	10	3	1	2	2
	15%	17%	14%	23%	14%	25%	67%
We've only ever had IP based services / we have not moved services	12	8	4	3	1	-	1
	8%	12%	6%	23%	14%	-%	33%
Don't know	12	4	3	1	1	1	-
	8%	6%	4%	8%	14%	13%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111

<E5a> Approximately, how much did you save by moving to IP services?

by

Base: All that use IP and have saved money on bills

		PERSONAL PROFILE															
		Company Size								No.Sites				Turnover			
Total		1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total		104	2	5	2	9	16	20	59	69	12	7	14	19	36	22	20
Under £1,000	(500.0)	11 11%	2 100%	4 80%	- -	6 67%	4 25%	1 5%	- -	10 14%	1 8%	- -	- -	7 37%	3 8%	- -	- -
£1,000 to £2,499	(1749.5)	10 10%	- -	1 20%	1 50%	2 22%	4 25%	2 10%	2 3%	10 14%	- -	- -	- -	5 26%	4 11%	1 5%	- -
£2,500 to £4,999	(3749.5)	11 11%	- -	- -	- -	- -	3 19%	3 15%	5 8%	8 12%	1 8%	1 14%	1 7%	3 16%	6 17%	1 5%	1 5%
£5,000 to £9,999	(7499.5)	13 13%	- -	- -	- -	- -	3 19%	5 25%	5 8%	8 12%	2 17%	1 14%	2 14%	1 5%	10 28%	2 9%	- -
£10,000 to £19,999	(14999.5)	14 13%	- -	- -	- -	- -	1 6%	3 15%	10 17%	10 14%	1 8%	1 14%	2 14%	2 11%	4 11%	4 18%	4 20%
£20,000 to £49,999	(34999.5)	7 7%	- -	- -	- -	- -	- -	7 12%	7 12%	5 7%	1 8%	- -	1 7%	- -	2 6%	3 14%	2 10%
£50,000 to £99,999	(74999.5)	18 17%	- -	- -	- -	- -	1 6%	3 15%	14 24%	9 13%	4 33%	2 29%	2 14%	- -	3 8%	8 36%	7 35%
£100, 000 to £249,999	(174999.5)	3 3%	- -	- -	- -	- -	- -	3 5%	3 5%	1 1%	1 8%	- -	- -	- -	- -	2 9%	1 5%
£250, 000 to £499,999	(374999.5)	4 4%	- -	- -	- -	- -	- -	1 5%	3 5%	2 3%	- -	- -	2 14%	- -	2 6%	- -	1 5%
£500, 000 to £999,999	(749999.5)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by

Base: All that use IP and have saved money on bills

		PERSONAL PROFILE															
		Company Size								No.Sites				Turnover			
Total		1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 10 to 49 (d) (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)		
Total		104	2	5	2	9	16	20	59	69	12	7	14	19	36	22	20
£1, 000,000 to £4,999,999 (29999999.5)		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£5, 000,000 to £9,999,999 (74999999.5)		1 1%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 14%	- -%	- -%	1 3%	- -%	- -%	- -%
£10, 000,000 or more (12500000.0)		1 1%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	1 5%
Don't know		11 11%	- -%	- -%	1 50%	1 11%	- -%	2 10%	8 14%	6 9%	1 8%	1 14%	3 21%	1 5%	1 3%	1 5%	3 15%
NET		---															
Less than £20k		59 57%	2 100%	5 100%	1 50%	8 89%	15 94%	14 70%	22 37%	46 67%	5 42%	3 43%	5 36%	18 95%	27 75%	8 36%	5 25%
£20,000 to £249,999		28 27%	- -%	- -%	- -%	- -%	1 6%	3 15%	24 41%	15 22%	6 50%	2 29%	3 21%	- -%	5 14%	13 59%	10 50%
More than £250k		6 6%	- -%	- -%	- -%	- -%	- -%	1 5%	5 8%	2 3%	- -%	1 14%	3 21%	- -%	3 8%	- -%	2 10%
Mean score		257975.4	500.0	749.9	1749.5	812.4	8296.5	38763.4	454014.2	32340.8	49476.8	1279375A	1225795	3388.6	248885.3	54070.9	806396.6 A

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by

Base: All that use IP and have saved money on bills

		PERSONAL PROFILE														
		Total	Sector									Number of years trading				
			Primary (a)	Manuf acturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fi nancial Services (f)	Other services (g)	Public admin and services (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total																
Total		104	4	19	7	10	9	11	25	10	9	4	14	16	33	36
Under £1,000	(500.0)	11 11%	- -%	2 11%	- -%	- -%	1 11%	- -%	6 24%	- -%	2 22%	1 25%	5 36%	- -%	3 9%	2 6%
£1,000 to £2,499	(1749.5)	10 10%	- -%	1 5%	2 29%	1 10%	- -%	1 9%	4 16%	- -%	1 11%	1 25%	3 21%	1 6%	4 12%	1 3%
£2,500 to £4,999	(3749.5)	11 11%	- -%	2 11%	1 14%	1 10%	- -%	1 9%	3 12%	1 10%	2 22%	1 25%	3 21%	2 13%	3 9%	2 6%
£5,000 to £9,999	(7499.5)	13 13%	1 25%	2 11%	2 29%	2 20%	2 22%	- -%	3 12%	- -%	1 11%	- -%	- -%	4 25%	4 12%	5 14%
£10,000 to £19,999	(14999.5)	14 13%	- -%	2 11%	- -%	4 40%	2 22%	1 9%	3 12%	- -%	2 22%	- -%	1 7%	2 13%	6 18%	5 14%
£20,000 to £49,999	(34999.5)	7 7%	- -%	3 16%	1 14%	- -%	1 11%	- -%	1 4%	1 10%	- -%	- -%	- -%	2 13%	2 6%	2 6%
£50,000 to £99,999	(74999.5)	18 17%	1 25%	5 26%	1 14%	- -%	2 22%	6 55%	1 4%	2 20%	- -%	1 25%	1 7%	2 13%	6 18%	8 22%
£100, 000 to £249,999	(174999.5)	3 3%	1 25%	1 5%	- -%	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	2 6%
£250, 000 to £499,999	(374999.5)	4 4%	1 25%	- -%	- -%	- -%	1 11%	1 9%	- -%	- -%	1 11%	- -%	- -%	1 6%	2 6%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by
Base: All that use IP and have saved money on bills

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manuf acturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fi nancial Services (f)	Other services (g)	Public admin and services (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	104	4	19	7	10	9	11	25	10	9	4	14	16	33	36
£500, 000 to £999,999	(7499999.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£1, 000,000 to £4,999,999	(29999999.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£5, 000,000 to £9,999,999	(74999999.5)	1	-	-	-	-	-	-	1	-	-	-	-	-	1
		1%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%	-%	-%	3%
£10, 000,000 or more	(12500000.0)	1	-	-	1	-	-	-	-	-	-	-	-	-	1
		1%	-%	-%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%
Don't know	11	-	1	-	-	-	1	4	5	-	-	-	2	3	6
	11%	-%	5%	-%	-%	-%	9%	16%	50%	-%	-%	-%	13%	9%	17%
NET															

Less than £20k	59	1	9	5	8	5	3	19	1	8	3	12	9	20	15
	57%	25%	47%	71%	80%	56%	27%	76%	10%	89%	75%	86%	56%	61%	42%
£20,000 to £249,999	28	2	9	2	1	3	6	2	3	-	1	2	4	8	12
	27%	50%	47%	29%	10%	33%	55%	8%	30%	-%	25%	14%	25%	24%	33%
More than £250k	6	1	-	-	1	1	1	-	1	1	-	-	1	2	3
	6%	25%	-%	-%	10%	11%	9%	-%	10%	11%	-%	-%	6%	6%	8%
Mean score	257975.4	158124.5	39457.9	18892.4	127555.0	67277.3	84549.5	9463.9	153775.0	46971.8	20249.6	20285.4	47445.9	46991.2	717257.9
		BcG													

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by
Base: All that use IP and have saved money on bills

		PERSONAL PROFILE																
		Total	Location													Involvement		
			North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Mi dlands (d)	West Mi dlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total		104	3	13	7	7	4	3	31	14	8	90	1	10	3	60	18	3
Under £1,000	(500.0)	11 11%	- -%	- -%	1 14%	1 14%	- -%	1 33%	1 3%	3 21%	2 25%	9 10%	- -%	1 10%	1 33%	3 5%	- -%	- -%
£1,000 to £2,499	(1749.5)	10 10%	1 33%	- -%	2 29%	- -%	- -%	- -%	5 16%	1 7%	- -%	9 10%	- -%	1 10%	- -%	2 3%	3 17%	- -%
£2,500 to £4,999	(3749.5)	11 11%	- -%	- -%	1 14%	- -%	1 25%	- -%	3 10%	1 7%	1 13%	7 8%	- -%	4 40%	- -%	6 10%	2 11%	2 67%
£5,000 to £9,999	(7499.5)	13 13%	1 33%	3 23%	- -%	3 43%	- -%	- -%	4 13%	2 14%	- -%	13 14%	- -%	- -%	- -%	10 17%	1 6%	- -%
£10,000 to £19,999	(14999.5)	14 13%	- -%	5 38%	- -%	1 14%	1 25%	1 33%	4 13%	2 14%	- -%	14 16%	- -%	- -%	- -%	11 18%	2 11%	- -%
£20,000 to £49,999	(34999.5)	7 7%	- -%	1 8%	- -%	- -%	- -%	- -%	3 10%	- -%	3 38%	7 8%	- -%	- -%	- -%	5 8%	2 11%	- -%
£50,000 to £99,999	(74999.5)	18 17%	1 33%	3 23%	2 29%	2 29%	1 25%	- -%	4 13%	1 7%	- -%	14 16%	- -%	2 20%	2 67%	13 22%	3 17%	- -%
£100, 000 to £249,999	(174999.5)	3 3%	- -%	- -%	- -%	- -%	- -%	1 33%	2 6%	- -%	- -%	3 3%	- -%	- -%	- -%	2 3%	- -%	- -%
£250, 000 to £499,999	(374999.5)	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	1 7%	- -%	2 2%	- -%	2 20%	- -%	1 2%	2 11%	- -%
£500, 000 to £999,999	(749999.5)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by

Base: All that use IP and have saved money on bills

		PERSONAL PROFILE																
		Location													Involvement			
	Total	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Mi dlands (d)	West Mi dlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	104	3	13	7	7	4	3	31	14	8	90	1	10	3	60	18	3	
£1,000,000 to £4,999,999	(2999999.5)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
£5,000,000 to £9,999,999	(7499999.5)	1 1%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 6%	- -%	
£10,000,000 or more	(12500000.0)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	1 1%	- -%	- -%	- -%	1 2%	- -%	- -%	
Don't know		11 11%	- -%	- -%	1 14%	- -%	1 25%	- -%	4 14%	2 25%	10 11%	1 100%	- -%	- -%	6 10%	2 11%	1 33%	
NET ---																		
Less than £20k		59 57%	2 67%	8 62%	4 57%	5 71%	2 50%	2 67%	17 55%	9 64%	3 38%	52 58%	- -%	6 60%	1 33%	32 53%	8 44%	2 67%
£20,000 to £249,999		28 27%	1 33%	4 31%	2 29%	2 29%	1 25%	1 33%	9 29%	1 7%	3 38%	24 27%	- -%	2 20%	2 67%	20 33%	5 28%	- -%
More than £250k		6 6%	- -%	1 8%	- -%	- -%	- -%	- -%	1 3%	2 14%	- -%	4 4%	- -%	2 20%	- -%	2 3%	3 17%	- -%
Mean score	257975.4	28082.8	604422.6	26291.3	26856.7	31249.5	63499.7	45944.0	1083500	18291.3	286549.6	-	91724.6	50166.3	271156.9	537202.6	3749.5	
95 percent as lower case or *, 99 percent as UPPER CASE or **																		

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by

Base: All that use IP and have saved money on bills

		PERSONAL PROFILE															
		Total	Fixed line services												Mostly used fixed line		
			ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Switched ISDN (j)	IP Not Switched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total		104	19	18	—	—	5	72	19	18	32	68	36	104	12	3	89
Under £1,000	(500.0)	11 11%	1 5%	— —%	— —%	— —%	— —%	10 14%	1 5%	— —%	1 3%	6 9%	5 14%	11 11%	1 8%	— —%	10 11%
£1,000 to £2,499	(1749.5)	10 10%	1 5%	— —%	— —%	— —%	— —%	9 13%	1 5%	— —%	1 3%	6 9%	4 11%	10 10%	— —%	— —%	10 11%
£2,500 to £4,999	(3749.5)	11 11%	4 21%	2 11%	— —%	— —%	1 20%	6 8%	4 21%	2 11%	5 16%	7 10%	4 11%	11 11%	3 25%	— —%	8 9%
£5,000 to £9,999	(7499.5)	13 13%	2 11%	5 28%	— —%	— —%	1 20%	7 10%	2 11%	5 28%	6 19%	8 12%	5 14%	13 13%	— —%	2 67%	11 12%
£10,000 to £19,999	(14999.5)	14 13%	2 11%	2 11%	— —%	— —%	— —%	10 14%	2 11%	2 11%	4 13%	10 15%	4 11%	14 13%	2 17%	— —%	12 13%
£20,000 to £49,999	(34999.5)	7 7%	3 16%	— —%	— —%	— —%	— —%	4 6%	3 16%	— —%	3 9%	7k 10%	— —%	7 7%	2 17%	— —%	5 6%
£50,000 to £99,999	(74999.5)	18 17%	2 11%	3 17%	— —%	— —%	1 20%	14 19%	2 11%	3 17%	4 13%	12 18%	6 17%	18 17%	1 8%	1 33%	16 18%
£100,000 to £249,999	(174999.5)	3 3%	1 5%	1 6%	— —%	— —%	1 20%	2 3%	1 5%	1 6%	1 3%	2 3%	1 3%	3 3%	1 8%	— —%	2 2%
£250,000 to £499,999	(374999.5)	4 4%	— —%	— —%	— —%	— —%	— —%	4 6%	— —%	— —%	— —%	1 1%	3 8%	4 4%	— —%	— —%	4 4%
£500,000 to £999,999	(749999.5)	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%	— —%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by

Base: All that use IP and have saved money on bills

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
Total		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Switched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total		104	19	18	-	-	5	72	19	18	32	68	36	104	12	3	89
£1, 000,000 to £4,999,999	(2999999.5)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£5, 000,000 to £9,999,999	(7499999.5)	1 1%	1 5%	- -%	- -%	- -%	- -%	1 5%	- -%	1 3%	1 1%	- -%	1 1%	1 8%	- -%	- -%	
£10, 000,000 or more	(12500000.0)	1 1%	1 5%	- -%	- -%	- -%	- -%	1 5%	- -%	1 3%	1 1%	- -%	1 1%	1 8%	- -%	- -%	
Don't know		11 11%	1 5%	5 28%	- -%	1 20%	6 8%	1 5%	5 28%	5 16%	7 10%	4 11%	11 11%	- -%	- -%	11 12%	
NET																	

Less than £20k		59 57%	10 53%	9 50%	- -%	- -%	2 40%	42 58%	10 53%	9 50%	17 53%	37 54%	22 61%	59 57%	6 50%	2 67%	51 57%
£20,000 to £249,999		28 27%	6 32%	4 22%	- -%	- -%	2 40%	20 28%	6 32%	4 22%	8 25%	21 31%	7 19%	28 27%	4 33%	1 33%	23 26%
More than £250k		6 6%	2 11%	- -%	- -%	- -%	4 6%	2 11%	- -%	2 6%	3 4%	3 8%	6 6%	2 17%	- -%	4 4%	
Mean score		257975.4	1138458F	36538.0	-	-	65312.0	49783.7	1138458F	36538.0	766888.4	362618.4	58499.6	257975.4	1696812C	29999.5	45384.2

f

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by
Base: All that use IP and have saved money on bills

		ISDN LINES															
		ISDN services Used									ISDN2/2e Channels						
		Total	In coming/ outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video conf erencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total		104	15	13	7	9	8	11	12	6	2	-	5	3	1	-	1
Under £1,000	(500.0)	11 11%	1 7%	1 8%	1 14%	1 11%	- -%	- -%	1 8%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%
£1,000 to £2,499	(1749.5)	10 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£2,500 to £4,999	(3749.5)	11 11%	3 20%	2 15%	1 14%	2 22%	2 25%	2 18%	2 17%	1 17%	- -%	- -%	3 60%	- -%	- -%	- -%	- -%
£5,000 to £9,999	(7499.5)	13 13%	2 13%	2 15%	- -%	1 11%	- -%	1 9%	2 17%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£10,000 to £19,999	(14999.5)	14 13%	2 13%	2 15%	1 14%	- -%	1 13%	1 9%	1 8%	- -%	1 50%	- -%	- -%	1 33%	- -%	- -%	- -%
£20,000 to £49,999	(34999.5)	7 7%	2 13%	1 8%	1 14%	1 11%	- -%	2 18%	2 17%	1 17%	- -%	- -%	2 40%	- -%	- -%	- -%	- -%
£50,000 to £99,999	(74999.5)	18 17%	2 13%	2 15%	- -%	2 22%	2 25%	2 18%	2 17%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%
£100, 000 to £249,999	(174999.5)	3 3%	1 7%	1 8%	1 14%	1 11%	1 13%	1 9%	1 8%	1 17%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%
£250, 000 to £499,999	(374999.5)	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£500, 000 to £999,999	(749999.5)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by
Base: All that use IP and have saved money on bills

		ISDN LINES															
		ISDN services Used									ISDN2/2e Channels						
		Total	In coming/ outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video conf erencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total		104	15	13	7	9	8	11	12	6	2	-	5	3	1	-	1
£1, 000,000 to £4,999,999	(2999999.5)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£5, 000,000 to £9,999,999	(7499999.5)	1 1%	1 7%	1 8%	1 14%	- -%	1 13%	1 9%	- -%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%
£10, 000,000 or more	(12500000.0)	1 1%	1 7%	1 8%	1 14%	1 11%	1 13%	1 9%	1 8%	1 17%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%
Don't know		11 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET ---																	
Less than £20k		59 57%	8 53%	7 54%	3 43%	4 44%	3 38%	4 36%	6 50%	2 33%	2 100%	- -%	3 60%	1 33%	- -%	- -%	- -%
£20,000 to £249,999		28 27%	5 33%	4 31%	2 29%	4 44%	3 38%	5 45%	5 42%	2 33%	- -%	- -%	2 40%	2 67%	- -%	- -%	- -%
More than £250k		6 6%	2 13%	2 15%	2 29%	1 11%	2 25%	2 18%	1 8%	2 33%	- -%	- -%	- -%	- -%	1 100%	- -%	1 100%
Mean score		257975.4	1363450	1570230	2889893	1430611	2543437	1856818	1077750	3370208	7749.8	-	16249.5	88332.8	12500000	-	7500000
95 percent as lower case or *, 99 percent as UPPER CASE or **																	

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by
Base: All that use IP and have saved money on bills

		ISDN LINES																			
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			
		Total	30 (a)	60 (b)	90-120 (c)	150-270 channels (d)	300-420 channels (e)	450-570 cha nnels(f)	600-1470 cha nnels(g)	1500 or more cha nnels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	
Total		104	1	-	1	3	-	-	-	-	10	4	9	1	6	6	-	3	1	1	
Under £1,000	(500.0)	11 11%	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	- -	- -	1 100%	1 17%	- -	- -	- -	- -	- -	
£1,000 to £2,499	(1749.5)	10 10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
£2,500 to £4,999	(3749.5)	11 11%	- -	- -	- -	1 33%	- -	- -	- -	- -	2 20%	- -	2 22%	- -	2 33%	1 17%	- -	- -	- -	1 100%	
£5,000 to £9,999	(7499.5)	13 13%	1 100%	- -	- -	1 33%	- -	- -	- -	- -	1 10%	1 25%	1 11%	- -	- -	- -	- -	1 33%	1 100%	- -	
£10,000 to £19,999	(14999.5)	14 13%	- -	- -	- -	- -	- -	- -	- -	- -	2 20%	- -	2 22%	- -	1 17%	1 17%	- -	- -	- -	- -	
£20,000 to £49,999	(34999.5)	7 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 50%	- -	- -	- -	2 33%	- -	- -	- -	- -	
£50,000 to £99,999	(74999.5)	18 17%	- -	- -	1 100%	- -	- -	- -	- -	- -	1 10%	1 25%	1 11%	- -	- -	1 17%	- -	1 33%	- -	- -	
£100, 000 to £249,999	(174999.5)	3 3%	- -	- -	- -	1 33%	- -	- -	- -	- -	1 10%	- -	1 11%	- -	1 17%	- -	- -	1 33%	- -	- -	
£250, 000 to £499,999	(374999.5)	4 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
£500, 000 to £999,999	(749999.5)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by
Base: All that use IP and have saved money on bills

		ISDN LINES																	
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status		
Total		30 (a)	60 (b)	90-120 (c)	150-270 channels (d)	300-420 channels (e)	450-570 cha nnels(f)	600-1470 cha nnels(g)	1500 or more cha nnels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)
Total	104	1	-	1	3	-	-	-	-	10	4	9	1	6	6	-	3	1	1
£1, 000,000 to £4,999,999	(2999999.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£5, 000,000 to £9,999,999	(7499999.5)	1	-	-	-	-	-	-	-	1	-	1	-	-	1	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	10%	-%	11%	-%	-%	17%	-%	-%	-%	-%
£10, 000,000 or more	(12500000.0)	1	-	-	-	-	-	-	-	1	-	1	-	1	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	10%	-%	11%	-%	17%	-%	-%	-%	-%	-%
Don't know		11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET																			
Less																			
than £20k		59	1	-	2	-	-	-	-	6	1	5	1	4	2	-	1	1	1
		57%	100%	-%	67%	-%	-%	-%	-%	60%	25%	56%	100%	67%	33%	-%	33%	100%	100%
£20,000 to £249,999		28	-	-	1	1	-	-	-	2	3	2	-	1	3	-	2	-	-
		27%	-%	-%	100%	33%	-%	-%	-%	20%	75%	22%	-%	17%	50%	-%	67%	-%	-%
More than £250k		6	-	-	-	-	-	-	-	2	-	2	-	1	1	-	-	-	-
		6%	-%	-%	-%	-%	-%	-%	-%	20%	-%	22%	-%	17%	17%	-%	-%	-%	-%
Mean score	257975.4	7499.5	-	74999.5	62082.8	-	-	-	-	2029550	38124.5	2255000	500.0	2116333	1277291	-	85832.8	7499.5	3749.5

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by

Base: All that use IP and have saved money on bills

		ISDN LINES													
		Purchased as				Ever Switched			Considering switch		Considering switch				
Total		Stan dalone (a)	In-house package (b)	Hosted solution (c)	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total		104	5	9	1	5	7	3	8	5	5	5	10	5	-
Under £1,000	(500.0)	11 11%	- -%	1 11%	- -%	- -%	- -%	1 33%	- -%	1 20%	- -%	- -%	- -%	1 20%	- -%
£1,000 to £2,499	(1749.5)	10 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£2,500 to £4,999	(3749.5)	11 11%	1 20%	1 11%	1 100%	- -%	1 14%	2 67%	2 25%	1 20%	1 20%	1 20%	2 20%	1 20%	- -%
£5,000 to £9,999	(7499.5)	13 13%	1 20%	1 11%	- -%	2 40%	- -%	- -%	1 13%	1 20%	1 20%	- -%	1 10%	1 20%	- -%
£10,000 to £19,999	(14999.5)	14 13%	2 40%	- -%	- -%	1 20%	1 14%	- -%	1 13%	1 20%	1 20%	- -%	1 10%	1 20%	- -%
£20,000 to £49,999	(34999.5)	7 7%	- -%	2 22%	- -%	- -%	2 29%	- -%	- -%	- -%	- -%	2 40%	2 20%	- -%	- -%
£50,000 to £99,999	(74999.5)	18 17%	- -%	2 22%	- -%	1 20%	1 14%	- -%	2 25%	- -%	1 20%	1 20%	2 20%	- -%	- -%
£100,000 to £249,999	(174999.5)	3 3%	1 20%	- -%	- -%	1 20%	- -%	- -%	1 13%	- -%	1 20%	- -%	1 10%	- -%	- -%
£250,000 to £499,999	(374999.5)	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by
Base: All that use IP and have saved money on bills

		ISDN LINES													
		Purchased as				Ever Switched			Considering switch		Considering switch				
Total		Stan dalone (a)	In-house package (b)	Hosted solution (c)	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total		104	5	9	1	5	7	3	8	5	5	5	10	5	-
£500,000 to £999,999	(749999.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£1,000,000 to £4,999,999	(2999999.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£5,000,000 to £9,999,999	(7499999.5)	1	-	1	-	-	1	-	-	1	-	-	-	1	-
		1%	-%	11%	-%	-%	14%	-%	-%	20%	-%	-%	-%	20%	-%
£10,000,000 or more	(12500000.0)	1	-	1	-	-	1	-	1	-	-	1	1	-	-
		1%	-%	11%	-%	-%	14%	-%	13%	-%	-%	20%	10%	-%	-%
Don't know		11	-	-	-	-	-	-	-	-	-	-	-	-	-
		11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET															
Less than £20k		59	4	3	1	3	2	3	4	4	3	1	4	4	-
		57%	80%	33%	100%	60%	29%	100%	50%	80%	60%	20%	40%	80%	-%
£20,000 to £249,999		28	1	4	-	2	3	-	3	-	2	3	5	-	-
		27%	20%	44%	-%	40%	43%	-%	38%	-%	40%	60%	50%	-%	-%
More than £250k		6	-	2	-	-	2	-	1	1	-	1	1	1	-
		6%	-%	22%	-%	-%	29%	-%	13%	20%	-%	20%	10%	20%	-%
Mean score		257975.4	43249.5	2247972	3749.5	55999.5	2880535	2666.3	1606875	1505350	55249.5	2529750	1292500	1505350	

95 percent as lower case or *, 99 percent as UPPER CASE or **

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Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by

Base: All that use IP and have saved money on bills

IP Based Services													
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used		
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Planning to (b)	Have trialed (c)	plan to imp lement (d)	Not trialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Centrex (c)
Total	104	-	-	-	-	-	-	-	-	-	41	71	28
Under £1,000	(500.0)	11	-	-	-	-	-	-	-	-	1	8	2
		11%	-%	-%	-%	-%	-%	-%	-%	-%	2%	11%	7%
£1,000 to £2,499	(1749.5)	10	-	-	-	-	-	-	-	-	4	9	1
		10%	-%	-%	-%	-%	-%	-%	-%	-%	10%	13%	4%
£2,500 to £4,999	(3749.5)	11	-	-	-	-	-	-	-	-	7	6	5
		11%	-%	-%	-%	-%	-%	-%	-%	-%	17%	8%	18%
£5,000 to £9,999	(7499.5)	13	-	-	-	-	-	-	-	-	4	8	-
		13%	-%	-%	-%	-%	-%	-%	-%	-%	10%	11%	-%
£10,000 to £19,999	(14999.5)	14	-	-	-	-	-	-	-	-	5	11	6
		13%	-%	-%	-%	-%	-%	-%	-%	-%	12%	15%	21%
£20,000 to £49,999	(34999.5)	7	-	-	-	-	-	-	-	-	3	4	3
		7%	-%	-%	-%	-%	-%	-%	-%	-%	7%	6%	11%
£50,000 to £99,999	(74999.5)	18	-	-	-	-	-	-	-	-	9	15	6
		17%	-%	-%	-%	-%	-%	-%	-%	-%	22%	21%	21%
£100,000 to £249,999	(174999.5)	3	-	-	-	-	-	-	-	-	-	3	-
		3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%
£250,000 to £499,999	(374999.5)	4	-	-	-	-	-	-	-	-	2	3	2
		4%	-%	-%	-%	-%	-%	-%	-%	-%	5%	4%	7%
£500,000 to £999,999	(749999.5)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by

Base: All that use IP and have saved money on bills

		IP Based Services											
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used		
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Planning to (b)	Have trialed (c)	plan to imp lement (d)	Not trialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Centrex (c)
Total		104	-	-	-	-	-	-	-	-	41	71	28
£1,000,000 to £4,999,999	(2999999.5)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£5,000,000 to £9,999,999	(7499999.5)	1	-	-	-	-	-	-	-	-	1	1	1
		1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	1%	4%
£10,000,000 or more	(12500000.0)	1	-	-	-	-	-	-	-	-	1	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Don't know		11	-	-	-	-	-	-	-	-	4	3	2
		11%	-%	-%	-%	-%	-%	-%	-%	-%	10%	4%	7%
NET													

Less than £20k		59	-	-	-	-	-	-	-	-	21	42	14
		57%	-%	-%	-%	-%	-%	-%	-%	-%	51%	59%	50%
£20,000 to £249,999		28	-	-	-	-	-	-	-	-	12	22	9
		27%	-%	-%	-%	-%	-%	-%	-%	-%	29%	31%	32%
More than £250k		6	-	-	-	-	-	-	-	-	4	4	3
		6%	-%	-%	-%	-%	-%	-%	-%	-%	10%	6%	11%
Mean score	257975.4	-	-	-	-	-	-	-	-	-	585641.4	157091.5	342941.8

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by
Base: All that use IP and have saved money on bills

		IP Based Services																		
		IP Services Used									Switch Installed		Service Status			IP required investment		IP saved money		
		Total	In coming/ Outgoing Calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video conf erencing (h)	Yes (a)	No (b)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)
Total		104	86	71	71	35	40	56	38	49	60	34	71	29	4	84	18	104	-	-
Under £1,000	(500.0)	11 11%	10 12%	7 10%	8 11%	2 6%	2 5%	5 9%	3 8%	5 10%	2 3%	6a 18%	8 11%	3 10%	- -%	7 8%	4 22%	11 11%	- -%	- -%
£1,000 to £2,499	(1749.5)	10 10%	9 10%	4 6%	8 11%	5 14%	2 5%	4 7%	3 8%	3 6%	5 8%	5 15%	8 11%	2 7%	- -%	7 8%	3 17%	10 10%	- -%	- -%
£2,500 to £4,999	(3749.5)	11 11%	9 10%	9 13%	7 10%	6 17%	6 15%	5 9%	3 8%	4 8%	7 12%	3 9%	7 10%	3 10%	1 25%	8 10%	2 11%	11 11%	- -%	- -%
£5,000 to £9,999	(7499.5)	13 13%	9 10%	8 11%	8 11%	3 9%	5 13%	6 11%	8 21%	7 14%	5 8%	6 18%	7 10%	5 17%	1 25%	7 8%	6 33%	13 13%	- -%	- -%
£10,000 to £19,999	(14999.5)	14 13%	11 13%	10 14%	12 17%	6 17%	10 25%	10 18%	6 16%	8 16%	13b 22%	1 3%	11 15%	3 10%	- -%	13 15%	1 6%	14 13%	- -%	- -%
£20,000 to £49,999	(34999.5)	7 7%	6 7%	6 8%	5 7%	3 9%	2 5%	5 9%	2 5%	2 4%	3 5%	3 9%	3 4%	3 10%	1 25%	7 8%	- -%	7 7%	- -%	- -%
£50,000 to £99,999	(74999.5)	18 17%	16 19%	12 17%	8 11%	4 11%	8 20%	9 16%	8 21%	7 14%	12 20%	6 18%	12 17%	6 21%	- -%	16 19%	2 11%	18 17%	- -%	- -%
£100, 000 to £249,999	(174999.5)	3 3%	2 2%	2 3%	3 4%	2 6%	- -%	2 4%	1 3%	2 4%	2 3%	- -%	3 4%	- -%	- -%	3 4%	- -%	3 3%	- -%	- -%
£250, 000 to £499,999	(374999.5)	4 4%	3 3%	3 4%	2 3%	1 3%	2 5%	3 5%	1 3%	1 2%	2 3%	2 6%	3 4%	- -%	1 25%	4 5%	- -%	4 4%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by
Base: All that use IP and have saved money on bills

		IP Based Services																		
		IP Services Used									Switch Installed		Service Status			IP required investment		IP saved money		
		Total	In coming/ Outgoing Calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/ Alarms (e)	Data (f)	Card pa yments (g)	Video conf erencing (h)	Yes (a)	No (b)	Primary Service (a)	Suppl ementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)
Total		104	86	71	71	35	40	56	38	49	60	34	71	29	4	84	18	104	-	-
£500, 000 to £999,999	(749999.5)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£1, 000,000 to £4,999,999	(2999999.5)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£5, 000,000 to £9,999,999	(7499999.5)	1 1%	- -%	1 1%	1 1%	- -%	- -%	1 2%	- -%	- -%	1 2%	- -%	- -%	1 3%	- -%	1 1%	- -%	1 1%	- -%	- -%
£10, 000,000 or more	(12500000.0)	1 1%	1 1%	- -%	1 1%	1 3%	- -%	1 2%	1 3%	1 2%	1 2%	- -%	- -%	1 3%	- -%	1 1%	- -%	1 1%	- -%	- -%
Don't know		11 11%	10 12%	9 13%	8 11%	2 6%	3 8%	5 9%	2 5%	9 18%	7 12%	2 6%	9 13%	2 7%	- -%	10 12%	- -%	11 11%	- -%	- -%
NET		---																		
Less than £20k		59 57%	48 56%	38 54%	43 61%	22 63%	25 63%	30 54%	23 61%	27 55%	32 53%	21 62%	41 58%	16 55%	2 50%	42 50%	16 89%	59 57%	- -%	- -%
£20,000 to £249,999		28 27%	24 28%	20 28%	16 23%	9 26%	10 25%	16 29%	11 29%	11 22%	17 28%	9 26%	18 25%	9 31%	1 25%	26 31%	2 11%	28 27%	- -%	- -%
More than £250k		6 6%	4 5%	4 6%	4 6%	2 6%	2 5%	5 9%	2 5%	2 4%	4 7%	2 6%	3 4%	2 7%	1 25%	6 7%	- -%	6 6%	- -%	- -%
Mean score		257975.4	206210.1	166761.7	354511.5	417416.2	44175.2	442122.1	385777.3	350380.8	422141.0	43374.6	47043.9	764953.3	105312.0	321124.6	12485.7	257975.4	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by
Base: All that use IP and have saved money on bills

		IP Based Services																
		Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Total	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total		104	15	11	65	11	2	4	-	4	6	1	45	52	6	4	5	-
Under £1,000	(500.0)	11 11%	1 7%	2 18%	7 11%	1 9%	- -	- -	- -	- -	- -	- -	10B 22%	1 2%	- -	1 25%	- -	- -
£1,000 to £2,499	(1749.5)	10 10%	2 13%	- -	6 9%	2 18%	- -	1 25%	- -	- -	- -	- -	8b 18%	2 4%	- -	- -	- -	- -
£2,500 to £4,999	(3749.5)	11 11%	3 20%	3 27%	4 6%	- -	1 50%	- -	- -	1 25%	- -	- -	6 13%	3 6%	1 17%	2 50%	1 20%	- -
£5,000 to £9,999	(7499.5)	13 13%	2 13%	1 9%	8 12%	2 18%	1 50%	1 25%	- -	1 25%	2 33%	- -	10b 22%	3 6%	- -	- -	2 40%	- -
£10,000 to £19,999	(14999.5)	14 13%	4 27%	1 9%	8 12%	1 9%	- -	- -	- -	1 25%	- -	1 100%	4 9%	10 19%	2 33%	- -	- -	- -
£20,000 to £49,999	(34999.5)	7 7%	- -	- -	7 11%	- -	- -	1 25%	- -	- -	- -	- -	- -	7a 13%	- -	- -	- -	- -
£50,000 to £99,999	(74999.5)	18 17%	1 7%	2 18%	12 18%	2 18%	- -	1 25%	- -	- -	1 17%	- -	3 7%	15A 29%	1 17%	- -	1 20%	- -
£100,000 to £249,999	(174999.5)	3 3%	2 13%	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	2 4%	1 17%	- -	1 20%	- -
£250,000 to £499,999	(374999.5)	4 4%	- -	1 9%	3 5%	- -	- -	- -	- -	- -	- -	- -	2 4%	2 4%	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 111 (continuation)

<E5a> Approximately, how much did you save by moving to IP services?

by
Base: All that use IP and have saved money on bills

		IP Based Services																
		Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Total	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Suppl ementary service (a)	A back-up (b)	Not at all (c)	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Total		104	15	11	65	11	2	4	-	4	6	1	45	52	6	4	5	-
£500,000 to £999,999	(749999.5)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£1,000,000 to £4,999,999	(2999999.5)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£5,000,000 to £9,999,999	(7499999.5)	1 1%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 25%	- -%	- -%
£10,000,000 or more	(12500000.0)	1 1%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 17%	- -%	- -%	- -%
Don't know		11 11%	- -%	1 9%	7 11%	3 27%	- -%	- -%	- -%	1 25%	3 50%	- -%	2 4%	5 10%	- -%	- -%	- -%	- -%
NET ---																		
Less than £20k		59 57%	12 80%	7 64%	33 51%	6 55%	2 100%	2 50%	- -%	3 75%	2 33%	1 100%	38B 84%	19 37%	3 50%	3 75%	3 60%	- -%
£20,000 to £249,999		28 27%	3 20%	2 18%	20 31%	2 18%	- -%	2 50%	- -%	- -%	1 17%	- -%	3 7%	24A 46%	2 33%	- -%	2 40%	- -%
More than £250k		6 6%	- -%	1 9%	5 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 4%	4 8%	1 17%	1 25%	- -%	- -%
Mean score		257975.4	34349.5	55974.6	390585.8	22999.6	5624.5	29812.0	-	8749.5	29999.5	14999.5	26778.7	482079.3	2130625	1877000	53749.5	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112

<E5b> Which one of the following best describes your use of analogue telephone lines (fixed telephone lines that are not ISDN lines) after you moved to IP services?
by

Base: All that use IP

PERSONAL PROFILE																
	Total	Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)	(a)	(b)	to 20 (c)		£1m (a)	to £20 million (b)	million (c)	(d)
<hr/>																
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Had any analogue line(s) and kept at least one	85 57%	1 50%	5 83%	2 40%	8 62%	12 44%	19 56%	46 61%	52 55%	11 73%	6 67%	11 61%	11 41%	34 58%	19 68%	14 54%
Didn't have any analogue line(s) and still don't	20 13%	- -%	- -%	2 40%	2 15%	5 19%	1 3%	12 16%	14 15%	2 13%	- -%	2 11%	6 22%	8 14%	3 11%	3 12%
Didn't have any analogue line(s) but added one or more	20 13%	- -%	1 17%	- -%	1 8%	6 22%	7 21%	6 8%	14 15%	- -%	- -%	4 22%	6 22%	10 17%	1 4%	3 12%
Had any analogue line(s) but removed all of them	16 11%	1 50%	- -%	1 20%	2 15%	2 7%	4 12%	8 11%	11 12%	1 7%	2 22%	1 6%	2 7%	6 10%	2 7%	4 15%
Don't know	9 6%	- -%	- -%	- -%	- -%	2 7%	3 9%	4 5%	4 4%	1 7%	1 11%	- -%	2 7%	1 2%	3 11%	2 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112 (continuation)

<E5b> Which one of the following best describes your use of analogue telephone lines (fixed telephone lines that are not ISDN lines) after you moved to IP services?

by

Base: All that use IP

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)	than	5	9	to 19	years
		(b)	(c)	Transport/ Communi- cations (d)		(f)	(g)	(h)		2 years (a)	(b)	(c)	(d)	(e)	
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Had any analogue line(s) and kept at least one	85 57%	3 60%	14 52%	3 33%	11 79%	10 83%	10 53%	19 54%	11 73%	4 29%	4 67%	6 32%	13 59%	30 60%	31 61%
Didn't have any analogue line(s) and still don't	20 13%	2 40%	4 15%	2 22%	2 14%	- -%	1 5%	5 14%	- -%	4 29%	1 17%	5 26%	2 9%	4 8%	8 16%
Didn't have any analogue line(s) but added one or more	20 13%	- -%	7 26%	1 11%	1 7%	1 8%	5 26%	- -%	2 13%	3 21%	1 17%	7 37%	2 9%	8e 16%	2 4%
Had any analogue line(s) but removed all of them	16 11%	- -%	2 7%	3 33%	- -%	1 8%	1 5%	8 23%	- -%	1 7%	- -%	1 5%	2 9%	6 12%	7 14%
Don't know	9 6%	- -%	- -%	- -%	- -%	- -%	2 11%	3 9%	2 13%	2 14%	- -%	- -%	3 14%	2 4%	3 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112 (continuation)

<E5b> Which one of the following best describes your use of analogue telephone lines (fixed telephone lines that are not ISDN lines) after you moved to IP services?
by

Base: All that use IP

	Total	PERSONAL PROFILE															
		Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
Had any analogue line(s) and kept at least one	85 57%	2 67%	8 47%	5 63%	5 63%	9 75%	4 57%	19 44%	13 59%	8 73%	73 56%	1 50%	9 64%	2 67%	52 68%	13 54%	1 17%
Didn't have any analogue line(s) and still don't	20 13%	- -%	2 12%	2 25%	- -%	1 8%	2 29%	9 21%	2 9%	- -%	18 14%	- -%	2 14%	- -%	8 11%	4 17%	1 17%
Didn't have any analogue line(s) but added one or more	20 13%	1 33%	1 6%	1 13%	2 25%	1 8%	- -%	6 14%	2 9%	2 18%	16 12%	1 50%	3 21%	- -%	10 13%	5 21%	- -%
Had any analogue line(s) but removed all of them	16 11%	- -%	4 24%	- -%	- -%	- -%	- -%	6 14%	4 18%	1 9%	15 11%	- -%	- -%	1 33%	6 8%	2 8%	1 17%
Don't know	9 6%	- -%	2 12%	- -%	1 13%	1 8%	1 14%	3 7%	1 5%	- -%	9 7%	- -%	- -%	- -%	- -%	- -%	3 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112 (continuation)

<E5b> Which one of the following best describes your use of analogue telephone lines (fixed telephone lines that are not ISDN lines) after you moved to IP services?
by

Base: All that use IP

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
Total		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	150	29	28	–	–	7	100	29	28	50	100	50	150	21	9	120
Had any analogue line(s) and kept at least one	85 57%	19 66%	14 50%	– –%	– –%	3 43%	55 55%	19 66%	14 50%	30 60%	54 54%	31 62%	85 57%	13 62%	5 56%	67 56%
Didn't have any analogue line(s) and still don't	20 13%	5 17%	3 11%	– –%	– –%	2 29%	14 14%	5 17%	3 11%	6 12%	14 14%	6 12%	20 13%	4 19%	– –%	16 13%
Didn't have any analogue line(s) but added one or more	20 13%	3 10%	5 18%	– –%	– –%	1 14%	13 13%	3 10%	5 18%	7 14%	15 15%	5 10%	20 13%	3 14%	1 11%	16 13%
Had any analogue line(s) but removed all of them	16 11%	1 3%	4 14%	– –%	– –%	1 14%	12 12%	1 3%	4 14%	4 8%	11 11%	5 10%	16 11%	– –%	2 22%	14 12%
Don't know	9 6%	1 3%	2 7%	– –%	– –%	– –%	6 6%	1 3%	2 7%	3 6%	6 6%	3 6%	9 6%	1 5%	1 11%	7 6%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112 (continuation)
<E5b> Which one of the following best describes your use of analogue telephone lines (fixed telephone lines that are not ISDN lines) after you moved to IP services?
by
Base: All that use IP

		ISDN LINES															
		ISDN services Used								ISDN2/2e Channels							
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	- 18 (e)	20 -28 (f)	30+ (g)	
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2	
Had any analogue line(s) and kept at least one	85 57%	17 59%	15 68%	9 47%	10 63%	11 61%	10 56%	11 65%	6 60%	1 50%	1 33%	4 57%	3 60%	1 100%	1 100%	1 50%	
Didn't have any analogue line(s) and still don't	20 13%	4 14%	3 14%	3 16%	2 13%	3 17%	2 11%	2 12%	2 20%	1 50%	- -%	1 14%	2 40%	- -%	- -%	- -%	
Didn't have any analogue line(s) but added one or more	20 13%	4 14%	1 5%	3 16%	2 13%	1 6%	2 11%	2 12%	1 10%	- -%	1 33%	2 29%	- -%	- -%	- -%	- -%	
Had any analogue line(s) but removed all of them	16 11%	2 7%	2 9%	2 11%	1 6%	2 11%	2 11%	1 6%	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 50%	
Don't know	9 6%	2 7%	1 5%	2 11%	1 6%	1 6%	2 11%	1 6%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112 (continuation)

<E5b> Which one of the following best describes your use of analogue telephone lines (fixed telephone lines that are not ISDN lines) after you moved to IP services?

by

Base: All that use IP

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 or more channels(g)	1500 nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3
Had any analogue line(s) and kept at least one	85 57%	2 67%	- -%	1 50%	2 50%	- -%	- -%	- -%	- -%	12 57%	5 71%	9 53%	2 67%	6 67%	6 50%	1 100%	3 50%	1 33%	1 33%	4 44%	12 67%	2 67%
Didn't have any analogue line(s) and still don't	20 13%	- -%	- -%	- -%	2 50%	- -%	- -%	- -%	- -%	3 14%	- -%	3 18%	- -%	2 22%	2 17%	- -%	1 17%	- -%	1 33%	4 44%	- -%	- -%
Didn't have any analogue line(s) but added one or more	20 13%	- -%	- -%	1 50%	- -%	1 100%	- -%	- -%	- -%	4 19%	- -%	4 24%	- -%	1 11%	2 17%	- -%	- -%	1 33%	1 33%	- -%	4 22%	- -%
Had any analogue line(s) but removed all of them	16 11%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	1 5%	1 14%	1 6%	- -%	- -%	1 8%	- -%	1 17%	1 33%	- -%	- -%	1 6%	1 33%
Don't know	9 6%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 5%	1 14%	- -%	1 33%	- -%	1 8%	- -%	1 17%	- -%	- -%	1 11%	1 6%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112 (continuation)

<E5b> Which one of the following best describes your use of analogue telephone lines (fixed telephone lines that are not ISDN lines) after you moved to IP services?
by

Base: All that use IP

	ISDN LINES										

	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Total	150	9	12	9	14	12	8	9	17	10	2
Had any analogue line(s) and kept at least one	85 57%	3 33%	10 83%	5 56%	7 50%	9 75%	4 50%	5 56%	9 53%	8 80%	1 50%
Didn't have any analogue line(s) and still don't	20 13%	3 33%	1 8%	- -%	4 29%	- -%	3 38%	1 11%	4 24%	- -%	- -%
Didn't have any analogue line(s) but added one or more	20 13%	2 22%	1 8%	1 11%	3 21%	1 8%	1 13%	2 22%	3 18%	1 10%	- -%
Had any analogue line(s) but removed all of them	16 11%	- -%	- -%	2 22%	- -%	2 17%	- -%	- -%	- -%	1 10%	1 50%
Don't know	9 6%	1 11%	- -%	1 11%	- -%	- -%	- -%	1 11%	1 6%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112 (continuation)

<E5b> Which one of the following best describes your use of analogue telephone lines (fixed telephone lines that are not ISDN lines) after you moved to IP services?
by

Base: All that use IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Had any analogue line(s) and kept at least one	85 57%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	33 61%	59 57%	19 48%	67 57%	58 61%	55 56%	32 63%	29 58%	47 65%	29 63%	37 59%
Didn't have any analogue line(s) and still don't	20 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 17%	15 15%	3 8%	14 12%	11 12%	14 14%	8 16%	8 16%	8 11%	5 11%	8 13%
Didn't have any analogue line(s) but added one or more	20 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	7 13%	15 15%	12ab 30%	17 15%	12 13%	14 14%	5 10%	9 18%	9 13%	6 13%	9 14%
Had any analogue line(s) but removed all of them	16 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 7%	10 10%	4 10%	14 12%	9 9%	11 11%	4 8%	2 4%	7 10%	4 9%	7 11%
Don't know	9 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	4 4%	2 5%	5 4%	5 5%	4 4%	2 4%	2 4%	1 1%	2 4%	2 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112 (continuation)

<E5b> Which one of the following best describes your use of analogue telephone lines (fixed telephone lines that are not ISDN lines) after you moved to IP services?
by

Base: All that use IP

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	
Total		150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1	
Had any analogue line(s) and kept at least one		85 57%	52 60%	24 55%	52 57%	23 55%	9 82%	65 63%	17 49%	65 63%	10 45%	5 42%	- -%	- -%	85 100%	- -%	1 50%	4 100%	- -%	4 67%	3 50%	- -%	
Didn't have any analogue line(s) and still don't		20 13%	10 11%	5 11%	13 14%	6 14%	1 9%	16 15%	2 6%	15 14%	2 9%	3 25%	20 100%	- -%	- -%	- -%	1 50%	- -%	- -%	- -%	1 17%	- -%	
Didn't have any analogue line(s) but added one or more		20 13%	13 15%	5 11%	9 10%	9 21%	1 9%	8 8%	10A 29%	11 11%	6 27%	3 25%	- -%	20 100%	- -%	- -%	- -%	- -%	- -%	2 33%	1 17%	- -%	
Had any analogue line(s) but removed all of them		16 11%	8 9%	8 18%	12 13%	3 7%	- -%	13 13%	3 9%	11 11%	3 14%	1 8%	- -%	- -%	- -%	16 100%	- -%	- -%	- -%	- -%	1 17%	1 100%	
Don't know		9 6%	4 5%	2 5%	5 5%	1 2%	- -%	2 2%	3 9%	2 2%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 112 (continuation)
<E5b> Which one of the following best describes your use of analogue telephone lines (fixed telephone lines that are not ISDN lines) after you moved to IP services?
by
Base: All that use IP

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)		Under 2 years (a)		Under 2 years (a)	
		£100k+ (b)		2+ years (b)		2+ years (b)	
Total	150	69	69	13	7	8	3
Had any analogue line(s) and kept at least one	85 57%	32 46%	50A 72%	6 46%	5 71%	3 38%	1 33%
Didn't have any analogue line(s) and still don't	20 13%	12 17%	6 9%	3 23%	1 14%	2 25%	- -%
Didn't have any analogue line(s) but added one or more	20 13%	15b 22%	5 7%	3 23%	- -%	2 25%	- -%
Had any analogue line(s) but removed all of them	16 11%	8 12%	5 7%	- -%	1 14%	- -%	2 67%
Don't know	9 6%	2 3%	3 4%	1 8%	- -%	1 13%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 113

<E6a> To what extent is your organisation still using any ISDN2/2e services?

by
Base: All that use IP and ISDN but is not their main service

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	7	-	-	-	-	2	1	4	3	2	1	1	1	2	2	2
A supplementary service used in addition to your main service	2 29%	- -%	- -%	- -%	- -%	1 50%	- -%	1 25%	1 33%	- -%	1 100%	- -%	- -%	2 100%	- -%	- -%
A back-up system in case your main system fails	4 57%	- -%	- -%	- -%	- -%	1 50%	1 100%	2 50%	1 33%	2 100%	- -%	1 100%	1 100%	- -%	2 100%	1 50%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Not at all	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 113 (continuation)

<E6a> To what extent is your organisation still using any ISDN2/2e services?

by
Base: All that use IP and ISDN but is not their main service

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	7	-	2	-	-	3	-	1	1	-	-	1	1	3	2
A supplementary service used in addition to your main service	2 29%	- -%	1 50%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	1 33%	- -%
A back-up system in case your main system fails	4 57%	- -%	1 50%	- -%	- -%	2 67%	- -%	1 100%	- -%	- -%	- -%	1 100%	- -%	2 67%	1 50%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Not at all	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 113 (continuation)

<E6a> To what extent is your organisation still using any ISDN2/2e services?

by
Base: All that use IP and ISDN but is not their main service

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	7	2	1	-	-	-	-	2	2	-	7	-	-	-	5	1	-
A supplementary service used in addition to your main service	2 29%	- -	- -	- -	- -	- -	- -	1 50%	1 50%	- -	2 29%	- -	- -	- -	1 20%	- -	- -
A back-up system in case your main system fails	4 57%	2 100%	1 100%	- -	- -	- -	- -	1 50%	- -	- -	4 57%	- -	- -	- -	3 60%	1 100%	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Not at all	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	1 14%	- -	- -	- -	- -	- -	- -	- -	1 50%	- -	1 14%	- -	- -	- -	1 20%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 113 (continuation)

<E6a> To what extent is your organisation still using any ISDN2/2e services?

by
Base: All that use IP and ISDN but is not their main service

	PERSONAL PROFILE															
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	7	7	3	-	-	3	-	7	3	7	4	3	7	-	-	7
A supplementary service used in addition to your main service	2 29%	2 29%	1 33%	- -%	- -%	1 33%	- -%	2 29%	1 33%	2 29%	1 25%	1 33%	2 29%	- -%	- -%	2 29%
A back-up system in case your main system fails	4 57%	4 57%	1 33%	- -%	- -%	1 33%	- -%	4 57%	1 33%	4 57%	3 75%	1 33%	4 57%	- -%	- -%	4 57%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Not at all	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	1 14%	1 14%	1 33%	- -%	- -%	1 33%	- -%	1 14%	1 33%	1 14%	- -%	1 33%	1 14%	- -%	- -%	1 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 113 (continuation)

<E6a> To what extent is your organisation still using any ISDN2/2e services?

by
Base: All that use IP and ISDN but is not their main service

		ISDN LINES															
		ISDN services Used								ISDN2/2e Channels							
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)	
Total	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
A supplementary service used in addition to your main service	2 29%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
A back-up system in case your main system fails	4 57%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Not at all	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 113 (continuation)

<E6a> To what extent is your organisation still using any ISDN2/2e services?

by
Base: All that use IP and ISDN but is not their main service

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A supplementary service used in addition to your main service	2 29%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
A back-up system in case your main system fails	4 57%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Not at all	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 113 (continuation)

<E6a> To what extent is your organisation still using any ISDN2/2e services?

by
Base: All that use IP and ISDN but is not their main service

	Total	ISDN LINES									
		Ever Switched			Considering switch		Considering switch				
		In last	Longer	Never	Yes	No	Defi	More	Net-	Co	No
		2 years	ago	(c)	(a)	(b)	nitely	likely	likely	nsider	impact
		(a)	(b)				switch	to	to	but un	(e)
							(a)	switch	switch	likely	
								(b)	(c)	to	
										affect	
										de	
										cision	
										(d)	
Total	7	-	-	-	-	-	-	-	-	-	-
A supplementary service used in addition to your main service	2 29%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
A back-up system in case your main system fails	4 57%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Not at all	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 113 (continuation)

<E6a> To what extent is your organisation still using any ISDN2/2e services?

by
Base: All that use IP and ISDN but is not their main service

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	7	-	-	-	-	-	-	-	-	-	6	3	1	7	7	6	4	6	6	5	5	
A supplementary service used in addition to your main service	2 29%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 33%	- -%	1 100%	2 29%	2 29%	2 33%	2 50%	1 17%	2 33%	1 20%	2 40%	
A back-up system in case your main system fails	4 57%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 50%	3 100%	- -%	4 57%	4 57%	3 50%	1 25%	4 67%	3 50%	3 60%	2 40%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Not at all	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Don't know	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	1 14%	1 14%	1 17%	1 25%	1 17%	1 17%	1 20%	1 20%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 113 (continuation)

<E6a> To what extent is your organisation still using any ISDN2/2e services?

by
Base: All that use IP and ISDN but is not their main service

	IP Based Services																					

	Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had and	Had but	Supple	A ba	Not	Supple	A ba	Not	
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all	
(a)		(b)	(a)	service	(c)					based	(a)	but	some	all	(a)	(b)	(c)	(a)	(b)	(c)		
				(b)						(c)		added	lines	(d)								
												(b)										
Total	7	6	1		5	1	1	5	2	7	-	-	1	-	6	-	2	4	-	1	1	-
A supplementary service used in addition to your main service	2	2	-		2	-	-	2	-	2	-	-	1	-	1	-	2	-	-	1	-	-
	29%	33%	-%		40%	-%	-%	40%	-%	29%	-%	-%	100%	-%	17%	-%	100%	-%	-%	100%	-%	-%
A back-up system in case your main system fails	4	3	1		3	-	1	2	2	4	-	-	-	-	4	-	-	4	-	-	1	-
	57%	50%	100%		60%	-%	100%	40%	100%	57%	-%	-%	-%	-%	67%	-%	-%	100%	-%	-%	100%	-%
Other	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Not at all	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	1	-		-	1	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-
	14%	17%	-%		-%	100%	-%	20%	-%	14%	-%	-%	-%	-%	17%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 113 (continuation)

<E6a> To what extent is your organisation still using any ISDN2/2e services?

by
Base: All that use IP and ISDN but is not their main service

Total	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	7	3	4	-	-	-	-
A supplementary service used in addition to your main service	2 29%	2 67%	- -%	- -%	- -%	- -%	- -%
A back-up system in case your main system fails	4 57%	1 33%	3 75%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Not at all	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	1 14%	- -%	1 25%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 114

<E6b>To what extent is your organisation still using any ISDN30 services?

by
Base: All that use IP and ISDN but is not their main service

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	16	-	-	-	-	1	4	11	8	2	3	3	2	3	5	4
A supplementary service used in addition to your main service	6 38%	- -%	- -%	- -%	- -%	- -%	2 50%	4 36%	2 25%	- -%	2 67%	2 67%	1 50%	2 67%	1 20%	2 50%
A back-up system in case your main system fails	6 38%	- -%	- -%	- -%	- -%	1 100%	1 25%	4 36%	2 25%	2 100%	1 33%	1 33%	1 50%	1 33%	2 40%	- -%
Other	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%	1 13%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%
Not at all	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%	1 13%	- -%	- -%	- -%	- -%	- -%	1 20%	- -%
Don't know	2 13%	- -%	- -%	- -%	- -%	- -%	1 25%	1 9%	2 25%	- -%	- -%	- -%	- -%	- -%	1 20%	1 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 114 (continuation)

<E6b>To what extent is your organisation still using any ISDN30 services?

by
Base: All that use IP and ISDN but is not their main service

	PERSONAL PROFILE														
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Tra nsport/ Communi cations (d)	(e)	ncial	Ser	se	admin					
		(b)	(c)			(f)	(g)	(h)		2 years	(a)	(b)	(c)	(d)	(e)
Total	16	-	2	1	-	2	1	4	6	-	-	1	-	5	10
A supplementary service used in addition to your main service	6 38%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	4 67%	- -%	- -%	1 100%	- -%	1 20%	4 40%
A back-up system in case your main system fails	6 38%	- -%	2 100%	1 100%	- -%	- -%	- -%	2 50%	1 17%	- -%	- -%	- -%	- -%	4 80%	2 20%
Other	1 6%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%
Not at all	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%
Don't know	2 13%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	1 17%	- -%	- -%	- -%	- -%	- -%	2 20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 114 (continuation)

<E6b>To what extent is your organisation still using any ISDN30 services?

by
Base: All that use IP and ISDN but is not their main service

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	East of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	16	-	3	1	-	1	-	4	3	2	14	1	1	-	10	4	-
A supplementary service used in addition to your main service	6 38%	- -%	1 33%	1 100%	- -%	- -%	- -%	2 67%	1 50%	5 36%	- -%	1 100%	- -%	3 30%	2 50%	- -%	
A back-up system in case your main system fails	6 38%	- -%	1 33%	- -%	- -%	- -%	3 75%	- -%	1 50%	5 36%	1 100%	- -%	- -%	4 40%	2 50%	- -%	
Other	1 6%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	1 7%	- -%	- -%	- -%	1 10%	- -%	- -%	
Not at all	1 6%	- -%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	1 10%	- -%	- -%	
Don't know	2 13%	- -%	- -%	- -%	- -%	1 100%	- -%	1 33%	- -%	2 14%	- -%	- -%	- -%	1 10%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 114 (continuation)

<E6b>To what extent is your organisation still using any ISDN30 services?

by
Base: All that use IP and ISDN but is not their main service

	PERSONAL PROFILE															
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	16	3	16	-	-	3	-	3	16	16	7	9	16	-	-	16
A supplementary service used in addition to your main service	6 38%	1 33%	6 38%	- -%	- -%	1 33%	- -%	1 33%	6 38%	6 38%	4 57%	2 22%	6 38%	- -%	- -%	6 38%
A back-up system in case your main system fails	6 38%	1 33%	6 38%	- -%	- -%	1 33%	- -%	1 33%	6 38%	6 38%	1 14%	5 56%	6 38%	- -%	- -%	6 38%
Other	1 6%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	1 6%	1 6%	- -%	1 11%	1 6%	- -%	- -%	1 6%
Not at all	1 6%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%	1 6%	1 6%	1 14%	- -%	1 6%	- -%	- -%	1 6%
Don't know	2 13%	1 33%	2 13%	- -%	- -%	1 33%	- -%	1 33%	2 13%	2 13%	1 14%	1 11%	2 13%	- -%	- -%	2 13%

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Table 114 (continuation)

<E6b>To what extent is your organisation still using any ISDN30 services?

by
Base: All that use IP and ISDN but is not their main service

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total	16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A supplementary service used in addition to your main service	6 38%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
A back-up system in case your main system fails	6 38%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Not at all	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	2 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 114 (continuation)
<E6b>To what extent is your organisation still using any ISDN30 services?
by
Base: All that use IP and ISDN but is not their main service

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 or channe ls(g)	1500 more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A supplementary service used in addition to your main service	6 38%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
A back-up system in case your main system fails	6 38%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other	1 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Not at all	1 6%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know	2 13%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 114 (continuation)

<E6b>To what extent is your organisation still using any ISDN30 services?

by
Base: All that use IP and ISDN but is not their main service

	Total	ISDN LINES									
		Ever Switched			Considering switch		Considering switch				
		In last 2 years	Longer ago	Never	Yes	No	Definitely switch	More likely to switch	Net-likely to switch	Consider but unlikely to affect decision	No impact
		(a)	(b)	(c)	(a)	(b)	(a)	(b)	(c)	(d)	(e)
Total	16	-	-	-	-	-	-	-	-	-	-
A supplementary service used in addition to your main service	6 38%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
A back-up system in case your main system fails	6 38%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Not at all	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	2 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 114 (continuation)

<E6b>To what extent is your organisation still using any ISDN30 services?

by
Base: All that use IP and ISDN but is not their main service

IP Based Services																					
	Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	16	-	-	-	-	-	-	-	-	-	9	10	2	15	15	13	6	7	10	8	12
A supplementary service used in addition to your main service	6 38%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 33%	4 40%	2 100%	6 40%	5 33%	5 38%	3 50%	3 43%	4 40%	3 38%	5 42%
A back-up system in case your main system fails	6 38%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 33%	4 40%	- -%	5 33%	6 40%	4 31%	- -%	2 29%	3 30%	2 25%	4 33%
Other	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 11%	1 10%	- -%	1 7%	1 7%	1 8%	1 17%	- -%	1 10%	1 13%	- -%
Not at all	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 11%	1 10%	- -%	1 7%	1 7%	1 8%	1 17%	1 14%	1 10%	1 13%	1 8%
Don't know	2 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 11%	- -%	- -%	2 13%	2 13%	2 15%	1 17%	1 14%	1 10%	1 13%	2 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 114 (continuation)

<E6b>To what extent is your organisation still using any ISDN30 services?

by
Base: All that use IP and ISDN but is not their main service

	IP Based Services																					

	Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had and	Had but		Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	removed	all	mentary	ck-up	at all	mentary	ck-up	at all
			(a)	service	(c)					based	(a)	but	some	(c)	(d)		(a)	(b)	(c)	(a)	(b)	(c)
				(b)					(c)		added	lines										
											(b)											
Total	16	9	5	12	4	-	12	2	13	1	-	1	3	9	2	1	1	-	6	6	1	
A supplementary service used in addition to your main service	6 38%	4 44%	1 20%	5 42%	1 25%	-	6 50%	-	4 31%	1 100%	-	-	2 67%	4 44%	-	1 100%	-	-	6 100%	-	-	
A back-up system in case your main system fails	6 38%	2 22%	3 60%	4 33%	2 50%	-	3 25%	2 100%	6 46%	-	-	1 100%	1 33%	3 33%	1 50%	-	1 100%	-	-	6 100%	-	
Other	1 6%	- -	1 20%	1 8%	- -	-	1 8%	-	1 8%	-	-	-	-	1 11%	-	-	-	-	-	-	-	
Not at all	1 6%	1 11%	-	1 8%	-	-	1 8%	-	1 8%	-	-	-	-	-	1 50%	-	-	-	-	-	1 100%	
Don't know	2 13%	2 22%	-	1 8%	1 25%	-	1 8%	-	1 8%	-	-	-	-	1 11%	-	-	-	-	-	-	-	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 114 (continuation)

<E6b>To what extent is your organisation still using any ISDN30 services?

by
Base: All that use IP and ISDN but is not their main service

	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	16	4	10	-	-	-	-
A supplementary service used in addition to your main service	6 38%	3 75%	3 30%	- -%	- -%	- -%	- -%
A back-up system in case your main system fails	6 38%	1 25%	4 40%	- -%	- -%	- -%	- -%
Other	1 6%	- -%	1 10%	- -%	- -%	- -%	- -%
Not at all	1 6%	- -%	1 10%	- -%	- -%	- -%	- -%
Don't know	2 13%	- -%	1 10%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115

<E7a> What does your organisation still use your ISDN2/2e service for?...

by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	2	-	-	-	-	1	-	1	1	-	1	-	-	2	-	-
Incoming calls	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 100%	- -%	- -%	1 50%	- -%	- -%
Internet services	1 50%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%
Outgoing calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls between different sites	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security/alarm systems	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115 (continuation)

<E7a> What does your organisation still use your ISDN2/2e service for?...

by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Transport/ Communi- cations (d)	(e)	ncial Ser- vices (f)	se rvices (g)	admin and se- rvices (h)	(i)					
Total	2	-	1	-	-	1	-	-	-	-	-	-	1	1	-
Incoming calls	1 50%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%
Internet services	1 50%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%
Outgoing calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls between different sites	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security/alarm systems	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115 (continuation)

<E7a> What does your organisation still use your ISDN2/2e service for?...

by
Base: All that use IP and ISDN2/2e but is not their main service

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)
Total	2	-	-	-	-	-	-	1	1	-	2	-	-	-	1	-	-
Incoming calls	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	1 50%	- -%	- -%	- -%	1 100%	- -%	- -%
Internet services	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%
Outgoing calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls between different sites	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security/alarm systems	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115 (continuation)

<E7a> What does your organisation still use your ISDN2/2e service for?...

by
Base: All that use IP and ISDN2/2e but is not their main service

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
Total		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)		ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	2	2	1	-	-	1	-	2	1	2	1	1	2	-	-	2	
Incoming calls	1 50%	1 50%	1 100%	- -%	- -%	1 100%	- -%	1 50%	1 100%	1 50%	- -%	1 100%	1 50%	- -%	- -%	1 50%	
Internet services	1 50%	1 50%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	1 50%	1 100%	- -%	1 50%	- -%	- -%	1 50%	
Outgoing calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Calls between different sites	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Security/alarm systems	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115 (continuation)

<E7a> What does your organisation still use your ISDN2/2e service for?...

by
Base: All that use IP and ISDN2/2e but is not their main service

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - (d)	18 (e)	20 -28 (f)	30+ (g)
Total	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incoming calls	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Internet services	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Outgoing calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Calls between different sites	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fax services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security/alarm systems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Data services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Card payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Video conferencing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115 (continuation)

<E7a> What does your organisation still use your ISDN2/2e service for?...

by
Base: All that use IP and ISDN2/2e but is not their main service

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incoming calls	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Internet services	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Outgoing calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Calls between different sites	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fax services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security/alarm systems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Data services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Card payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Video conferencing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115 (continuation)

<E7a> What does your organisation still use your ISDN2/2e service for?...

by
Base: All that use IP and ISDN2/2e but is not their main service

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
Total	2	-	-	-	-	-	-	-	-	-	-
Incoming calls	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Internet services	1 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Outgoing calls	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Calls between different sites	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Fax services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Security/alarm systems	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Data services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Card payments	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Video conferencing	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115 (continuation)

<E7a> What does your organisation still use your ISDN2/2e service for?...

by
Base: All that use IP and ISDN2/2e but is not their main service

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plemen t (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	2	-	-	-	-	-	-	-	-	-	2	-	1	2	2	2	2	1	2	1	2	
Incoming calls	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	1 50%	1 50%	1 50%	1 50%	1 100%	1 50%	1 100%	1 50%	
Internet services	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	1 100%	1 50%	1 50%	1 50%	1 50%	- -%	1 50%	- -%	1 50%	
Outgoing calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Calls between different sites	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Security/alarm systems	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115 (continuation)

<E7a> What does your organisation still use your ISDN2/2e service for?...

by
Base: All that use IP and ISDN2/2e but is not their main service

	IP Based Services																					
	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
	Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	2	2	-	2	-	-	2	-	2	-	-	1	-	1	-	2	-	-	1	-	-	
Incoming calls	1 50%	1 50%	- -	1 50%	- -	- -	1 50%	- -	1 50%	- -	- -	- -	- -	1 100%	- -	1 50%	- -	- -	1 100%	- -	- -	
Internet services	1 50%	1 50%	- -	1 50%	- -	- -	1 50%	- -	1 50%	- -	- -	1 100%	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	
Outgoing calls	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Calls between different sites	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Fax services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Security/alarm systems	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Data services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Card payments	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Video conferencing	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 115 (continuation)

<E7a> What does your organisation still use your ISDN2/2e service for?...

by
Base: All that use IP and ISDN2/2e but is not their main service

		IP Based Services					
		COMMS SPEND		CONTINUE		CONTINUE	
				TO USE ISDN2/2e		TO USE ISDN30	
				Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	Less than £24k (a)	£100k+ (b)					
Total	2	2	-	-	-	-	-
Incoming calls	1 50%	1 50%	- -%	- -%	- -%	- -%	- -%
Internet services	1 50%	1 50%	- -%	- -%	- -%	- -%	- -%
Outgoing calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls between different sites	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security/alarm systems	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116

<E7a> What does your organisation still use your ISDN30 service for?...

by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	(g)	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
	(a)	(b)	(c)	(d)	to 49	249	(e)		(a)	(b)	to 20	(c)	(a)	to £20 million	million (c)	(d)
Total	6	-	-	-	-	-	2	4	2	-	2	2	1	2	1	2
Incoming calls	6	-	-	-	-	-	2	4	2	-	2	2	1	2	1	2
	100%	-%	-%	-%	-%	-%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%
Outgoing calls	5	-	-	-	-	-	2	3	2	-	1	2	1	1	1	2
	83%	-%	-%	-%	-%	-%	100%	75%	100%	-%	50%	100%	100%	50%	100%	100%
Security/alarm systems	2	-	-	-	-	-	1	1	1	-	-	1	1	-	-	1
	33%	-%	-%	-%	-%	-%	50%	25%	50%	-%	-%	50%	100%	-%	-%	50%
Calls between different sites	1	-	-	-	-	-	1	-	1	-	-	-	1	-	-	-
	17%	-%	-%	-%	-%	-%	50%	-%	50%	-%	-%	-%	100%	-%	-%	-%
Internet services	1	-	-	-	-	-	1	-	1	-	-	-	1	-	-	-
	17%	-%	-%	-%	-%	-%	50%	-%	50%	-%	-%	-%	100%	-%	-%	-%
Fax services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Data services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Card payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Video conferencing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)

<E7a> What does your organisation still use your ISDN30 service for?...

by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)					
			(b)	(c)	nsport/ Communi cations (d)		Services (f)	rvices (g)	and se rvices (h)		(a)	(b)	(c)	(d)	(e)
Total	6	-	-	-	-	2	-	-	4	-	-	1	-	1	4
Incoming calls	6 100%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	4 100%	- -%	- -%	1 100%	- -%	1 100%	4 100%
Outgoing calls	5 83%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	4 100%	- -%	- -%	1 100%	- -%	- -%	4 100%
Security/alarm systems	2 33%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	1 25%	- -%	- -%	1 100%	- -%	- -%	1 25%
Calls between different sites	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	1 100%	- -%	- -%	- -%
Internet services	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	1 100%	- -%	- -%	- -%
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)

<E7a> What does your organisation still use your ISDN30 service for?...

by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	6	-	1	1	-	-	-	2	1	5	-	1	-	3	2	-	
Incoming calls	6	-	1	1	-	-	-	2	1	5	-	1	-	3	2	-	
	100%	-%	100%	100%	-%	-%	-%	100%	100%	100%	-%	100%	-%	100%	100%	-%	
Outgoing calls	5	-	1	1	-	-	-	1	1	4	-	1	-	2	2	-	
	83%	-%	100%	100%	-%	-%	-%	50%	100%	80%	-%	100%	-%	67%	100%	-%	
Security/alarm systems	2	-	1	-	-	-	-	-	-	1	-	1	-	1	1	-	
	33%	-%	100%	-%	-%	-%	-%	-%	-%	20%	-%	100%	-%	33%	50%	-%	
Calls between different sites	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	
	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	50%	-%	
Internet services	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	
	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	50%	-%	
Fax services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Data services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Card payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Video conferencing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)

<E7a> What does your organisation still use your ISDN30 service for?...

by
Base: All that use IP and ISDN30 but is not their main service

	PERSONAL PROFILE																
	Total	Fixed line services													Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	6	1	6	-	-	1	-	1	6	6	4	2	6	-	-	6	
Incoming calls	6 100%	1 100%	6 100%	- -	- -	1 100%	- -	1 100%	6 100%	6 100%	4 100%	2 100%	6 100%	- -	- -	6 100%	
Outgoing calls	5 83%	- -	5 83%	- -	- -	- -	- -	- -	5 83%	5 83%	4 100%	1 50%	5 83%	- -	- -	5 83%	
Security/alarm systems	2 33%	- -	2 33%	- -	- -	- -	- -	- -	2 33%	2 33%	2 50%	- -	2 33%	- -	- -	2 33%	
Calls between different sites	1 17%	- -	1 17%	- -	- -	- -	- -	- -	1 17%	1 17%	1 25%	- -	1 17%	- -	- -	1 17%	
Internet services	1 17%	- -	1 17%	- -	- -	- -	- -	- -	1 17%	1 17%	1 25%	- -	1 17%	- -	- -	1 17%	
Fax services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Data services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Card payments	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Video conferencing	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)

<E7a> What does your organisation still use your ISDN30 service for?...

by
Base: All that use IP and ISDN30 but is not their main service

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20 -28 (f)	30+ (g)
Total	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incoming calls	6 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Outgoing calls	5 83%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Security/alarm systems	2 33%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls between different sites	1 17%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Internet services	1 17%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fax services	- -%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Data services	- -%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Card payments	- -%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Video conferencing	- -%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	- -%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)

<E7a> What does your organisation still use your ISDN30 service for?...

by
Base: All that use IP and ISDN30 but is not their main service

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incoming calls	6 100%	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Outgoing calls	5 83%	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Security/alarm systems	2 33%	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls between different sites	1 17%	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Internet services	1 17%	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fax services	- -	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Data services	- -	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Card payments	- -	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Video conferencing	- -	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	- -	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)

<E7a> What does your organisation still use your ISDN30 service for?...

by
Base: All that use IP and ISDN30 but is not their main service

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	6	-	-	-	-	-	-	-	-	-	-
Incoming calls	6 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Outgoing calls	5 83%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Security/alarm systems	2 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Calls between different sites	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Internet services	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Fax services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Data services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Card payments	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Video conferencing	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)

<E7a> What does your organisation still use your ISDN30 service for?...

by
Base: All that use IP and ISDN30 but is not their main service

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	6	-	-	-	-	-	-	-	-	3	4	2	6	5	5	3	3	4	3	5
Incoming calls	6	-	-	-	-	-	-	-	-	3	4	2	6	5	5	3	3	4	3	5
	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Outgoing calls	5	-	-	-	-	-	-	-	-	2	4	2	5	4	4	2	2	3	2	4
	83%	-%	-%	-%	-%	-%	-%	-%	-%	67%	100%	100%	83%	80%	80%	67%	67%	75%	67%	80%
Security/alarm systems	2	-	-	-	-	-	-	-	-	1	2	2	2	2	2	1	2	1	1	1
	33%	-%	-%	-%	-%	-%	-%	-%	-%	33%	50%	100%	33%	40%	40%	33%	67%	25%	33%	20%
Calls between different sites	1	-	-	-	-	-	-	-	-	1	1	1	1	1	1	1	1	1	1	1
	17%	-%	-%	-%	-%	-%	-%	-%	-%	33%	25%	50%	17%	20%	20%	33%	33%	25%	33%	20%
Internet services	1	-	-	-	-	-	-	-	-	1	1	1	1	1	1	1	1	1	1	1
	17%	-%	-%	-%	-%	-%	-%	-%	-%	33%	25%	50%	17%	20%	20%	33%	33%	25%	33%	20%
Fax services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Data services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Card payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Video conferencing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)

<E7a> What does your organisation still use your ISDN30 service for?...

by
Base: All that use IP and ISDN30 but is not their main service

	IP Based Services																				
	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
	Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	6	4	1	5	1	-	6	-	4	1	-	-	2	4	-	1	-	-	6	-	-
Incoming calls	6 100%	4 100%	1 100%	5 100%	1 100%	- -	6 100%	- -	4 100%	1 100%	- -	- -	2 100%	4 100%	- -	1 100%	- -	- -	6 100%	- -	- -
Outgoing calls	5 83%	3 75%	1 100%	4 80%	1 100%	- -	5 83%	- -	3 75%	1 100%	- -	- -	2 100%	3 75%	- -	- -	- -	- -	5 83%	- -	- -
Security/alarm systems	2 33%	1 25%	1 100%	1 20%	1 100%	- -	2 33%	- -	2 50%	- -	- -	- -	2 100%	- -	- -	- -	- -	- -	2 33%	- -	- -
Calls between different sites	1 17%	- -	1 100%	- -	1 100%	- -	1 17%	- -	1 25%	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	1 17%	- -	- -
Internet services	1 17%	- -	1 100%	- -	1 100%	- -	1 17%	- -	1 25%	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	1 17%	- -	- -
Fax services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Data services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Card payments	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Video conferencing	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 116 (continuation)

<E7a> What does your organisation still use your ISDN30 service for?...

by
Base: All that use IP and ISDN30 but is not their main service

	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Total	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	6	3	3	-	-	-	-
Incoming calls	6 100%	3 100%	3 100%	- -%	- -%	- -%	- -%
Outgoing calls	5 83%	2 67%	3 100%	- -%	- -%	- -%	- -%
Security/alarm systems	2 33%	1 33%	1 33%	- -%	- -%	- -%	- -%
Calls between different sites	1 17%	1 33%	- -%	- -%	- -%	- -%	- -%
Internet services	1 17%	1 33%	- -%	- -%	- -%	- -%	- -%
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 117

<E7b> And what is the main reason you still use your ISDN2/2e service?

by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	2	-	-	-	-	1	-	1	1	-	1	-	-	2	-	-
Incoming calls	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 100%	- -%	- -%	1 50%	- -%	- -%
Internet services	1 50%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%
Outgoing calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls between different sites	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security/alarm systems	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 117 (continuation)

<E7b> And what is the main reason you still use your ISDN2/2e service?

by
Base: All that use IP and ISDN2/2e but is not their main service

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	2	-	1	-	-	1	-	-	-	-	-	-	1	1	-
Incoming calls	1 50%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%
Internet services	1 50%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%
Outgoing calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls between different sites	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security/alarm systems	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 117 (continuation)

<E7b> And what is the main reason you still use your ISDN2/2e service?

by
Base: All that use IP and ISDN2/2e but is not their main service

	PERSONAL PROFILE															Involvement		
	Total	Location																
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	2	-	-	-	-	-	-	1	1	-	2	-	-	-	1	-	-	
Incoming calls	1 50%	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	1 50%	- -	- -	- -	1 100%	- -	- -	
Internet services	1 50%	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	1 50%	- -	- -	- -	- -	- -	- -	
Outgoing calls	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Calls between different sites	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Fax services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Security/alarm systems	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Data services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Card payments	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Video conferencing	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 117 (continuation)

<E7b> And what is the main reason you still use your ISDN2/2e service?

by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE																
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	2	2	1	-	-	1	-	2	1	2	1	1	2	-	-	2
Incoming calls	1 50%	1 50%	1 100%	- -%	- -%	1 100%	- -%	1 50%	1 100%	1 50%	- -%	1 100%	1 50%	- -%	- -%	1 50%
Internet services	1 50%	1 50%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	1 50%	1 100%	- -%	1 50%	- -%	- -%	1 50%
Outgoing calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Calls between different sites	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security/alarm systems	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 117 (continuation)

<E7b> And what is the main reason you still use your ISDN2/2e service?

by
Base: All that use IP and ISDN2/2e but is not their main service

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incoming calls	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Internet services	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Outgoing calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Calls between different sites	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fax services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security/alarm systems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Data services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Card payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Video conferencing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 117 (continuation)

<E7b> And what is the main reason you still use your ISDN2/2e service?

by
Base: All that use IP and ISDN2/2e but is not their main service

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incoming calls	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Internet services	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Outgoing calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Calls between different sites	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fax services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security/alarm systems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Data services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Card payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Video conferencing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 117 (continuation)

<E7b> And what is the main reason you still use your ISDN2/2e service?

by
Base: All that use IP and ISDN2/2e but is not their main service

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	2	-	-	-	-	-	-	-	-	-	-	
Incoming calls	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Internet services	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Outgoing calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Calls between different sites	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Security/alarm systems	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 117 (continuation)

<E7b> And what is the main reason you still use your ISDN2/2e service?

by
Base: All that use IP and ISDN2/2e but is not their main service

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa yments (f) (g)	Video confe rencing (h)	
Total	2	-	-	-	-	-	-	-	-	-	2	-	1	2	2	2	2	1	2	1	2	
Incoming calls	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	1 50%	1 50%	1 50%	1 50%	1 100%	1 50%	1 100%	1 50%	
Internet services	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	1 100%	1 50%	1 50%	1 50%	1 50%	- -%	1 50%	- -%	1 50%	
Outgoing calls	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Calls between different sites	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Security/alarm systems	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 117 (continuation)

<E7b> And what is the main reason you still use your ISDN2/2e service?

by
Base: All that use IP and ISDN2/2e but is not their main service

	IP Based Services																					
	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
	Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	2	2	-	2	-	-	2	-	2	-	-	1	-	1	-	2	-	-	1	-	-	
Incoming calls	1 50%	1 50%	- -	1 50%	- -	- -	1 50%	- -	1 50%	- -	- -	- -	- -	1 100%	- -	1 50%	- -	- -	1 100%	- -	- -	
Internet services	1 50%	1 50%	- -	1 50%	- -	- -	1 50%	- -	1 50%	- -	- -	1 100%	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	
Outgoing calls	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Calls between different sites	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Fax services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Security/alarm systems	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Data services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Card payments	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Video conferencing	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 117 (continuation)

<E7b> And what is the main reason you still use your ISDN2/2e service?

by
Base: All that use IP and ISDN2/2e but is not their main service

	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Total	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	2	2	-	-	-	-	-
Incoming calls	1 50%	1 50%	- -	- -	- -	- -	- -
Internet services	1 50%	1 50%	- -	- -	- -	- -	- -
Outgoing calls	- -	- -	- -	- -	- -	- -	- -
Calls between different sites	- -	- -	- -	- -	- -	- -	- -
Fax services	- -	- -	- -	- -	- -	- -	- -
Security/alarm systems	- -	- -	- -	- -	- -	- -	- -
Data services	- -	- -	- -	- -	- -	- -	- -
Card payments	- -	- -	- -	- -	- -	- -	- -
Video conferencing	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118

<E7b> And what is the main reason you still use your ISDN30 service?

by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	6	-	-	-	-	-	2	4	2	-	2	2	1	2	1	2
Incoming calls	3 50%	- -%	- -%	- -%	- -%	- -%	- -%	3 75%	- -%	- -%	2 100%	1 50%	- -%	2 100%	- -%	1 50%
Outgoing calls	2 33%	- -%	- -%	- -%	- -%	- -%	2 100%	- -%	2 100%	- -%	- -%	- -%	1 100%	- -%	1 100%	- -%
Security/alarm systems	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	1 50%	- -%	- -%	- -%	1 50%
Calls between different sites	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internet services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)

<E7b> And what is the main reason you still use your ISDN30 service?

by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE															
	Sector										Number of years trading				
	Total	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)					
		(b)	(c)	Transport/ Communi- cations (d)			Services (f)	rvices (g)	and se- rvices (h)		(a)	(b)	(c)	(d)	(e)
Total	6	-	-	-	-	2	-	-	4	-	-	1	-	1	4
Incoming calls	3 50%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	2 50%	- -%	- -%	- -%	- -%	1 100%	2 50%
Outgoing calls	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 50%	- -%	- -%	1 100%	- -%	- -%	1 25%
Security/alarm systems	1 17%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%
Calls between different sites	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internet services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)

<E7b> And what is the main reason you still use your ISDN30 service?

by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	6	-	1	1	-	-	-	2	1	5	-	1	-	3	2	-	
Incoming calls	3	-	-	-	-	-	-	2	1	3	-	-	-	2	1	-	
	50%	-%	-%	-%	-%	-%	-%	100%	100%	60%	-%	-%	-%	67%	50%	-%	
Outgoing calls	2	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-	
	33%	-%	-%	100%	-%	-%	-%	-%	-%	20%	-%	100%	-%	-%	50%	-%	
Security/alarm systems	1	-	1	-	-	-	-	-	-	1	-	-	-	1	-	-	
	17%	-%	100%	-%	-%	-%	-%	-%	-%	20%	-%	-%	-%	33%	-%	-%	
Calls between different sites	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Internet services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fax services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Data services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Card payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Video conferencing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)

<E7b> And what is the main reason you still use your ISDN30 service?

by
Base: All that use IP and ISDN30 but is not their main service

	PERSONAL PROFILE															
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	6	1	6	-	-	1	-	1	6	6	4	2	6	-	-	6
Incoming calls	3 50%	1 100%	3 50%	- -	- -	1 100%	- -	1 100%	3 50%	3 50%	2 50%	1 50%	3 50%	- -	- -	3 50%
Outgoing calls	2 33%	- -	2 33%	- -	- -	- -	- -	- -	2 33%	2 33%	1 25%	1 50%	2 33%	- -	- -	2 33%
Security/alarm systems	1 17%	- -	1 17%	- -	- -	- -	- -	- -	1 17%	1 17%	1 25%	- -	1 17%	- -	- -	1 17%
Calls between different sites	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Internet services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Fax services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Data services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Card payments	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Video conferencing	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)

<E7b> And what is the main reason you still use your ISDN30 service?

by
Base: All that use IP and ISDN30 but is not their main service

		ISDN LINES													
		ISDN services Used								ISDN2/2e Channels					
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d) (e)	20 -28 (f)	30+ (g)
Total	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incoming calls	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Outgoing calls	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security/alarm systems	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	17%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Calls between different sites	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Internet services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fax services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Data services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Card payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Video conferencing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)

<E7b> And what is the main reason you still use your ISDN30 service?

by
Base: All that use IP and ISDN30 but is not their main service

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more chan nels (h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incoming calls	3 50%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Outgoing calls	2 33%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Security/alarm systems	1 17%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls between different sites	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Internet services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fax services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Data services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Card payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Video conferencing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)

<E7b> And what is the main reason you still use your ISDN30 service?

by
Base: All that use IP and ISDN30 but is not their main service

ISDN LINES												
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	6	-	-	-	-	-	-	-	-	-	-	
Incoming calls	3 50%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Outgoing calls	2 33%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Security/alarm systems	1 17%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Calls between different sites	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Internet services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Fax services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Data services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Card payments	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Video conferencing	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)

<E7b> And what is the main reason you still use your ISDN30 service?

by
Base: All that use IP and ISDN30 but is not their main service

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plemen t (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	6	-	-	-	-	-	-	-	-	-	3	4	2	6	5	5	3	3	4	3	5
Incoming calls	3 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 67%	2 50%	- -%	3 50%	3 60%	3 60%	2 67%	1 33%	3 75%	1 33%	3 60%
Outgoing calls	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	1 25%	1 50%	2 33%	1 20%	1 20%	1 33%	1 33%	1 25%	2 67%	2 40%
Security/alarm systems	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	1 50%	1 17%	1 20%	1 20%	- -%	1 33%	- -%	- -%	- -%
Calls between different sites	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internet services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fax services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Data services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Card payments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Video conferencing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)

<E7b> And what is the main reason you still use your ISDN30 service?

by
Base: All that use IP and ISDN30 but is not their main service

	IP Based Services																					
	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
	Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at all
			(a)	service	(b)	(c)					(c)	(a)	but	(c)	(d)	service	(b)	(c)	service	(b)	(c)	
													added									
													lines									
													(b)									
Total	6	4	1	5	1	-	6	-	4	1	-	-	2	4	-	1	-	-	6	-	-	
Incoming calls	3 50%	3 75%	- %	3 60%	- %	- %	3 50%	- %	1 25%	1 100%	- %	- %	- %	3 75%	- %	1 100%	- %	- %	3 50%	- %	- %	
Outgoing calls	2 33%	- %	1 100%	1 20%	1 100%	- %	2 33%	- %	2 50%	- %	- %	- %	1 50%	1 25%	- %	- %	- %	- %	2 33%	- %	- %	
Security/alarm systems	1 17%	1 25%	- %	1 20%	- %	- %	1 17%	- %	1 25%	- %	- %	- %	1 50%	- %	- %	- %	- %	- %	1 17%	- %	- %	
Calls between different sites	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Internet services	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Fax services	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Data services	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Card payments	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Video conferencing	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	
Other	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 118 (continuation)

<E7b> And what is the main reason you still use your ISDN30 service?

by
Base: All that use IP and ISDN30 but is not their main service

	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Total	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	6	3	3	-	-	-	-
Incoming calls	3 50%	1 33%	2 67%	- -	- -	- -	- -
Outgoing calls	2 33%	2 67%	- -	- -	- -	- -	- -
Security/alarm systems	1 17%	- -	1 33%	- -	- -	- -	- -
Calls between different sites	- -	- -	- -	- -	- -	- -	- -
Internet services	- -	- -	- -	- -	- -	- -	- -
Fax services	- -	- -	- -	- -	- -	- -	- -
Data services	- -	- -	- -	- -	- -	- -	- -
Card payments	- -	- -	- -	- -	- -	- -	- -
Video conferencing	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119

<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 million to £100 million (c)	£101m+ (d)
Total	2	-	-	-	-	1	-	1	1	-	1	-	-	2	-	-
Good contacts at existing ISDN company	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 100%	- -%	- -%	1 50%	- -%	- -%
Historic links to existing ISDN company(s)	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 100%	- -%	- -%	1 50%	- -%	- -%
Was offered an attractive package/ range of services	1 50%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE															
Total	Company Size							No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	2	-	-	-	-	1	-	1	1	-	1	-	2	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	2	-	1	-	-	1	-	-	-	-	-	-	1	1	-
Good contacts at existing ISDN company	1 50%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%
Historic links to existing ISDN company(s)	1 50%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%
Was offered an attractive package/ range of services	1 50%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 119 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE														
Total	Sector									Number of years trading				
	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public se admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	2	-	1	-	-	1	-	-	-	-	-	1	1	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	2	-	-	-	-	-	-	1	1	-	2	-	-	-	1	-	-
Good contacts at existing ISDN company	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	1 50%	- -%	- -%	- -%	1 100%	- -%	- -%
Historic links to existing ISDN company(s)	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	1 50%	- -%	- -%	- -%	1 100%	- -%	- -%
Was offered an attractive package/ range of services	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE																	
Total	Location													Involvement			
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	East of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	2	-	-	-	-	-	1	1	-	2	-	-	-	1	-	-	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

	PERSONAL PROFILE															
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	2	2	1	-	-	1	-	2	1	2	1	1	2	-	-	2
Good contacts at existing ISDN company	1 50%	1 50%	1 100%	- -%	- -%	1 100%	- -%	1 50%	1 100%	1 50%	- -%	1 100%	1 50%	- -%	- -%	1 50%
Historic links to existing ISDN company(s)	1 50%	1 50%	1 100%	- -%	- -%	1 100%	- -%	1 50%	1 100%	1 50%	- -%	1 100%	1 50%	- -%	- -%	1 50%
Was offered an attractive package/ range of services	1 50%	1 50%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	1 50%	1 100%	- -%	1 50%	- -%	- -%	1 50%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP (f)	Only ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
	(a)															
Total	2	2	1	-	-	1	-	2	1	2	1	1	2	-	-	2
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
Total	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good contacts at existing ISDN company	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/range of services	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

ISDN LINES															
Total	ISDN services Used								ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 119 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 channels (g)	1500 or more channels (h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good contacts at existing ISDN company	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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Table 119 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

ISDN LINES																					
Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls (g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	Co but likely to affect decision (d)	
Total	2	-	-	-	-	-	-	-	-	-	-
Good contacts at existing ISDN company	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 119 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

ISDN LINES										
Total	Ever Switched			Considering switch		Considering switch				
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	2	-	-	-	-	-	-	-	-	-
None of the above	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plem (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	2	-	-	-	-	-	-	-	-	-	2	-	1	2	2	2	2	1	2	1	2
Good contacts at existing ISDN company	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	1 50%	1 50%	1 50%	1 50%	1 100%	1 50%	1 100%	1 50%
Historic links to existing ISDN company(s)	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	1 50%	1 50%	1 50%	1 50%	1 100%	1 50%	1 100%	1 50%
Was offered an attractive package/ range of services	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	1 100%	1 50%	1 50%	1 50%	1 50%	- -%	1 50%	- -%	1 50%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 119 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	2	-	-	-	-	-	-	-	-	-	2	-	1	2	2	2	2	1	2	1	2
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

	IP Based Services																					
	Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at all
			(a)	service	(c)					based		added	lines			(a)	(b)	(c)	(a)	(b)	(c)	
				(b)						(c)		(b)										
Total	2	2	-	2	-	-	2	-	2	-	-	1	-	1	-	2	-	-	1	-	-	
Good contacts at existing ISDN company	1	1	-	1	-	-	1	-	1	-	-	-	-	1	-	1	-	-	1	-	-	
	50%	50%	-%	50%	-%	-%	50%	-%	50%	-%	-%	-%	-%	100%	-%	50%	-%	-%	100%	-%	-%	
Historic links to existing ISDN company(s)	1	1	-	1	-	-	1	-	1	-	-	-	-	1	-	1	-	-	1	-	-	
	50%	50%	-%	50%	-%	-%	50%	-%	50%	-%	-%	-%	-%	100%	-%	50%	-%	-%	100%	-%	-%	
Was offered an attractive package/ range of services	1	1	-	1	-	-	1	-	1	-	-	1	-	-	-	1	-	-	-	-	-	
	50%	50%	-%	50%	-%	-%	50%	-%	50%	-%	-%	100%	-%	-%	-%	50%	-%	-%	-%	-%	-%	
ISDN is reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Tied to long term contract	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Current supplier(s) understand our business	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Internal cost of migrating	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Current service features are what we need	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	
Total	2	2	-	2	-	-	2	-	2	-	-	1	-	1	-	2	-	-	1	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?

by

Base: All that use IP and ISDN2/2e but is not their main service

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	2	2	-	-	-	-	-
Good contacts at existing ISDN company	1 50%	1 50%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	1 50%	1 50%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	1 50%	1 50%	- -%	- -%	- -%	- -%	- -%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 119 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	2	2	-	-	-	-	-
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120

<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	6	-	-	-	-	-	2	4	2	-	2	2	1	2	1	2
Good contacts at existing ISDN company	3 50%	- -%	- -%	- -%	- -%	- -%	1 50%	2 50%	1 50%	- -%	1 50%	1 50%	- -%	1 50%	1 100%	1 50%
ISDN is reliable	2 33%	- -%	- -%	- -%	- -%	- -%	1 50%	1 25%	1 50%	- -%	- -%	1 50%	- -%	1 50%	1 100%	- -%
Internal cost of migrating	2 33%	- -%	- -%	- -%	- -%	- -%	1 50%	1 25%	1 50%	- -%	1 50%	- -%	- -%	- -%	1 100%	1 50%
Tied to long term contract	1 17%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	1 50%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%
Hassle	1 17%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	1 50%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%
Current supplier(s) understand our business	1 17%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	1 50%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	1 50%	- -%	- -%	1 50%	- -%	- -%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE																	
Total	Company Size								No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+		1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)		(a)	(b)	to 20		£1m	million	- £100	(d)	
					(e)	(f)					(c)		(a)	to £20 million	million	(c)	
													(b)				
Total	6	-	-	-	-	-	2	4	2	-	2	2	1	2	1	2	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

	PERSONAL PROFILE														
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	6	-	-	-	-	2	-	-	4	-	-	1	-	1	4
Good contacts at existing ISDN company	3 50%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	1 100%	2 50%
ISDN is reliable	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 50%	- -%	- -%	- -%	- -%	- -%	2 50%
Internal cost of migrating	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 50%	- -%	- -%	- -%	- -%	- -%	2 50%
Tied to long term contract	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	1 100%	- -%	- -%	- -%
Hassle	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	1 100%	- -%	- -%	- -%
Current supplier(s) understand our business	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	1 100%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	1 17%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 120 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE															
Total	Sector									Number of years trading					
	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+	
	(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)	2 years	5 years	9 years	to 19	years	
		(b)	(c)	Transport/ Communi cations (d)		Services (f)	Services (g)	Services (h)		(a)	(b)	(c)	(d)	(e)	
Total	6	-	-	-	-	2	-	-	4	-	-	1	-	1	4
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)
Total	6	-	1	1	-	-	-	-	2	1	5	-	1	-	3	2	-
Good contacts at existing ISDN company	3 50%	- -%	1 100%	1 100%	- -%	- -%	- -%	- -%	1 50%	- -%	3 60%	- -%	- -%	- -%	2 67%	- -%	- -%
ISDN is reliable	2 33%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	1 100%	2 40%	- -%	- -%	- -%	1 33%	- -%	- -%
Internal cost of migrating	2 33%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	1 50%	- -%	2 40%	- -%	- -%	- -%	- -%	1 50%	- -%
Tied to long term contract	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 50%	- -%
Hassle	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 50%	- -%
Current supplier(s) understand our business	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 50%	- -%
Historic links to existing ISDN company(s)	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	1 20%	- -%	- -%	- -%	1 33%	- -%	- -%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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Table 120 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE																
Total	Location													Involvement		
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	6	-	1	1	-	-	-	2	1	5	-	1	-	3	2	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

	PERSONAL PROFILE															
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	6	1	6	-	-	1	-	1	6	6	4	2	6	-	-	6
Good contacts at existing ISDN company	3 50%	1 100%	3 50%	- -%	- -%	1 100%	- -%	1 100%	3 50%	3 50%	1 25%	2 100%	3 50%	- -%	- -%	3 50%
ISDN is reliable	2 33%	- -%	2 33%	- -%	- -%	- -%	- -%	- -%	2 33%	2 33%	1 25%	1 50%	2 33%	- -%	- -%	2 33%
Internal cost of migrating	2 33%	- -%	2 33%	- -%	- -%	- -%	- -%	- -%	2 33%	2 33%	1 25%	1 50%	2 33%	- -%	- -%	2 33%
Tied to long term contract	1 17%	- -%	1 17%	- -%	- -%	- -%	- -%	- -%	1 17%	1 17%	1 25%	- -%	1 17%	- -%	- -%	1 17%
Hassle	1 17%	- -%	1 17%	- -%	- -%	- -%	- -%	- -%	1 17%	1 17%	1 25%	- -%	1 17%	- -%	- -%	1 17%
Current supplier(s) understand our business	1 17%	- -%	1 17%	- -%	- -%	- -%	- -%	- -%	1 17%	1 17%	1 25%	- -%	1 17%	- -%	- -%	1 17%
Historic links to existing ISDN company(s)	1 17%	1 100%	1 17%	- -%	- -%	1 100%	- -%	1 100%	1 17%	1 17%	- -%	1 50%	1 17%	- -%	- -%	1 17%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE																
Total	Fixed line services													Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	6	1	6	-	-	1	-	1	6	6	4	2	6	-	-	6
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
95 percent as lower case or *, 99 percent as UPPER CASE or **																

Table 120 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 - 28 (e)	30+ (f)	30+ (g)
Total	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good contacts at existing ISDN company	3 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ISDN is reliable	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card (g)	pa yments (h)	Video confe rencing (i)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
Total	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 120 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 channels (g)	1500 or more channels (h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Standalone (a)	In-house package (b)	Hosted solution (c)
Total	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good contacts at existing ISDN company	3 50%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ISDN is reliable	2 33%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Internal cost of migrating	2 33%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tied to long term contract	1 17%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hassle	1 17%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Current supplier(s) understand our business	1 17%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Historic links to existing ISDN company(s)	1 17%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Was offered an attractive package/range of services	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Current service features are what we need	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of the above	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Table 120 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

ISDN LINES																					
Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 channels (g)	1500 or more channels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

	Total	ISDN LINES									
		Ever Switched			Considering switch		Considering switch				
		In last 2 years	Longer ago	Never	Yes	No	Definitely switch	More likely to switch	Net-likely to switch	Consider but unlikely to affect decision	No impact
		(a)	(b)	(c)	(a)	(b)	(a)	(b)	(c)	(d)	(e)
Total	6	-	-	-	-	-	-	-	-	-	-
Good contacts at existing ISDN company	3 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ISDN is reliable	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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Lake Market Research

Table 120 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

ISDN LINES										
Total	Ever Switched			Considering switch		Considering switch				
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	6	-	-	-	-	-	-	-	-	-
None of the above	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 120 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plem (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa (f) yments (g)	Video confe rencing (h)	
Total	6	-	-	-	-	-	-	-	-	-	3	4	2	6	5	5	3	3	4	3	5
Good contacts at existing ISDN company	3 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	1 25%	1 50%	3 50%	2 40%	2 40%	1 33%	2 67%	1 25%	2 67%	2 40%
ISDN is reliable	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	1 25%	- -%	2 33%	1 20%	1 20%	- -%	- -%	1 25%	1 33%	2 40%
Internal cost of migrating	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	2 33%	1 20%	1 20%	1 33%	- -%	1 25%	1 33%	2 40%
Tied to long term contract	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	1 25%	1 50%	1 17%	1 20%	1 20%	1 33%	1 33%	1 25%	1 33%	1 20%
Hassle	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	1 25%	1 50%	1 17%	1 20%	1 20%	1 33%	1 33%	1 25%	1 33%	1 20%
Current supplier(s) understand our business	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	1 25%	1 50%	1 17%	1 20%	1 20%	1 33%	1 33%	1 25%	1 33%	1 20%
Historic links to existing ISDN company(s)	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	1 17%	1 20%	1 20%	1 33%	1 33%	1 25%	1 33%	1 20%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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Lake Market Research

Table 120 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	6	-	-	-	-	-	-	-	-	-	3	4	2	6	5	5	3	3	4	3	5
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

	IP Based Services																				
	Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
Total	6	4	1	5	1	-	6	-	4	1	-	-	2	4	-	1	-	-	6	-	-
Good contacts at existing ISDN company	3 50%	2 50%	- -	3 60%	- -	- -	3 50%	- -	3 75%	- -	- -	- -	1 50%	2 50%	- -	1 100%	- -	- -	3 50%	- -	- -
ISDN is reliable	2 33%	1 25%	- -	2 40%	- -	- -	2 33%	- -	1 25%	1 100%	- -	- -	- -	2 50%	- -	- -	- -	- -	2 33%	- -	- -
Internal cost of migrating	2 33%	1 25%	- -	2 40%	- -	- -	2 33%	- -	1 25%	- -	- -	- -	- -	2 50%	- -	- -	- -	- -	2 33%	- -	- -
Tied to long term contract	1 17%	- -	1 100%	- -	1 100%	- -	1 17%	- -	1 25%	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	1 17%	- -	- -
Hassle	1 17%	- -	1 100%	- -	1 100%	- -	1 17%	- -	1 25%	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	1 17%	- -	- -
Current supplier(s) understand our business	1 17%	- -	1 100%	- -	1 100%	- -	1 17%	- -	1 25%	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	1 17%	- -	- -
Historic links to existing ISDN company(s)	1 17%	1 25%	- -	1 20%	- -	- -	1 17%	- -	1 25%	- -	- -	- -	- -	1 25%	- -	1 100%	- -	- -	1 17%	- -	- -
Was offered an attractive package/ range of services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Current service features are what we need	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
None of the above	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had and	Had but	Supple	A ba	Not	Supple	A ba	Not
	(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	and	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all
			(a)	service	(b)	(c)					based	(a)	but	some	(c)	(d)	service	(b)	(c)	service	(b)
Total	6	4	1	5	1	-	6	-	4	1	-	-	2	4	-	1	-	-	6	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120 (continuation)

<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	6	3	3	-	-	-	-
Good contacts at existing ISDN company	3 50%	2 67%	1 33%	- -%	- -%	- -%	- -%
ISDN is reliable	2 33%	1 33%	1 33%	- -%	- -%	- -%	- -%
Internal cost of migrating	2 33%	1 33%	1 33%	- -%	- -%	- -%	- -%
Tied to long term contract	1 17%	1 33%	- -%	- -%	- -%	- -%	- -%
Hassle	1 17%	1 33%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	1 17%	1 33%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	1 17%	1 33%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 120 (continuation)
<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	6	3	3	-	-	-	-
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121

<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	2	-	-	-	-	1	-	1	1	-	1	-	-	2	-	-
Good contacts at existing ISDN company	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 100%	- -%	- -%	1 50%	- -%	- -%
Was offered an attractive package/ range of services	1 50%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE															
Total	Company Size							No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	2	-	-	-	-	1	-	1	1	-	1	-	2	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	2	-	1	-	-	1	-	-	-	-	-	-	1	1	-
Good contacts at existing ISDN company	1 50%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%
Was offered an attractive package/ range of services	1 50%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 121 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE														
Total	Sector									Number of years trading				
	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	2	-	1	-	-	1	-	-	-	-	-	1	1	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE																	
Location															Involvement		
Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	2	-	-	-	-	-	1	1	-	2	-	-	-	1	-	-	
Good contacts at existing ISDN company	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	1 50%	- -%	- -%	- -%	1 100%	- -%	- -%	
Was offered an attractive package/ range of services	1 50%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE																	
Total	Location												Involvement				
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)	
Total	2	-	-	-	-	-	1	1	-	2	-	-	-	1	-	-	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

	PERSONAL PROFILE															
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	2	2	1	-	-	1	-	2	1	2	1	1	2	-	-	2
Good contacts at existing ISDN company	1 50%	1 50%	1 100%	- -%	- -%	1 100%	- -%	1 50%	1 100%	1 50%	- -%	1 100%	1 50%	- -%	- -%	1 50%
Was offered an attractive package/ range of services	1 50%	1 50%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	1 50%	1 100%	- -%	1 50%	- -%	- -%	1 50%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

PERSONAL PROFILE																	
Total	Fixed line services													Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)		
Total	2	2	1	-	-	1	-	2	1	2	1	1	2	-	-	2	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
Total	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good contacts at existing ISDN company	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/range of services	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 or more channels (g)	1500 or more channels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good contacts at existing ISDN company	1 50%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Was offered an attractive package/ range of services	1 50%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ISDN is reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tied to long term contract	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Current supplier(s) understand our business	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Historic links to existing ISDN company(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Internal cost of migrating	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Current service features are what we need	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

ISDN LINES																					
Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls (g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

	Total	ISDN LINES									
		Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	2	-	-	-	-	-	-	-	-	-	-
Good contacts at existing ISDN company	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 121 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

ISDN LINES										
Total	Ever Switched			Considering switch		Considering switch				
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	2	-	-	-	-	-	-	-	-	-
None of the above	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

	IP Based Services																				
	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
Total	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	2	-	-	-	-	-	-	-	-	2	-	1	2	2	2	2	1	2	1	2	
Good contacts at existing ISDN company	1	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1	1	1	1	1	
	50%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%	50%	50%	50%	50%	100%	50%	100%	50%	
Was offered an attractive package/ range of services	1	-	-	-	-	-	-	-	-	1	-	1	1	1	1	1	-	1	-	1	
	50%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	100%	50%	50%	50%	50%	-%	50%	-%	50%	
ISDN is reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Tied to long term contract	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Current supplier(s) understand our business	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Historic links to existing ISDN company(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Internal cost of migrating	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Current service features are what we need	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 121 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	2	-	-	-	-	-	-	-	-	-	2	-	1	2	2	2	2	1	2	1	2
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

	IP Based Services																					
	Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at all
			(a)	service	(c)					based						(a)	(b)	(c)	(a)	(b)	(c)	
				(b)						(c)				(b)								
Total	2	2	-	2	-	-	2	-	2	-	-	1	-	1	-	2	-	-	1	-	-	
Good contacts at existing ISDN company	1	1	-	1	-	-	1	-	1	-	-	-	-	1	-	1	-	-	1	-	-	
	50%	50%	-%	50%	-%	-%	50%	-%	50%	-%	-%	-%	-%	100%	-%	50%	-%	-%	100%	-%	-%	
Was offered an attractive package/ range of services	1	1	-	1	-	-	1	-	1	-	-	1	-	-	-	1	-	-	-	-	-	
	50%	50%	-%	50%	-%	-%	50%	-%	50%	-%	-%	100%	-%	-%	-%	50%	-%	-%	-%	-%	-%	
ISDN is reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Tied to long term contract	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Current supplier(s) understand our business	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Historic links to existing ISDN company(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Internal cost of migrating	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Current service features are what we need	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

		IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
		Yes	No	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)	Supple mentary service (a)	A ba ck-up (b)	Not at all (c)
		(a)	(b)				(a)	(b)	(a)	(b)		(a)	(b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)
Total	2	2	-	2	-	-	2	-	2	-	-	1	-	1	-	2	-	-	1	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?

by
Base: All that use IP and ISDN2/2e but is not their main service

Total	IP Based Services						
	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	2	2	-	-	-	-	-
Good contacts at existing ISDN company	1 50%	1 50%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	1 50%	1 50%	- -%	- -%	- -%	- -%	- -%
ISDN is reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 121 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services?
by
Base: All that use IP and ISDN2/2e but is not their main service

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	2	2	-	-	-	-	-
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122

<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

	Total	PERSONAL PROFILE														
		Company Size							No.Sites				Turnover			
		1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+
		(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)	(a)	(b)	to 20 (c)		£1m (a)	million to £20 million (b)	- £100 million (c)	(d)
Total	6	-	-	-	-	-	2	4	2	-	2	2	1	2	1	2
Good contacts at existing ISDN company	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	2 50%	- -%	- -%	1 50%	1 50%	- -%	1 50%	- -%	1 50%
Internal cost of migrating	2 33%	- -%	- -%	- -%	- -%	- -%	1 50%	1 25%	1 50%	- -%	1 50%	- -%	- -%	- -%	1 100%	1 50%
ISDN is reliable	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	1 50%	- -%	1 50%	- -%	- -%
Hassle	1 17%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	1 50%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20	(c)	£1m	million	- £100	(d)	
					(e)	(f)						(a)	to £20 million	million	(c)	
												(b)				
Total	6	-	-	-	-	-	2	4	2	-	2	2	1	2	1	2
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	6	-	-	-	-	2	-	-	4	-	-	1	-	1	4
Good contacts at existing ISDN company	2 33%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	1 25%
Internal cost of migrating	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 50%	- -%	- -%	- -%	- -%	- -%	2 50%
ISDN is reliable	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	- -%	1 25%
Hassle	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	1 100%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 122 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE															
Total	Sector									Number of years trading					
	Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+	
	(a)	cturing	ruction	olesale/	(e)	ncial	se	admin	(i)	2 years	5 years	9 years	to 19	years	
		(b)	(c)	Transport/ Communi cations (d)		Services (f)	Services (g)	Services (h)		(a)	(b)	(c)	(d)	(e)	
Total	6	-	-	-	-	2	-	-	4	-	-	1	-	1	4
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

		PERSONAL PROFILE															
		Location												Involvement			
Total		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	6	-	1	1	-	-	-	-	2	1	5	-	1	-	3	2	-
Good contacts at existing ISDN company	2 33%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	1 50%	- -%	2 40%	- -%	- -%	- -%	2 67%	- -%	- -%
Internal cost of migrating	2 33%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	1 50%	- -%	2 40%	- -%	- -%	- -%	- -%	1 50%	- -%
ISDN is reliable	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	1 20%	- -%	- -%	- -%	1 33%	- -%	- -%
Hassle	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 50%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE																
Total	Location													Involvement		
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	6	-	1	1	-	-	-	2	1	5	-	1	-	3	2	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

	PERSONAL PROFILE															
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b) 2e	ISDN 2/30 Only (c)	ISDN Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/30 & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	6	1	6	-	-	1	-	1	6	6	4	2	6	-	-	6
Good contacts at existing ISDN company	2 33%	1 100%	2 33%	- -%	- -%	1 100%	- -%	1 100%	2 33%	2 33%	1 25%	1 50%	2 33%	- -%	- -%	2 33%
Internal cost of migrating	2 33%	- -%	2 33%	- -%	- -%	- -%	- -%	- -%	2 33%	2 33%	1 25%	1 50%	2 33%	- -%	- -%	2 33%
ISDN is reliable	1 17%	- -%	1 17%	- -%	- -%	- -%	- -%	- -%	1 17%	1 17%	1 25%	- -%	1 17%	- -%	- -%	1 17%
Hassle	1 17%	- -%	1 17%	- -%	- -%	- -%	- -%	- -%	1 17%	1 17%	1 25%	- -%	1 17%	- -%	- -%	1 17%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

PERSONAL PROFILE																
Total	Fixed line services													Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP (f)	Only ISDN 2/ & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	6	1	6	-	-	1	-	1	6	6	4	2	6	-	-	6
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

		ISDN LINES													
		ISDN services Used								ISDN2/2e Channels					
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)
Total	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good contacts at existing ISDN company	2 33%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Internal cost of migrating	2 33%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ISDN is reliable	1 17%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hassle	1 17%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tied to long term contract	- %	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Current supplier(s) understand our business	- %	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Historic links to existing ISDN company(s)	- %	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Was offered an attractive package/range of services	- %	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Current service features are what we need	- %	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	- %	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of the above	- %	-	-	-	-	-	-	-	-	-	-	-	-	-	-

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)	
Total	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 channels (g)	1500 or more channels (h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Good contacts at existing ISDN company	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ISDN is reliable	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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Table 122 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

ISDN LINES																					
Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls (g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

	Total	ISDN LINES									
		Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	6	-	-	-	-	-	-	-	-	-	-
Good contacts at existing ISDN company	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Internal cost of migrating	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ISDN is reliable	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Hassle	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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Lake Market Research

Table 122 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

ISDN LINES										
Total	Ever Switched			Considering switch		Considering switch				
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	6	-	-	-	-	-	-	-	-	-
None of the above	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data Card pa yments (f) (g)	Video confe rencing (h)	
Total	6	-	-	-	-	-	-	-	-	-	3	4	2	6	5	5	3	3	4	3	5
Good contacts at existing ISDN company	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	1 25%	1 50%	2 33%	2 40%	2 40%	1 33%	2 67%	1 25%	1 33%	1 20%
Internal cost of migrating	2 33%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	2 33%	1 20%	1 20%	1 33%	- -%	1 25%	1 33%	2 40%
ISDN is reliable	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	1 25%	- -%	1 17%	1 20%	1 20%	- -%	- -%	1 25%	- -%	1 20%
Hassle	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	1 25%	1 50%	1 17%	1 20%	1 20%	1 33%	1 33%	1 25%	1 33%	1 20%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 122 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	6	-	-	-	-	-	-	-	-	-	3	4	2	6	5	5	3	3	4	3	5
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

	IP Based Services																					
	Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	6	4	1	5	1	-	6	-	4	1	-	-	2	4	-	1	-	-	6	-	-	
Good contacts at existing ISDN company	2 33%	2 50%	- -	2 40%	- -	- -	2 33%	- -	2 50%	- -	- -	- -	1 50%	1 25%	- -	1 100%	- -	- -	2 33%	- -	- -	
Internal cost of migrating	2 33%	1 25%	- -	2 40%	- -	- -	2 33%	- -	1 25%	- -	- -	- -	- -	2 50%	- -	- -	- -	- -	2 33%	- -	- -	
ISDN is reliable	1 17%	1 25%	- -	1 20%	- -	- -	1 17%	- -	- -	1 100%	- -	- -	- -	1 25%	- -	- -	- -	- -	1 17%	- -	- -	
Hassle	1 17%	- -	1 100%	- -	1 100%	- -	1 17%	- -	1 25%	- -	- -	- -	1 50%	- -	- -	- -	- -	- -	1 17%	- -	- -	
Tied to long term contract	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Current supplier(s) understand our business	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Historic links to existing ISDN company(s)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Was offered an attractive package/ range of services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Current service features are what we need	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
None of the above	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

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Table 122 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

IP Based Services																						
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	Had and	Had but	Supple	A ba	Not	Supple	A ba	Not	
	(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	but	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all	
			(a)	service	(b)	(c)					based	(a)	but	some	(c)	(d)	service	(a)	(c)	service	(b)	(c)
Total	6	4	1	5	1	-	6	-	4	1	-	-	2	4	-	1	-	-	6	-	-	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)

<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?

by
Base: All that use IP and ISDN30 but is not their main service

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	6	3	3	-	-	-	-
Good contacts at existing ISDN company	2 33%	1 33%	1 33%	- -%	- -%	- -%	- -%
Internal cost of migrating	2 33%	1 33%	1 33%	- -%	- -%	- -%	- -%
ISDN is reliable	1 17%	- -%	1 33%	- -%	- -%	- -%	- -%
Hassle	1 17%	1 33%	- -%	- -%	- -%	- -%	- -%
Tied to long term contract	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current supplier(s) understand our business	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Historic links to existing ISDN company(s)	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Was offered an attractive package/ range of services	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Current service features are what we need	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of the above	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 122 (continuation)
<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services?
by
Base: All that use IP and ISDN30 but is not their main service

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	6	3	3	-	-	-	-
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123

<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?

by

Base: All that use IP

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	10 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Easy to use	66 44%	1 50%	5 83%	3 60%	9 69%	16 59%	12 35%	29 38%	42 44%	8 53%	2 22%	9 50%	13 48%	30 51%	12 43%	7 27%
Voice connectivity	62 41%	1 50%	2 33%	3 60%	6 46%	10 37%	15 44%	31 41%	38 40%	7 47%	5 56%	6 33%	13 48%	23 39%	13 46%	11 42%
Reliable	61 41%	- -%	2 33%	2 40%	4 31%	13 48%	12 35%	32 42%	40 42%	4 27%	4 44%	9 50%	11 41%	25 42%	12 43%	9 35%
Flexible line capacity	59 39%	- -%	2 33%	2 40%	4 31%	12 44%	13 38%	30 39%	35 37%	10 67%	3 33%	9 50%	10 37%	25 42%	8 29%	11 42%
Call management functionality	52 35%	1 50%	1 17%	2 40%	4 31%	10 37%	13 38%	25 33%	33 35%	5 33%	3 33%	7 39%	12 44%	17 29%	6 21%	13 50%
Data connectivity	47 31%	- -%	2 33%	2 40%	4 31%	8 30%	11 32%	24 32%	26 27%	7 47%	2 22%	9 50%	9 33%	18 31%	7 25%	10 38%
LAN connectivity	40 27%	- -%	2 33%	2 40%	4 31%	5 19%	10 29%	21 28%	21 22%	2 13%	1 11%	11 61%	7 26%	17 29%	2 7%	10 38%
Provides voice & data communications via the same service	38 25%	- -%	1 17%	3 60%	4 31%	3 11%	9 26%	22 29%	20 21%	8 53%	2 22%	4 22%	3 11%	18 31%	8 29%	9 35%
Requires little post purchase support	31 21%	1 50%	- -%	- -%	1 8%	4 15%	7 21%	19 25%	17 18%	4 27%	3 33%	5 28%	5 19%	13 22%	6 21%	5 19%
Unified communications capability	22 15%	- -%	1 17%	1 20%	2 15%	6 22%	- -%	14F 18%	14 15%	2 13%	2 22%	4 22%	4 15%	9 15%	1 4%	6 23%
CTI capability	10 7%	- -%	- -%	- -%	- -%	4 15%	2 6%	4 5%	7 7%	- -%	1 11%	2 11%	3 11%	4 7%	3 11%	- -%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	1 1%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)
<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?
by
Base: All that use IP

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20	(c)	£1m	million	million	(d)	
					(e)	(f)						(a)	to £20 million	£100 million	(c)	
													(b)			
Total	150	2	6	5	13	27	34	76	95	15	9	18	27	59	28	26
Don't know	5 3%	— —	1 17%	— —	1 8%	1 4%	2 6%	1 1%	3 3%	— —	— —	— —	1 4%	— —	1 4%	1 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)

<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?

by

Base: All that use IP

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Easy to use	66 44%	1 20%	11 41%	6 67%	6 43%	5 42%	7 37%	16 46%	6 40%	8 57%	3 50%	12 63%	9 41%	18 36%	23 45%
Voice connectivity	62 41%	1 20%	12 44%	4 44%	6 43%	5 42%	6 32%	14 40%	8 53%	6 43%	4 67%	12 63%	5 23%	16 32%	24 47%
Reliable	61 41%	- -%	11 41%	6 67%	8 57%	6 50%	4 21%	15 43%	5 33%	6 43%	3 50%	9 47%	10 45%	18 36%	19 37%
Flexible line capacity	59 39%	1 20%	7 26%	5 56%	8 57%	7 58%	3 16%	19 54%	6 40%	3 21%	2 33%	7 37%	10 45%	17 34%	22 43%
Call management functionality	52 35%	1 20%	7 26%	2 22%	6 43%	5 42%	9 47%	13 37%	8 53%	1 7%	3 50%	5 26%	8 36%	17 34%	17 33%
Data connectivity	47 31%	- -%	6 22%	5 56%	4 29%	5 42%	5 26%	11 31%	7 47%	4 29%	1 17%	9 47%	6 27%	11 22%	18 35%
LAN connectivity	40 27%	1 20%	6 22%	2 22%	4 29%	4 33%	4 21%	10 29%	6 40%	3 21%	1 17%	6 32%	6 27%	11 22%	15 29%
Provides voice & data communications via the same service	38 25%	1 20%	6 22%	3 33%	- -%	6 50%	2 11%	9 26%	6 40%	5 36%	- -%	5 26%	4 18%	10 20%	18 35%
Requires little post purchase support	31 21%	1 20%	3 11%	5 56%	3 21%	5 42%	5 26%	5 14%	2 13%	2 14%	- -%	3 16%	2 9%	16 32%	10 20%
Unified communications capability	22 15%	- -%	2 7%	2 22%	- -%	- -%	3 16%	10 29%	4 27%	1 7%	- -%	2 11%	- -%	9 18%	11 22%
CTI capability	10 7%	1 20%	2 7%	1 11%	- -%	- -%	1 5%	2 6%	2 13%	1 7%	- -%	4 21%	1 5%	2 4%	3 6%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 123 (continuation)

<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?

by

Base: All that use IP

	PERSONAL PROFILE														
	Total	Sector									Number of years trading				
		Primary	Manufa	Const	Who	Retail	Fina	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/ Tra	(e)	ncial Ser	se rvices	admin and se	(i)	than 2 years	5 years	9 years	to 19	years
		(b)	(c)	nsport/ Communi cations (d)		(f)	(g)	(h)		(a)	(b)	(c)	(d)	(e)	
Total	150	5	27	9	14	12	19	35	15	14	6	19	22	50	51
Don't know	5 3%	- %	1 4%	- %	- %	- %	- %	3 9%	1 7%	- %	- %	- %	- %	3 6%	2 4%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)

<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?

by

Base: All that use IP

		PERSONAL PROFILE														Involvement		
		Location																
		Total	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scot land (l)	No rthern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6	
Easy to use	66 44%	1 33%	6 35%	5 63%	5 63%	7 58%	3 43%	18 42%	8 36%	6 55%	59 45%	- %	5 36%	2 67%	32 42%	6 25%	3 50%	
Voice connectivity	62 41%	1 33%	6 35%	5 63%	1 13%	2 17%	4 57%	16 37%	11 50%	4 36%	50 38%	- %	10 71%	2 67%	32 42%	14 58%	1 17%	
Reliable	61 41%	1 33%	8 47%	3 38%	1 13%	9 75%	1 14%	14 33%	8 36%	5 45%	50 38%	1 50%	7 50%	3 100%	31 41%	9 38%	3 50%	
Flexible line capacity	59 39%	1 33%	9 53%	3 38%	4 50%	4 33%	3 43%	19 44%	7 32%	3 27%	53 40%	1 50%	3 21%	2 67%	35 46%	10 42%	1 17%	
Call management functionality	52 35%	- %	6 35%	4 50%	3 38%	2 17%	3 43%	17 40%	6 27%	2 18%	43 33%	- %	8 57%	1 33%	29 38%	7 29%	3 50%	
Data connectivity	47 31%	1 33%	9 53%	1 13%	2 25%	2 17%	4 57%	12 28%	6 27%	5 45%	42 32%	- %	5 36%	- %	25 33%	10 42%	1 17%	
LAN connectivity	40 27%	2 67%	6 35%	- %	1 13%	3 25%	2 29%	13 30%	6 27%	3 27%	36 27%	- %	3 21%	1 33%	17 22%	9 38%	- %	
Provides voice & data communications via the same service	38 25%	- %	9 53%	2 25%	1 13%	2 17%	1 14%	12 28%	4 18%	3 27%	34 26%	- %	4 29%	- %	20 26%	7 29%	2 33%	
Requires little post purchase support	31 21%	2 67%	4 24%	1 13%	- %	2 17%	1 14%	11 26%	6 27%	- %	27 21%	- %	4 29%	- %	18 24%	6 25%	2 33%	
Unified communications capability	22 15%	1 33%	6 35%	- %	- %	- %	3 43%	7 16%	2 9%	2 18%	21 16%	- %	1 7%	- %	11 14%	8 33%	- %	
CTI capability	10 7%	1 33%	1 6%	1 13%	- %	- %	- %	4 9%	- %	1 9%	8 6%	- %	2 14%	- %	7 9%	3 13%	- %	
Other	1 1%	- %	1 6%	- %	- %	- %	- %	- %	- %	- %	1 1%	- %	- %	- %	- %	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)
<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?
by
Base: All that use IP

PERSONAL PROFILE																	
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	150	3	17	8	8	12	7	43	22	11	131	2	14	3	76	24	6
Don't know	5 3%	- -	2 12%	- -	- -	1 8%	- -	1 2%	- -	1 9%	5 4%	- -	- -	- -	- -	- -	1 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)

<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?

by

Base: All that use IP

		PERSONAL PROFILE															
		Fixed line services													Mostly used fixed line		
		Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & (g)	ISDN 30 & (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	150	29	28	—	—	7	100	29	28	50	100	50	150	21	9	120	
Easy to use	66 44%	10 34%	13 46%	— —%	— —%	3 43%	46 46%	10 34%	13 46%	20 40%	41 41%	25 50%	66 44%	6 29%	3 33%	57 48%	
Voice connectivity	62 41%	14 48%	15 54%	— —%	— —%	4 57%	37 37%	14 48%	15 54%	25 50%	43 43%	19 38%	62 41%	10 48%	4 44%	48 40%	
Reliable	61 41%	10 34%	7 25%	— —%	— —%	— —%	44 44%	10 34%	7 25%	17 34%	45 45%	16 32%	61 41%	8 38%	4 44%	49 41%	
Flexible line capacity	59 39%	12 41%	12 43%	— —%	— —%	3 43%	38 38%	12 41%	12 43%	21 42%	37 37%	22 44%	59 39%	6 29%	4 44%	49 41%	
Call management functionality	52 35%	12 41%	10 36%	— —%	— —%	2 29%	32 32%	12 41%	10 36%	20 40%	37 37%	15 30%	52 35%	9 43%	4 44%	39 33%	
Data connectivity	47 31%	11 38%	12 43%	— —%	— —%	3 43%	27 27%	11 38%	12 43%	20 40%	32 32%	15 30%	47 31%	8 38%	3 33%	36 30%	
LAN connectivity	40 27%	8 28%	4 14%	— —%	— —%	1 14%	29 29%	8 28%	4 14%	11 22%	32k 32%	8 16%	40 27%	4 19%	2 22%	34 28%	
Provides voice & data communications via the same service	38 25%	8 28%	10 36%	— —%	— —%	4 57%	24 24%	8 28%	10 36%	14 28%	25 25%	13 26%	38 25%	4 19%	4 44%	30 25%	
Requires little post purchase support	31 21%	7 24%	3 11%	— —%	— —%	1 14%	22 22%	7 24%	3 11%	9 18%	18 18%	13 26%	31 21%	5 24%	1 11%	25 21%	
Unified communications capability	22 15%	7 24%	6 21%	— —%	— —%	2 29%	11 11%	7 24%	6 21%	11 22%	13 13%	9 18%	22 15%	4 19%	2 22%	16 13%	
CTI capability	10 7%	7 24%	2 7%	— —%	— —%	1 14%	2 2%	7 24%	2 7%	8Fk1 16%	8 8%	2 4%	10 7%	6 29%	— —%	4 3%	
Other	1 1%	— —%	— —%	— —%	— —%	— —%	1 1%	— —%	— —%	— —%	1 1%	— —%	1 1%	— —%	— —%	1 1%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)
<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?
by
Base: All that use IP

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	150	29	28	-	-	7	100	29	28	50	100	50	150	21	9	120
Don't know	5 3%	- %	3 11%	- %	- %	- %	2 2%	- %	3 11%	3 6%	4 4%	1 2%	5 3%	- %	2 22%	3 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)

<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?

by

Base: All that use IP

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Easy to use	66 44%	9 31%	8 36%	5 26%	4 25%	3 17%	5 28%	6 35%	3 30%	1 50%	2 67%	3 43%	- -	- -	- -	- -
Voice connectivity	62 41%	13 45%	12 55%	8 42%	7 44%	13 72%	9 50%	7 41%	5 50%	1 50%	1 33%	4 57%	3 60%	- -	- -	2 100%
Reliable	61 41%	11 38%	9 41%	7 37%	6 38%	7 39%	9 50%	5 29%	4 40%	- -	1 33%	3 43%	2 40%	1 100%	- -	- -
Flexible line capacity	59 39%	10 34%	8 36%	5 26%	4 25%	8 44%	6 33%	6 35%	3 30%	1 50%	1 33%	1 14%	2 40%	1 100%	- -	1 50%
Call management functionality	52 35%	12 41%	11 50%	7 37%	7 44%	10 56%	9 50%	8 47%	4 40%	1 50%	- -	2 29%	4 80%	1 100%	- -	2 100%
Data connectivity	47 31%	11 38%	8 36%	7 37%	6 38%	9 50%	8 44%	7 41%	3 30%	- -	2 67%	2 29%	2 40%	1 100%	- -	2 100%
LAN connectivity	40 27%	6 21%	4 18%	3 16%	4 25%	5 28%	5 28%	6 35%	2 20%	- -	1 33%	1 14%	1 20%	1 100%	- -	1 50%
Provides voice & data communications via the same service	38 25%	8 28%	6 27%	6 32%	4 25%	8 44%	6 33%	5 29%	4 40%	- -	1 33%	- -	1 20%	- -	1 100%	2 100%
Requires little post purchase support	31 21%	6 21%	5 23%	5 26%	3 19%	5 28%	2 11%	2 12%	1 10%	1 50%	- -	2 29%	1 20%	1 100%	- -	- -
Unified communications capability	22 15%	6 21%	5 23%	3 16%	3 19%	6 33%	4 22%	4 24%	3 30%	- -	1 33%	2 29%	- -	- -	- -	2 100%
CTI capability	10 7%	6 21%	5 23%	3 16%	4 25%	5 28%	5 28%	4 24%	3 30%	- -	- -	3 43%	2 40%	- -	- -	1 50%
Other	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)
<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?
by
Base: All that use IP

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 -28 (f)	30+ (g)
Total	150	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Don't know	5 3%	2 7%	1 5%	1 5%	2 13%	1 6%	1 6%	1 6%	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)

<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?

by

Base: All that use IP

		ISDN LINES																					
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status				Purchased as		
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted
			(a)	(b)	(c)	ch	ch	chan	-1470 or more	channe													
			(d)	(e)	(f)	(g)	(h)							(a)	(b)	(c)	(a)	(b)	(c)	(a)	(b)	(c)	
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3	
Easy to use	66 44%	1 33%	- -	2 100%	1 25%	- -	- -	- -	- -	5 24%	4 57%	4 24%	1 33%	2 22%	4 33%	- -	2 33%	1 33%	1 33%	1 11%	7 39%	1 33%	
Voice connectivity	62 41%	1 33%	- -	1 50%	2 50%	- -	- -	- -	1 100%	10 48%	3 43%	9 53%	1 33%	3 33%	8 67%	- -	2 33%	1 33%	2 67%	4 44%	7 39%	3 100%	
Reliable	61 41%	1 33%	- -	1 50%	1 25%	1 100%	- -	- -	- -	6 29%	6 86%	4 24%	1 33%	3 33%	5 42%	- -	1 17%	2 67%	1 33%	1 11%	9 50%	2 67%	
Flexible line capacity	59 39%	1 33%	- -	1 50%	1 25%	- -	- -	- -	1 100%	8 38%	2 29%	8 47%	- -	5 56%	2 17%	- -	2 33%	2 67%	- -	4 44%	4 22%	2 67%	
Call management functionality	52 35%	1 33%	- -	1 50%	1 25%	- -	- -	- -	1 100%	10 48%	3 43%	9 53%	1 33%	6 67%	4 33%	- -	2 33%	2 67%	- -	2 22%	9 50%	2 67%	
Data connectivity	47 31%	1 33%	- -	2 100%	- -	- -	- -	- -	1 100%	9 43%	2 29%	9 53%	- -	4 44%	5 42%	- -	2 33%	1 33%	1 33%	2 22%	8 44%	1 33%	
LAN connectivity	40 27%	- -	- -	1 50%	- -	- -	- -	- -	1 100%	5 24%	1 14%	5 29%	- -	4 44%	1 8%	- -	2 33%	- -	- -	2 22%	3 17%	1 33%	
Provides voice & data communications via the same service	38 25%	1 33%	- -	1 50%	2 50%	- -	- -	- -	1 100%	6 29%	2 29%	5 29%	1 33%	2 22%	2 17%	1 100%	3 50%	1 33%	1 33%	2 22%	4 22%	2 67%	
Requires little post purchase support	31 21%	1 33%	- -	- -	- -	- -	- -	- -	- -	5 24%	1 14%	4 24%	1 33%	4 44%	1 8%	- -	- -	1 33%	- -	1 11%	4 22%	1 33%	
Unified communications capability	22 15%	- -	- -	1 50%	- -	- -	- -	- -	1 100%	5 24%	1 14%	5 29%	- -	2 22%	3 25%	- -	2 33%	- -	- -	1 11%	3 17%	2 67%	
CTI capability	10 7%	- -	- -	- -	1 25%	- -	- -	- -	- -	6 29%	- -	6 35%	- -	3 33%	3 25%	- -	1 17%	- -	- -	1 11%	4 22%	1 33%	
Other	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)
<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?
by
Base: All that use IP

ISDN LINES																						
Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as			
	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary	Supple	A ba	Primary	Supple	A ba	Stan	In	Hosted	
	(a)	(b)	(c)	ch	ch	chan	-1470	or more	(a)	(b)	(a)	(b)	Service	mentary	ck-up	Service	mentary	ck-up	dalone	-house	so	
	(d)	(e)	(f)	annels	annels	nels	channe	ls	nels					(a)	(b)	(c)	(a)	(b)	(c)	(a)	package	lution
Total	150	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3
Don't know	5	1	-	-	-	-	1	-	-	1	-	-	1	-	-	-	2	-	-	1	1	-
	3%	33%	-%	-%	-%	-%	100%	-%	-%	5%	-%	-%	33%	-%	-%	-%	33%	-%	-%	11%	6%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)

<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?

by

Base: All that use IP

	ISDN LINES										
	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	150	9	12	9	14	12	8	9	17	10	2
Easy to use	66 44%	5 56%	2 17%	2 22%	3 21%	4 33%	1 13%	3 33%	4 24%	4 40%	- -%
Voice connectivity	62 41%	3 33%	6 50%	5 56%	7 50%	7 58%	4 50%	2 22%	6 35%	6 60%	2 100%
Reliable	61 41%	2 22%	7 58%	3 33%	5 36%	4 33%	2 25%	6 67%	8 47%	2 20%	1 50%
Flexible line capacity	59 39%	3 33%	3 25%	4 44%	4 29%	6 50%	2 25%	2 22%	4 24%	4 40%	2 100%
Call management functionality	52 35%	3 33%	5 42%	5 56%	6 43%	7 58%	4 50%	2 22%	6 35%	6 60%	1 50%
Data connectivity	47 31%	2 22%	5 42%	4 44%	5 36%	6 50%	3 38%	3 33%	6 35%	3 30%	2 100%
LAN connectivity	40 27%	- -%	3 25%	3 33%	3 21%	3 25%	1 13%	2 22%	3 18%	2 20%	1 50%
Provides voice & data communications via the same service	38 25%	1 11%	3 25%	4 44%	3 21%	5 42%	1 13%	1 11%	2 12%	4 40%	2 100%
Requires little post purchase support	31 21%	1 11%	2 17%	3 33%	3 21%	3 25%	2 25%	1 11%	3 18%	2 20%	1 50%
Unified communications capability	22 15%	1 11%	2 17%	3 33%	2 14%	4 33%	- -%	1 11%	1 6%	4 40%	1 50%
CTI capability	10 7%	3 33%	1 8%	2 22%	4 29%	2 17%	3 38%	- -%	3 18%	3 30%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 123 (continuation)
<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?
by
Base: All that use IP

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	Co but unlikely to affect decision (d)	
Total	150	9	12	9	14	12	8	9	17	10	2
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	5 3%	- -%	- -%	2 22%	- -%	1 8%	- -%	1 11%	1 6%	1 10%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)

<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?

by

Base: All that use IP

IP Based Services																					
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Easy to use	66 44%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	24 44%	44 43%	22 55%	59 50%	46 48%	47 48%	28 55%	22 44%	32 44%	29f 63%	33 52%
Voice connectivity	62 41%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	28 52%	49 48%	17 43%	51 44%	46 48%	39 40%	19 37%	21 42%	33 46%	17 37%	25 40%
Reliable	61 41%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	25 46%	40 39%	19 48%	48 41%	40 42%	44 45%	24 47%	21 42%	37 51%	24 52%	28 44%
Flexible line capacity	59 39%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	24 44%	39 38%	12 30%	51 44%	43 45%	46 47%	22 43%	23 46%	35 49%	19 41%	31 49%
Call management functionality	52 35%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	22 41%	36 35%	11 28%	43 37%	35 37%	32 33%	14 27%	14 28%	25 35%	16 35%	22 35%
Data connectivity	47 31%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	22 41%	35 34%	11 28%	37 32%	33 35%	38 39%	17 33%	19 38%	33a 46%	19 41%	22 35%
LAN connectivity	40 27%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	16 30%	24 23%	15 38%	32 27%	29 31%	31 32%	15 29%	17 34%	32a 44%	17 37%	24 38%
Provides voice & data communications via the same service	38 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	17 31%	27 26%	9 23%	26 22%	29 31%	27 28%	11 22%	13 26%	25 35%	10 22%	20 32%
Requires little post purchase support	31 21%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	15 28%	22 21%	8 20%	24 21%	20 21%	22 22%	8 16%	10 20%	18 25%	14 30%	15 24%
Unified communications capability	22 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	12 22%	12 12%	6 15%	16 14%	19 20%	17 17%	5 10%	9 18%	13 18%	5 11%	15 24%
CTI capability	10 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 11%	6 6%	4 10%	7 6%	6 6%	7 7%	2 4%	5 10%	4 6%	2 4%	4 6%
Other	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 123 (continuation)

<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?

by

Base: All that use IP

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr iaied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	150	-	-	-	-	-	-	-	-	54	103	40	117	95	98	51	50	72	46	63
Don't know	5	-	-	-	-	-	-	-	-	1	-	-	2	2	1	1	-	-	-	1
	3%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	2%	2%	1%	2%	-%	-%	-%	2%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)

<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?

by

Base: All that use IP

	Total	IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
		Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had and	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	removed	mentary	ck-up	at all	mentary	ck-up	at all
				(a)	service	(c)					based	(a)	but	some	all	service	(b)	(c)	service	(b)	(c)
					(b)					(c)	lines		(b)	(c)	(d)	(a)			(a)		
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
Easy to use	66 44%	32 37%	24 55%	43 47%	19 45%	- %	41 39%	23A 66%	47 45%	10 45%	5 42%	7 35%	11 55%	36 42%	7 44%	2 100%	2 50%	- %	5 83%	3 50%	1 100%
Voice connectivity	62 41%	33 38%	20 45%	37 41%	20 48%	4 36%	44 42%	14 40%	43 41%	8 36%	8 67%	11 55%	8 40%	35 41%	8 50%	- %	2 50%	- %	3 50%	4 67%	1 100%
Reliable	61 41%	34 39%	23 52%	38 42%	16 38%	4 36%	49b 47%	9 26%	45 43%	8 36%	4 33%	7 35%	6 30%	38 45%	7 44%	1 50%	1 25%	- %	1 17%	2 33%	- %
Flexible line capacity	59 39%	37 43%	14 32%	42 46%	15 36%	1 9%	49b 47%	9 26%	47 45%	5 23%	3 25%	8 40%	3 15%	36 42%	10 63%	2 100%	2 50%	- %	2 33%	4 67%	1 100%
Call management functionality	52 35%	29 33%	14 32%	35 38%	14 33%	2 18%	40 38%	9 26%	38 37%	6 27%	5 42%	5 25%	7 35%	28 33%	9 56%	- %	1 25%	- %	2 33%	2 33%	- %
Data connectivity	47 31%	28 32%	14 32%	30 33%	13 31%	3 27%	38 37%	7 20%	37 36%	5 23%	1 8%	5 25%	5 25%	29 34%	7 44%	- %	2 50%	- %	3 50%	3 50%	1 100%
LAN connectivity	40 27%	28 32%	8 18%	28 31%	8 19%	3 27%	32 31%	7 20%	30 29%	2 9%	4 33%	6 30%	6 30%	24 28%	3 19%	1 50%	2 50%	- %	2 33%	- %	- %
Provides voice & data communications via the same service	38 25%	26 30%	8 18%	18 20%	13 31%	5 45%	32 31%	6 17%	24 23%	7 32%	4 33%	5 25%	3 15%	23 27%	6 38%	- %	2 50%	- %	1 17%	2 33%	1 100%
Requires little post purchase support	31 21%	21 24%	7 16%	19 21%	10 24%	2 18%	25 24%	6 17%	27 26%	4 18%	- %	5 25%	2 10%	20 24%	2 13%	1 50%	1 25%	- %	1 17%	1 17%	- %
Unified communications capability	22 15%	16 18%	4 9%	14 15%	8 19%	- %	21b 20%	1 3%	17 16%	2 9%	2 17%	3 15%	2 10%	15 18%	2 13%	- %	1 25%	- %	1 17%	2 33%	- %
CTI capability	10 7%	10b 11%	- %	7 8%	3 7%	- %	7 7%	3 9%	7 7%	2 9%	1 8%	1 5%	4 20%	5 6%	- %	- %	1 25%	- %	1 17%	- %	- %
Other	1 1%	1 1%	- %	1 1%	- %	- %	1 1%	- %	1 1%	- %	- %	- %	- %	- %	1 6%	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 123 (continuation)
<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?
by
Base: All that use IP

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
	Yes	No	Primary Service	Supple mentary	A ba ck-up	Yes	No	Yes	No	Only ever IP based	Never had	Didn't have but added lines	Had and kept some	Had but removed all	Supple mentary service	A ba ck-up	Not at all	Supple mentary service	A ba ck-up	Not at all	
	(a)	(b)	(a)	(b)	(c)	(a)	(b)	(a)	(b)	(c)	(a)	(b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)	
Total	150	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
Don't know	5 3%	2 2%	1 2%	2 2%	- %	1 9%	- %	- %	- %	- %	- %	- %	- %	2 2%	- %	- %	- %	- %	- %	- %	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)

<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?
by

Base: All that use IP

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	150	69	69	13	7	8	3
Easy to use	66 44%	37b 54%	25 36%	3 23%	2 29%	4 50%	- -%
Voice connectivity	62 41%	29 42%	30 43%	6 46%	5 71%	2 25%	3 100%
Reliable	61 41%	25 36%	31 45%	4 31%	2 29%	2 25%	2 67%
Flexible line capacity	59 39%	28 41%	25 36%	4 31%	3 43%	2 25%	2 67%
Call management functionality	52 35%	25 36%	23 33%	6 46%	4 57%	2 25%	2 67%
Data connectivity	47 31%	18 26%	25 36%	6 46%	3 43%	2 25%	2 67%
LAN connectivity	40 27%	16 23%	19 28%	3 23%	2 29%	1 13%	1 33%
Provides voice & data communications via the same service	38 25%	16 23%	21 30%	2 15%	3 43%	2 25%	3 100%
Requires little post purchase support	31 21%	14 20%	15 22%	3 23%	2 29%	- -%	1 33%
Unified communications capability	22 15%	9 13%	11 16%	1 8%	4 57%	1 13%	1 33%
CTI capability	10 7%	6 9%	4 6%	4 31%	2 29%	1 13%	- -%
Other	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 123 (continuation)
<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation?
by
Base: All that use IP

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
	-----	-----	-----	-----	-----	-----	
Total	150	69	69	13	7	8	3
Don't know	5	1	1	-	-	1	-
	3%	1%	1%	-%	-%	13%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 124
<E10> Thanks for taking the time to complete this survey. Finally, would you be willing to be re-contacted in the future for this project specifically?
by
Base: All respondents

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		(a)	million	- £100	(d)	
					(e)	(f)				(c)		million	to £20	million	(c)	
													(b)			
Total	301	2	12	15	29	62	87	123	201	28	21	31	44	134	62	50
Yes	217	2	6	10	18	46	66	87	151	19	14	22	31	95	50	37
	72%	100%	50%	67%	62%	74%	76%	71%	75%	68%	67%	71%	70%	71%	81%	74%
No	84	-	6	5	11	16	21	36	50	9	7	9	13	39	12	13
	28%	-%	50%	33%	38%	26%	24%	29%	25%	32%	33%	29%	30%	29%	19%	26%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 124 (continuation)

<E10> Thanks for taking the time to complete this survey. Finally, would you be willing to be re-contacted in the future for this project specifically?
by

Base: All respondents

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public se admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	301	9	57	19	32	24	40	59	30	31	9	33	49	94	114
Yes	217 72%	5 56%	49GH 86%	14 74%	26g 81%	21 88%	29 73%	33 56%	18 60%	22 71%	6 67%	29E 88%	42E 86%	69 73%	71 62%
No	84 28%	4 44%	8 14%	5 26%	6 19%	3 13%	11 28%	26Bd 44%	12B 40%	9 29%	3 33%	4 12%	7 14%	25 27%	43BC 38%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 124 (continuation)
<E10> Thanks for taking the time to complete this survey. Finally, would you be willing to be re-contacted in the future for this project specifically?
by
Base: All respondents

PERSONAL PROFILE																	
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site op erating from (c)
Total	301	9	32	19	13	24	15	91	49	20	272	7	18	4	159	35	12
Yes	217 72%	8 89%	24 75%	14 74%	10 77%	16 67%	6 40%	66 73%	35 71%	15 75%	194 71%	6 86%	15 83%	2 50%	125 79%	23 66%	10 83%
No	84 28%	1 11%	8 25%	5 26%	3 23%	8 33%	9 60%	25 27%	14 29%	5 25%	78 29%	1 14%	3 17%	2 50%	34 21%	12 34%	2 17%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 124 (continuation)
<E10> Thanks for taking the time to complete this survey. Finally, would you be willing to be re-contacted in the future for this project specifically?
by
Base: All respondents

PERSONAL PROFILE																
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	Only ISDN 2/2e & IP (g)	ISDN 2/2e & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	301	107	116	63	73	22	100	29	28	50	100	50	150	93	88	120
Yes	217 72%	76 71%	86 74%	40 63%	51 70%	19 86%	74 74%	23 79%	22 79%	39 78%	71 71%	42c 84%	113 75%	64 69%	64 73%	89 74%
No	84 28%	31 29%	30 26%	23k 37%	22 30%	3 14%	26 26%	6 21%	6 21%	11 22%	29 29%	8 16%	37 25%	29 31%	24 27%	31 26%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 124 (continuation)
<E10> Thanks for taking the time to complete this survey. Finally, would you be willing to be re-contacted in the future for this project specifically?
by
Base: All respondents

		ISDN LINES														
Total		ISDN services Used								ISDN2/2e Channels						
		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 (d)	10 - 18 (e)	20 - 28 (f)	30+ (g)
Total	301	148	94	100	79	67	80	56	55	9	25	23	16	11	2	5
Yes	217 72%	105 71%	73 78%	69 69%	64 81%	51 76%	61 76%	43 77%	42 76%	6 67%	19 76%	18 78%	13 81%	10 91%	- -%	4 80%
No	84 28%	43 29%	21 22%	31 31%	15 19%	16 24%	19 24%	13 23%	13 24%	3 33%	6 24%	5 22%	3 19%	1 9%	2 100%	1 20%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 124 (continuation)
<E10> Thanks for taking the time to complete this survey. Finally, would you be willing to be re-contacted in the future for this project specifically?
by
Base: All respondents

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
		Total	30	60	90-120	150-270	300-420	450-570	600	1500	Yes	No	Yes	No	Primary Service	Supple mentary (a)	A ba ck-up (c)	Primary Service	Supple mentary (a)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
			(a)	(b)	(c)	ch annels (d)	ch annels (e)	chan nels(f)	-1470 or more channe ls(g)	chan nels(h)													
Total	301	26	8	16	19	12	7	1	3	109	41	81	17	57	32	6	58	28	9	77	77	13	
Yes	217 72%	16 62%	8 100%	11 69%	16 84%	9 75%	6 86%	1 100%	3 100%	84b 77%	24 59%	69 85%	11 65%	40 70%	27 84%	3 50%	40 69%	21 75%	9 100%	53 69%	59 77%	9 69%	
No	84 28%	10 38%	- -%	5 31%	3 16%	3 25%	1 14%	- -%	- -%	25 23%	17a 41%	12 15%	6 35%	17 30%	5 16%	3 50%	18 31%	7 25%	- -%	24 31%	18 23%	4 31%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 124 (continuation)
<E10> Thanks for taking the time to complete this survey. Finally, would you be willing to be re-contacted in the future for this project specifically?
by
Base: All respondents

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)	
Total	301	37	66	71	68	92	27	64	91	60	18
Yes	217 72%	28 76%	47 71%	50 70%	57B 84%	59 64%	22 81%	46 72%	68 75%	40 67%	14 78%
No	84 28%	9 24%	19 29%	21 30%	11 16%	33A 36%	5 19%	18 28%	23 25%	20 33%	4 22%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 124 (continuation)
<E10> Thanks for taking the time to complete this survey. Finally, would you be willing to be re-contacted in the future for this project specifically?
by
Base: All respondents

		IP Based Services																				
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used								
		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have tried (c)	plan to im plem (d)	Not tr ied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
																						Total
Total	301	80	54	41	28	11	24	16	6	22	54	103	40	117	95	98	51	50	72	46	63	
Yes	217 72%	65B 81%	32 59%	36 88%	21 75%	11 100%	21 88%	14 88%	4 67%	14 64%	43 80%	83 81%	30 75%	90 77%	72 76%	74 76%	41 80%	39 78%	51 71%	37 80%	47 75%	
No	84 28%	15 19%	22A 41%	5 12%	7 25%	— —%	3 13%	2 13%	2 33%	8 36%	11 20%	20 19%	10 25%	27 23%	23 24%	24 24%	10 20%	11 22%	21 29%	9 20%	16 25%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 124 (continuation)
<E10> Thanks for taking the time to complete this survey. Finally, would you be willing to be re-contacted in the future for this project specifically?
by
Base: All respondents

IP Based Services																					
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage			
	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
	(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at all
			(a)	(b)	(c)					(c)	(a)	but added lines (b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)	
Total	301	87	44	91	42	11	104	35	104	22	12	20	20	85	16	2	4	-	6	6	1
Yes	217	67	34	69	32	10	76	30	80	18	9	14	20	60	14	1	4	-	6	4	1
	72%	77%	77%	76%	76%	91%	73%	86%	77%	82%	75%	70%	100%	71%	88%	50%	100%	-%	100%	67%	100%
No	84	20	10	22	10	1	28	5	24	4	3	6	-	25	2	1	-	-	-	2	-
	28%	23%	23%	24%	24%	9%	27%	14%	23%	18%	25%	30%	-%	29%	13%	50%	-%	-%	-%	33%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 124 (continuation)
<E10> Thanks for taking the time to complete this survey. Finally, would you be willing to be re-contacted in the future for this project specifically?
by
Base: All respondents

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	301	149	133	57	30	54	40
Yes	217	107	102	44	20	40	31
	72%	72%	77%	77%	67%	74%	78%
No	84	42	31	13	10	14	9
	28%	28%	23%	23%	33%	26%	23%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+	(d)
	(a)	(b)	(c)	(d)	to 49 (e)	249 (f)	(g)		(a)	(b)	to 20 (c)					
Total	30	-	-	1	1	6	9	14	20	1	2	5	3	12	9	5
Definitely certain	7 23%	- -%	- -%	- -%	- -%	- -%	2 22%	5 36%	3 15%	1 100%	1 50%	2 40%	1 33%	3 25%	2 22%	1 20%
Probably certain	15 50%	- -%	- -%	1 100%	1 100%	4 67%	6 67%	4 29%	11 55%	- -%	1 50%	3 60%	2 67%	7 58%	4 44%	2 40%
Probably uncertain	7 23%	- -%	- -%	- -%	- -%	2 33%	1 11%	4 29%	5 25%	- -%	- -%	- -%	- -%	2 17%	2 22%	2 40%
Definitely uncertain	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	1 5%	- -%	- -%	- -%	- -%	- -%	1 11%	- -%
NET ---																
Certain	22 73%	- -%	- -%	1 100%	1 100%	4 67%	8 89%	9 64%	14 70%	1 100%	2 100%	5 100%	3 100%	10 83%	6 67%	3 60%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN2/ISDN2e

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)

Total	30	3	7	1	3	2	4	6	3	1	-	2	9	10	9
Definitely certain	7 23%	3 100%	- -%	- -%	1 33%	1 50%	- -%	1 17%	1 33%	- -%	- -%	- -%	2 22%	2 20%	3 33%
Probably certain	15 50%	- -%	2 29%	1 100%	2 67%	1 50%	3 75%	4 67%	1 33%	1 100%	- -%	2 100%	5 56%	4 40%	4 44%
Probably uncertain	7 23%	- -%	4 57%	- -%	- -%	- -%	1 25%	1 17%	1 33%	- -%	- -%	- -%	1 11%	4 40%	2 22%
Definitely uncertain	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	1 3%	- -%	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 11%	- -%	- -%
NET ---															
Certain	22 73%	3 100%	2 29%	1 100%	3 100%	2 100%	3 75%	5 83%	2 67%	1 100%	- -%	2 100%	7 78%	6 60%	7 78%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN2/ISDN2e

		PERSONAL PROFILE															
		Location													Involvement		
		Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)
Total	30	-	5	-	1	1	2	8	6	3	26	1	3	-	23	1	1
Definitely certain	7 23%	- -%	3 60%	- -%	- -%	- -%	- -%	3 38%	1 17%	- -%	7 27%	- -%	- -%	- -%	6 26%	1 100%	- -%
Probably certain	15 50%	- -%	1 20%	- -%	1 100%	- -%	2 100%	3 38%	4 67%	1 33%	12 46%	1 100%	2 67%	- -%	13 57%	- -%	- -%
Probably uncertain	7 23%	- -%	1 20%	- -%	- -%	1 100%	- -%	2 25%	1 17%	1 33%	6 23%	- -%	1 33%	- -%	3 13%	- -%	1 100%
Definitely uncertain	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	1 4%	- -%	- -%	- -%	1 4%	- -%	- -%
NET ---																	
Certain	22 73%	- -%	4 80%	- -%	1 100%	- -%	2 100%	6 75%	5 83%	1 33%	19 73%	1 100%	2 67%	- -%	19 83%	1 100%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)
<B11> How sure are you that you would make this decision in a real situation?
by
Base: Mostly used ISDN2/ISDN2e

PERSONAL PROFILE																
Total	Fixed line services												Mostly used fixed line			
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	30	22	12	-	-	4	-	22	12	30	22	8	30	21	9	-
Definitely certain	7 23%	4 18%	4 33%	- -%	- -%	1 25%	- -%	4 18%	4 33%	7 23%	5 23%	2 25%	7 23%	4 19%	3 33%	- -%
Probably certain	15 50%	13 59%	5 42%	- -%	- -%	3 75%	- -%	13 59%	5 42%	15 50%	9 41%	6 75%	15 50%	12 57%	3 33%	- -%
Probably uncertain	7 23%	4 18%	3 25%	- -%	- -%	- -%	- -%	4 18%	3 25%	7 23%	7 32%	- -%	7 23%	4 19%	3 33%	- -%
Definitely uncertain	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	1 3%	1 5%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	1 3%	1 5%	- -%	1 3%	1 5%	- -%	- -%
NET	---															
Certain	22 73%	17 77%	9 75%	- -%	- -%	4 100%	- -%	17 77%	9 75%	22 73%	14 64%	8 100%	22 73%	16 76%	6 67%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN2/ISDN2e

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 - 28 (e)	30+ (f)	30+ (g)
Total	30	29	22	19	16	18	18	17	10	2	3	7	5	1	1	2
Definitely certain	7 23%	7 24%	6 27%	4 21%	2 13%	5 28%	4 22%	3 18%	2 20%	1 50%	- -%	- -%	2 40%	- -%	- -%	1 50%
Probably certain	15 50%	15 52%	11 50%	10 53%	8 50%	9 50%	8 44%	10 59%	4 40%	1 50%	3 100%	4 57%	2 40%	1 100%	1 100%	1 50%
Probably uncertain	7 23%	6 21%	5 23%	5 26%	5 31%	4 22%	5 28%	3 18%	4 40%	- -%	- -%	2 29%	1 20%	- -%	- -%	- -%
Definitely uncertain	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	1 3%	1 3%	- -%	- -%	1 6%	- -%	1 6%	1 6%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%
NET	---															
Certain	22 73%	22 76%	17 77%	14 74%	10 63%	14 78%	12 67%	13 76%	6 60%	2 100%	3 100%	4 57%	4 80%	1 100%	1 100%	2 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN2/ISDN2e

		ISDN LINES																				
		ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 nels(f)	600 -1470 or more channels (g)	1500 nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	30	3	-	2	4	1	1	-	1	21	7	17	3	9	12	1	6	3	3	9	18	3
Definitely certain	7 23%	2 67%	- -%	1 50%	1 25%	- -%	- -%	- -%	- -%	4 19%	3 43%	4 24%	- -%	2 22%	2 17%	- -%	3 50%	1 33%	- -%	4 44%	3 17%	- -%
Probably certain	15 50%	- -%	- -%	1 50%	2 50%	1 100%	- -%	- -%	1 100%	13 62%	1 14%	12 71%	1 33%	6 67%	6 50%	1 100%	1 17%	2 67%	2 67%	3 33%	10 56%	2 67%
Probably uncertain	7 23%	1 33%	- -%	- -%	1 25%	- -%	1 100%	- -%	- -%	4 19%	2 29%	1 6%	2 67%	1 11%	3 25%	- -%	2 33%	- -%	1 33%	2 22%	4 22%	1 33%
Definitely uncertain	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%
NET																						

Certain	22 73%	2 67%	- -%	2 100%	3 75%	1 100%	- -%	- -%	1 100%	17 81%	4 57%	16 94%	1 33%	8 89%	8 67%	1 100%	4 67%	3 100%	2 67%	7 78%	13 72%	2 67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN2/ISDN2e

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Defi- nitely switch (a)	More likely to switch (b)	Net- likely to switch (c)	Co- nsider but un- likely to affect de- cision (d)	No impact (e)
Total	30	9	12	9	14	12	8	9	17	10	2
Definitely certain	7 23%	4 44%	2 17%	1 11%	5 36%	2 17%	4 50%	1 11%	5 29%	1 10%	1 50%
Probably certain	15 50%	4 44%	6 50%	5 56%	7 50%	7 58%	3 38%	4 44%	7 41%	6 60%	1 50%
Probably uncertain	7 23%	1 11%	3 25%	3 33%	2 14%	3 25%	1 13%	3 33%	4 24%	3 30%	- -%
Definitely uncertain	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	1 3%	- -%	1 8%	- -%	- -%	- -%	- -%	1 11%	1 6%	- -%	- -%
NET	---										
Certain	22 73%	8 89%	8 67%	6 67%	12 86%	9 75%	7 88%	5 56%	12 71%	7 70%	2 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN2/ISDN2e

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr iaied (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	30	-	-	-	-	-	-	-	-	13	19	5	17	18	16	10	8	10	6	6
Definitely certain	7	-	-	-	-	-	-	-	-	6	3	1	4	5	5	1	1	3	2	1
	23%	-%	-%	-%	-%	-%	-%	-%	-%	46%	16%	20%	24%	28%	31%	10%	13%	30%	33%	17%
Probably certain	15	-	-	-	-	-	-	-	-	5	11	2	8	8	9	6	5	6	3	4
	50%	-%	-%	-%	-%	-%	-%	-%	-%	38%	58%	40%	47%	44%	56%	60%	63%	60%	50%	67%
Probably uncertain	7	-	-	-	-	-	-	-	-	2	4	2	4	4	1	3	2	1	-	1
	23%	-%	-%	-%	-%	-%	-%	-%	-%	15%	21%	40%	24%	22%	6%	30%	25%	10%	-%	17%
Definitely uncertain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	-	-	-	-	-	-	-	-	1	-	1	1	1	-	-	-	1	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	6%	6%	6%	-%	-%	-%	17%	-%
NET																				

Certain	22	-	-	-	-	-	-	-	-	11	14	3	12	13	14	7	6	9	5	5
	73%	-%	-%	-%	-%	-%	-%	-%	-%	85%	74%	60%	71%	72%	88%	70%	75%	90%	83%	83%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN2/ISDN2e

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	30	21	7	16	8	5	17	10	15	7	4	4	4	18	2	-	-	-	-	-
Definitely certain	7	4	3	5	2	-	7	-	5	2	-	3	-	3	1	-	-	-	-	-
	23%	19%	43%	31%	25%	-%	41%	-%	33%	29%	-%	75%	-%	17%	50%	-%	-%	-%	-%	-%
Probably certain	15	13	1	7	4	4	8	6	8	3	2	1	3	9	1	-	-	-	-	-
	50%	62%	14%	44%	50%	80%	47%	60%	53%	43%	50%	25%	75%	50%	50%	-%	-%	-%	-%	-%
Probably uncertain	7	4	2	3	2	1	1	4	1	2	2	-	1	5	-	-	-	-	-	-
	23%	19%	29%	19%	25%	20%	6%	40%	7%	29%	50%	-%	25%	28%	-%	-%	-%	-%	-%	-%
Definitely uncertain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	1	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-
	3%	-%	14%	6%	-%	-%	6%	-%	7%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%
NET																				

Certain	22	17	4	12	6	4	15	6	13	5	2	4	3	12	2	-	-	-	-	-
	73%	81%	57%	75%	75%	80%	88%	60%	87%	71%	50%	100%	75%	67%	100%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 125 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN2/ISDN2e

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	30	11	18	13	7	8	3
Definitely certain	7 23%	3 27%	4 22%	3 23%	1 14%	3 38%	1 33%
Probably certain	15 50%	6 55%	8 44%	8 62%	5 71%	4 50%	1 33%
Probably uncertain	7 23%	2 18%	5 28%	2 15%	1 14%	1 13%	1 33%
Definitely uncertain	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	1 3%	- -%	1 6%	- -%	- -%	- -%	- -%
NET	---						
Certain	22 73%	9 82%	12 67%	11 85%	6 86%	7 88%	2 67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 126

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN30

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	93	-	5	10	15	24	32	22	73	7	4	6	14	50	21	7
Definitely certain	15 16%	- -%	1 20%	2 20%	3 20%	1 4%	5 16%	6 27%	9 12%	2 29%	1 25%	2 33%	4 29%	5 10%	5 24%	1 14%
Probably certain	54 58%	- -%	3 60%	5 50%	8 53%	14 58%	21 66%	11 50%	44 60%	4 57%	3 75%	3 50%	7 50%	33 66%	10 48%	4 57%
Probably uncertain	12 13%	- -%	- -%	1 10%	1 7%	3 13%	4 13%	4 18%	9 12%	1 14%	- -%	- -%	- -%	6 12%	4 19%	2 29%
Definitely uncertain	1 1%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	1 5%	- -%
Don't know	11 12%	- -%	1 20%	2 20%	3 20%	6 25%	1 3%	1 5%	11 15%	- -%	- -%	- -%	3 21%	6 12%	1 5%	- -%
NET																

Certain	69 74%	- -%	4 80%	7 70%	11 73%	15 63%	26 81%	17 77%	53 73%	6 86%	4 100%	5 83%	11 79%	38 76%	15 71%	5 71%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 126 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN30

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	93	3	17	8	13	7	13	16	6	10	2	7	17	35	32
Definitely certain	15 16%	2 67%	1 6%	1 13%	2 15%	2 29%	2 15%	1 6%	2 33%	2 20%	– –%	1 14%	2 12%	3 9%	9d 28%
Probably certain	54 58%	1 33%	10 59%	6 75%	8 62%	4 57%	9 69%	8 50%	1 17%	7 70%	1 50%	6 86%	12 71%	18 51%	17 53%
Probably uncertain	12 13%	– –%	4 24%	– –%	2 15%	1 14%	1 8%	3 19%	1 17%	– –%	– –%	– –%	2 12%	7 20%	3 9%
Definitely uncertain	1 1%	– –%	– –%	– –%	1 8%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	– –%	1 3%	– –%
Don't know	11 12%	– –%	2 12%	1 13%	– –%	– –%	1 8%	4 25%	2 33%	1 10%	1 50%	– –%	1 6%	6 17%	3 9%
NET															

Certain	69 74%	3 100%	11 65%	7 88%	10 77%	6 86%	11 85%	9 56%	3 50%	9 90%	1 50%	7 100%	14 82%	21 60%	26 81%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 126 (continuation)
<B11> How sure are you that you would make this decision in a real situation?
by
Base: Mostly used ISDN30

		PERSONAL PROFILE																
		Location													Involvement			
		Total	North East England (a)	North West England (b)	Yo rkshire and the Humber (c)	East Midlands (d)	Mid lands (e)	West Midlands (f)	East England (g)	London (h)	South East England (i)	South West England (j)	Net - England (k)	Wales (l)	Scotland (m)	North Ireland (n)	All sites (a)	Some sites (b)
Total	93	4	7	6	3	5	5	26	22	7	85	1	6	1		53	3	4
Definitely certain	15 16%	- %	4 57%	- %	1 33%	2 40%	- %	6 23%	2 9%	- %	15 18%	- %	- %	- %		7 13%	2 67%	1 25%
Probably certain	54 58%	3 75%	2 29%	4 67%	2 67%	2 40%	4 80%	15 58%	14 64%	3 43%	49 58%	1 100%	3 50%	1 100%		38 72%	- %	- %
Probably uncertain	12 13%	1 25%	1 14%	1 17%	- %	1 20%	- %	3 12%	3 14%	1 14%	11 13%	- %	1 17%	- %		5 9%	1 33%	1 25%
Definitely uncertain	1 1%	- %	- %	- %	- %	- %	1 20%	- %	- %	- %	1 1%	- %	- %	- %		1 2%	- %	- %
Don't know	11 12%	- %	- %	1 17%	- %	- %	- %	2 8%	3 14%	3 43%	9 11%	- %	2 33%	- %		2 4%	- %	2 50%
NET																		

Certain	69 74%	3 75%	6 86%	4 67%	3 100%	4 80%	4 80%	21 81%	16 73%	3 43%	64 75%	1 100%	3 50%	1 100%		45 85%	2 67%	1 25%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 126 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN30

		PERSONAL PROFILE																
		Fixed line services													Mostly used fixed line			
Total		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/ 2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/ 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)		ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	93	93	12	63	-	12	-	21	3	21	14	7	21		93	-	-	
Definitely certain	15 16%	15 16%	2 17%	10 16%	- -%	2 17%	- -%	4 19%	1 33%	4 19%	2 14%	2 29%	4 19%		15 16%	- -%	- -%	
Probably certain	54 58%	54 58%	9 75%	35 56%	- -%	9 75%	- -%	12 57%	2 67%	12 57%	7 50%	5 71%	12 57%		54 58%	- -%	- -%	
Probably uncertain	12 13%	12 13%	1 8%	7 11%	- -%	1 8%	- -%	4 19%	- -%	4 19%	4 29%	- -%	4 19%		12 13%	- -%	- -%	
Definitely uncertain	1 1%	1 1%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		1 1%	- -%	- -%	
Don't know	11 12%	11 12%	- -%	10 16%	- -%	- -%	- -%	1 5%	- -%	1 5%	1 7%	- -%	1 5%		11 12%	- -%	- -%	
NET																		

Certain	69 74%	69 74%	11 92%	45 71%	- -%	11 92%	- -%	16 76%	3 100%	16 76%	9 64%	7 100%	16 76%		69 74%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 126 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN30

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	93	75	45	52	34	32	43	28	21	8	23	23	16	9	2	3
Definitely certain	15 16%	14 19%	6 13%	10 19%	5 15%	7 22%	9 21%	4 14%	6 29%	2 25%	3 13%	2 9%	3 19%	2 22%	- -%	2 67%
Probably certain	54 58%	45 60%	30 67%	31 60%	21 62%	20 63%	24 56%	18 64%	11 52%	5 63%	15 65%	15 65%	9 56%	6 67%	1 50%	1 33%
Probably uncertain	12 13%	8 11%	6 13%	7 13%	4 12%	5 16%	5 12%	5 18%	3 14%	- -%	2 9%	3 13%	3 19%	- -%	1 50%	- -%
Definitely uncertain	1 1%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 11%	- -%	- -%
Don't know	11 12%	8 11%	3 7%	4 8%	4e 12%	- -%	4 9%	1 4%	1 5%	1 13%	3 13%	3 13%	1 6%	- -%	- -%	- -%
NET	---															
Certain	69 74%	59 79%	36 80%	41 79%	26 76%	27 84%	33 77%	22 79%	17 81%	7 88%	18 78%	17 74%	12 75%	8 89%	1 50%	3 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 126 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN30

		ISDN LINES																					
		ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
Total		30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels(f)	600 -1470 or more channels (g)	1500 ch nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hoste so lution (c)	
Total	93	3	1	2	2	2	1	-	-	54	20	39	7	53	30	5	4	4	4	37	44	6	
Definitely certain	15 16%	1 33%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%	11 20%	1 5%	10 26%	1 14%	11 21%	3 10%	- -%	2 50%	- -%	- -%	9 24%	4 9%	1 17%	
Probably certain	54 58%	2 67%	1 100%	2 100%	1 50%	1 50%	1 100%	- -%	- -%	34 63%	13 65%	24 62%	4 57%	29 55%	21 70%	4 80%	2 50%	4 100%	3 75%	22 59%	28 64%	3 50%	
Probably uncertain	12 13%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	- -%	4 7%	4 20%	2 5%	1 14%	7 13%	4 13%	- -%	- -%	- -%	1 25%	2 5%	8 18%	- -%	
Definitely uncertain	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 3%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	
Don't know	11 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 7%	2 10%	2 5%	1 14%	6 11%	1 3%	1 20%	- -%	- -%	- -%	4 11%	3 7%	2 33%	
NET																							

Certain	69 74%	3 100%	1 100%	2 100%	2 100%	1 50%	1 100%	- -%	- -%	45 83%	14 70%	34 87%	5 71%	40 75%	24 80%	4 80%	4 100%	4 100%	3 75%	31 84%	32 73%	4 67%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 126 (continuation)
<B11> How sure are you that you would make this decision in a real situation?
by
Base: Mostly used ISDN30

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	93	20	35	35	37	45	17	29	46	28	14
Definitely certain	15 16%	6 30%	4 11%	5 14%	9 24%	6 13%	9 53%	3 10%	12 26%	2 7%	1 7%
Probably certain	54 58%	11 55%	20 57%	23 66%	24 65%	25 56%	7 41%	21 72%	28 61%	15 54%	9 64%
Probably uncertain	12 13%	1 5%	6 17%	3 9%	3 8%	6 13%	1 6%	3 10%	4 9%	7 25%	- -%
Definitely uncertain	1 1%	- -%	1 3%	- -%	1 3%	- -%	- -%	- -%	- -%	1 4%	- -%
Don't know	11 12%	2 10%	4 11%	4 11%	- -%	8A 18%	- -%	2 7%	2 4%	3 11%	4 29%
NET	---										
Certain	69 74%	17 85%	24 69%	28 80%	33b 89%	31 69%	16 94%	24 83%	40 87%	17 61%	10 71%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 126 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN30

IP Based Services																					
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have triale (c)	plan to im plemen (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	93	37	22	20	12	4	13	9	1	10	8	15	4	10	11	12	8	5	6	4	3
Definitely certain	15 16%	5 14%	5 23%	5 25%	- %	1 25%	2 15%	2 22%	- %	- %	3 38%	3 20%	1 25%	1 10%	2 18%	3 25%	- %	- %	1 17%	- %	- %
Probably certain	54 58%	25 68%	12 55%	14 70%	8 67%	3 75%	11 85%	5 56%	- %	6 60%	4 50%	8 53%	2 50%	6 60%	6 55%	7 58%	6 75%	4 80%	4 67%	3 75%	2 67%
Probably uncertain	12 13%	3 8%	3 14%	1 5%	2 17%	- %	- %	1 11%	- %	2 20%	1 13%	3 20%	1 25%	2 20%	2 18%	1 8%	2 25%	1 20%	1 17%	- %	1 33%
Definitely uncertain	1 1%	1 3%	- %	- %	- %	- %	- %	1 11%	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Don't know	11 12%	3 8%	2 9%	- %	2 17%	- %	- %	- %	1 100%	2 20%	- %	1 7%	- %	1 10%	1 9%	1 8%	- %	- %	- %	1 25%	- %
NET ---																					
Certain	69 74%	30 81%	17 77%	19 95%	8 67%	4 100%	13 100%	7 78%	- %	6 60%	7 88%	11 73%	3 75%	7 70%	8 73%	10 83%	6 75%	4 80%	5 83%	3 75%	2 67%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 126 (continuation)

<B11> How sure are you that you would make this decision in a real situation?

by

Base: Mostly used ISDN30

IP Based Services																				
Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	93	16	4	11	6	4	12	8	12	4	3	4	3	13	-	-	-	-	-	-
Definitely certain	15	4	-	3	1	-	4	-	3	1	-	3	-	1	-	-	-	-	-	-
	16%	25%	-%	27%	17%	-%	33%	-%	25%	25%	-%	75%	-%	8%	-%	-%	-%	-%	-%	-%
Probably certain	54	10	1	6	3	3	6	5	7	2	1	1	2	8	-	-	-	-	-	-
	58%	63%	25%	55%	50%	75%	50%	63%	58%	50%	33%	25%	67%	62%	-%	-%	-%	-%	-%	-%
Probably uncertain	12	2	2	1	2	1	1	3	1	1	2	-	1	3	-	-	-	-	-	-
	13%	13%	50%	9%	33%	25%	8%	38%	8%	25%	67%	-%	33%	23%	-%	-%	-%	-%	-%	-%
Definitely uncertain	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	11	-	1	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-
	12%	-%	25%	9%	-%	-%	8%	-%	8%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%
NET																				

Certain	69	14	1	9	4	3	10	5	10	3	1	4	2	9	-	-	-	-	-	-
	74%	88%	25%	82%	67%	75%	83%	63%	83%	75%	33%	100%	67%	69%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 126 (continuation)
<B11> How sure are you that you would make this decision in a real situation?
by
Base: Mostly used ISDN30

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	93	51	38	53	27	8	4
Definitely certain	15 16%	6 12%	9 24%	9 17%	6 22%	1 13%	1 25%
Probably certain	54 58%	33 65%	20 53%	36 68%	15 56%	6 75%	3 75%
Probably uncertain	12 13%	6 12%	5 13%	6 11%	2 7%	1 13%	- -%
Definitely uncertain	1 1%	- -%	1 3%	1 2%	- -%	- -%	- -%
Don't know	11 12%	6 12%	3 8%	1 2%	4 15%	- -%	- -%
NET	---						
Certain	69 74%	39 76%	29 76%	45 85%	21 78%	7 88%	4 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by

Base: All that use one supplier for IP-based services?

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10 to 49	50 to 249	250+	1 to 5	6 to 10	11 to 20	21+	Up to £1m	£1 million to £20 million	£21 - £100 million	£101m+	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(a)	(b)	(c)		(a)	(b)	(c)	(d)	
Total	105	2	5	4	11	18	26	50	70	13	6	10	20	42	20	15
BT	56	-	1	2	3	6	19	28	37	8	4	6	5	26	12	9
	53%	-%	20%	50%	27%	33%	73%	56%	53%	62%	67%	60%	25%	62%	60%	60%
Vodafone (inc. Cable & Wireless)	7	-	-	1	1	1	1	4	5	1	-	1	2	3	1	1
	7%	-%	-%	25%	9%	6%	4%	8%	7%	8%	-%	10%	10%	7%	5%	7%
Virgin Media (incl. NTL:Telewest)	6	-	-	-	-	1	-	5	3	2	-	1	-	3	1	1
	6%	-%	-%	-%	-%	6%	-%	10%	4%	15%	-%	10%	-%	7%	5%	7%
Colt Communications	3	-	-	-	-	1	-	2	2	1	-	-	1	1	-	1
	3%	-%	-%	-%	-%	6%	-%	4%	3%	8%	-%	-%	5%	2%	-%	7%
KCOM (incl. Kingston Communications & Affiniti)	3	-	-	-	-	-	1	2	2	-	1	-	-	1	2	-
	3%	-%	-%	-%	-%	-%	4%	4%	3%	-%	17%	-%	-%	2%	10%	-%
Daisy Communications	2	-	-	-	-	-	1	1	-	1	-	1	-	1	1	-
	2%	-%	-%	-%	-%	-%	4%	2%	-%	8%	-%	10%	-%	2%	5%	-%
Unicom	2	-	-	-	-	-	1	1	2	-	-	-	1	-	1	-
	2%	-%	-%	-%	-%	-%	4%	2%	3%	-%	-%	-%	5%	-%	5%	-%
XLN	2	-	-	-	-	-	1	1	1	-	-	1	-	1	-	1
	2%	-%	-%	-%	-%	-%	4%	2%	1%	-%	-%	10%	-%	2%	-%	7%
Opal Communications	1	-	-	-	-	-	-	1	1	-	-	-	-	1	-	-
	1%	-%	-%	-%	-%	-%	-%	2%	1%	-%	-%	-%	-%	2%	-%	-%
AT&T	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-
	1%	-%	-%	-%	-%	6%	-%	-%	1%	-%	-%	-%	5%	-%	-%	-%
Spitfire	1	-	1	-	1	-	-	-	1	-	-	-	1	-	-	-
	1%	-%	20%	-%	9%	-%	-%	-%	1%	-%	-%	-%	5%	-%	-%	-%
MCI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Crossing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 127 (continuation)
<D7> Which supplier(s) do you use for IP-based services? - Single Mention
by
Base: All that use one supplier for IP-based services?

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		(a)	million	- £100	(d)	
					(e)	(f)				(c)		million	to £20	million	(c)	
													(b)			
Total	105	2	5	4	11	18	26	50	70	13	6	10	20	42	20	15
Other	12	1	2	-	3	7	-	2	11	-	1	-	8	2	1	-
	11%	50%	40%	-%	27%	39%	-%	4%	16%	-%	17%	-%	40%	5%	5%	-%
Don't know	9	1	1	1	3	1	2	3	4	-	-	-	1	3	1	2
	9%	50%	20%	25%	27%	6%	8%	6%	6%	-%	-%	-%	5%	7%	5%	13%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by

Base: All that use one supplier for IP-based services?

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	105	4	21	8	9	6	10	28	11	8	3	12	13	38	37
BT	56 53%	3 75%	17 81%	4 50%	8 89%	3 50%	5 50%	8 29%	4 36%	4 50%	- -%	7 58%	8 62%	19 50%	21 57%
Vodafone (inc. Cable & Wireless)	7 7%	- -%	2 10%	1 13%	- -%	- -%	- -%	1 4%	2 18%	1 13%	- -%	1 8%	1 8%	3 8%	2 5%
Virgin Media (incl. NTL:Telewest)	6 6%	- -%	- -%	1 13%	- -%	1 17%	1 10%	1 4%	2 18%	- -%	- -%	- -%	- -%	4 11%	2 5%
Colt Communications	3 3%	- -%	- -%	1 13%	- -%	1 17%	1 10%	- -%	- -%	- -%	- -%	1 8%	- -%	1 3%	1 3%
KCOM (incl. Kingston Communications & Affiniti)	3 3%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	2 18%	- -%	- -%	- -%	- -%	1 3%	2 5%
Daisy Communications	2 2%	1 25%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	1 3%	- -%
Unicom	2 2%	- -%	- -%	- -%	- -%	- -%	1 10%	1 4%	- -%	- -%	- -%	- -%	2 15%	- -%	- -%
XLN	2 2%	- -%	- -%	- -%	- -%	1 17%	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	1 3%
Opal Communications	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	- -%	1 3%
AT&T	1 1%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%
Spitfire	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%
MCI	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by
Base: All that use one supplier for IP-based services?

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary	Manufa	Const	Who	Retail	Finan	Other	Public	Other	Less	2 to	6 to	10	20+
		(a)	cturing	ruction	olesale/	(e)	cial	se	admin	(i)					
		(b)	(c)	nsport/ Communi cations (d)		(f)	(g)	and se rvices (h)		(a)	(b)	(c)	(d)	(e)	
Total	105	4	21	8	9	6	10	28	11	8	3	12	13	38	37
Global Crossing	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other	12 11%	- %	- %	- %	1 11%	- %	1 10%	10 36%	- %	- %	- %	2 17%	1 8%	7 18%	2 5%
Don't know	9 9%	- %	- %	- %	- %	- %	- %	6 21%	1 9%	2 25%	1 33%	1 8%	- %	1 3%	5 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by
Base: All that use one supplier for IP-based services?

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	105	2	10	6	6	10	6	32	16	10	98	-	6	1	51	17	6
BT	56 53%	2 100%	6 60%	3 50%	4 67%	7 70%	1 17%	17 53%	9 56%	5 50%	54 55%	- -	2 33%	- -	29 57%	10 59%	5 83%
Vodafone (inc. Cable & Wireless)	7 7%	- -	- -	- -	- -	- -	- -	3 9%	2 13%	2 20%	7 7%	- -	- -	- -	5 10%	- -	- -
Virgin Media (incl. NTL:Telewest)	6 6%	- -	- -	- -	1 17%	1 10%	- -	3 9%	1 6%	- -	6 6%	- -	- -	- -	3 6%	1 6%	1 17%
Colt Communications	3 3%	- -	- -	1 17%	- -	1 10%	- -	1 3%	- -	- -	3 3%	- -	- -	- -	2 4%	1 6%	- -
KCOM (incl. Kingston Communications & Affiniti)	3 3%	- -	1 10%	1 17%	- -	- -	- -	1 3%	- -	- -	3 3%	- -	- -	- -	1 2%	1 6%	- -
Daisy Communications	2 2%	- -	1 10%	- -	- -	- -	- -	1 3%	- -	- -	2 2%	- -	- -	- -	2 4%	- -	- -
Unicom	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	1 10%	1 1%	- -	1 17%	- -	1 2%	1 6%	- -
XLN	2 2%	- -	1 10%	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 17%	- -	1 2%	1 6%	- -
Opal Communications	1 1%	- -	- -	- -	- -	- -	- -	- -	1 6%	- -	1 1%	- -	- -	- -	1 2%	- -	- -
AT&T	1 1%	- -	- -	1 17%	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 2%	- -	- -
Spitfire	1 1%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -
MCI	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by

Base: All that use one supplier for IP-based services?

PERSONAL PROFILE																	
Total	Location														Involvement		
	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)	
Total	105	2	10	6	6	10	6	32	16	10	98	-	6	1	51	17	6
Global Crossing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 11%	- -%	- -%	- -%	1 17%	- -%	3 50%	3 9%	2 13%	1 10%	10 10%	- -%	1 17%	1 100%	4 8%	2 12%	- -%
Don't know	9 9%	- -%	1 10%	- -%	- -%	1 10%	2 33%	2 6%	1 6%	1 10%	8 8%	- -%	1 17%	- -%	1 2%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by

Base: All that use one supplier for IP-based services?

	PERSONAL PROFILE															
	Fixed line services												Mostly used fixed line			
	Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN IP (e)	Only IP (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	105	18	20	-	-	4	71	18	20	34	67	38	105	14	7	84
BT	56 53%	8 44%	10 50%	- -%	- -%	2 50%	40 56%	8 44%	10 50%	16 47%	40 60%	16 42%	56 53%	6 43%	5 71%	45 54%
Vodafone (inc. Cable & Wireless)	7 7%	1 6%	2 10%	- -%	- -%	- -%	4 6%	1 6%	2 10%	3 9%	3 4%	4 11%	7 7%	1 7%	- -%	6 7%
Virgin Media (incl. NTL:Telewest)	6 6%	1 6%	- -%	- -%	- -%	- -%	5 7%	1 6%	- -%	1 3%	6 9%	- -%	6 6%	- -%	- -%	6 7%
Colt Communications	3 3%	- -%	1 5%	- -%	- -%	- -%	2 3%	- -%	1 5%	1 3%	2 3%	1 3%	3 3%	- -%	- -%	3 4%
KCOM (incl. Kingston Communications & Affiniti)	3 3%	2 11%	1 5%	- -%	- -%	- -%	- -%	2 11%	1 5%	3f 9%	2 3%	1 3%	3 3%	2 14%	- -%	1 1%
Daisy Communications	2 2%	1 6%	2 10%	- -%	- -%	1 25%	- -%	1 6%	2 10%	2f 6%	1 1%	1 3%	2 2%	- -%	1 14%	1 1%
Unicom	2 2%	1 6%	- -%	- -%	- -%	- -%	1 1%	1 6%	- -%	1 3%	2 3%	- -%	2 2%	1 7%	- -%	1 1%
XLN	2 2%	- -%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	- -%	1 1%	1 3%	2 2%	- -%	- -%	2 2%
Opal Communications	1 1%	1 6%	1 5%	- -%	- -%	1 25%	- -%	1 6%	1 5%	1 3%	- -%	1 3%	1 1%	1 7%	- -%	- -%
AT&T	1 1%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 3%	1 1%	- -%	- -%	1 1%
Spitfire	1 1%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 3%	1 1%	- -%	- -%	1 1%
MCI	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Global Crossing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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Lake Market Research

Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by

Base: All that use one supplier for IP-based services?

		PERSONAL PROFILE																	
		Fixed line services												Mostly used fixed line					
		ISDN	ISDN30	ISDN 2/	ISDN	Both	IP	Only	ISDN 2/	ISDN	ISDN	IP Sw	IP	Any	IP	ISDN2/	ISDN30	IP	
		2/2e	(b)	2e	Only	ISDN	ISDN	(f)	2e &	IP	30	& IP	& IP	itched	Not Sw	itched	(l)	ISDN2e	(b)
Total	(a)	(c)	(d)	(e)	(g)	(h)	(i)	(j)	(k)										
Total	105	18	20	–	–	4	71	18	20	34	67	38	105		14	7	84		
Other	12	2	1	–	–	–	9	2	1	3	4	8j	12		2	–	10		
	11%	11%	5%	–%	–%	–%	13%	11%	5%	9%	6%	21%	11%		14%	–%	12%		
Don't know	9	1	2	–	–	–	6	1	2	3	6	3	9		1	1	7		
	9%	6%	10%	–%	–%	–%	8%	6%	10%	9%	9%	8%	9%		7%	14%	8%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by

Base: All that use one supplier for IP-based services?

		ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
Total		Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	Video conferencing (h)	2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 - 28 (e)	30+ (f)	30+ (g)
Total	105	21	15	13	11	12	11	11	7	2	2	5	2	-	1	1
BT	56	11	8	7	6	6	6	4	4	1	1	-	2	-	1	-
	53%	52%	53%	54%	55%	50%	55%	36%	57%	50%	50%	-%	100%	-%	100%	-%
Vodafone (inc. Cable & Wireless)	7	1	-	-	1	-	1	1	-	-	-	1	-	-	-	-
	7%	5%	-%	-%	9%	-%	9%	9%	-%	-%	-%	20%	-%	-%	-%	-%
Virgin Media (incl. NTL:Telewest)	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Colt Communications	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
KCOM (incl. Kingston Communications & Affiniti)	3	2	2	2	1	2	1	-	1	-	-	1	-	-	-	1
	3%	10%	13%	15%	9%	17%	9%	-%	14%	-%	-%	20%	-%	-%	-%	100%
Daisy Communications	2	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-
	2%	5%	7%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%	-%	-%
Unicom	2	1	1	1	-	-	1	1	1	-	-	1	-	-	-	-
	2%	5%	7%	8%	-%	-%	9%	9%	14%	-%	-%	20%	-%	-%	-%	-%
XLN	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Opal Communications	1	1	1	1	1	1	1	1	1	-	-	1	-	-	-	-
	1%	5%	7%	8%	9%	8%	9%	9%	14%	-%	-%	20%	-%	-%	-%	-%
AT&T	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Spitfire	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MCI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by

Base: All that use one supplier for IP-based services?

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	paconferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	105	21	15	13	11	12	11	11	7	2	2	5	2	-	1	1
Global Crossing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	2	2	1	1	1	-	1	-	1	-	1	-	-	-	-
	11%	10%	13%	8%	9%	8%	-%	9%	-%	50%	-%	20%	-%	-%	-%	-%
Don't know	9	2	-	1	1	2	1	2	-	-	1	-	-	-	-	-
	9%	10%	-%	8%	9%	17%	9%	18%	-%	-%	50%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by

Base: All that use one supplier for IP-based services?

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 ch nels (f)	600 -1470 channe ls (g)	1500 or more ch nels (h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	105	3	-	2	4	-	1	-	-	14	5	10	3	6	7	1	5	2	3	8	11	2
BT	56	2	-	2	3	-	-	-	-	8	2	6	1	3	2	1	3	2	2	4	6	1
	53%	67%	-%	100%	75%	-%	-%	-%	-%	57%	40%	60%	33%	50%	29%	100%	60%	100%	67%	50%	55%	50%
Vodafone (inc. Cable & Wireless)	7	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	1	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	20%	-%	-%	-%	14%	-%	-%	-%	-%	-%	9%	-%
Virgin Media (incl. NTL:Telewest)	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Colt Communications	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
KCOM (incl. Kingston Communications & Affiniti)	3	-	-	-	-	-	-	-	-	2	-	2	-	-	2	-	-	-	-	-	2	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	20%	-%	-%	29%	-%	-%	-%	-%	-%	18%	-%
Daisy Communications	2	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-
	2%	33%	-%	-%	-%	-%	-%	-%	-%	-%	20%	-%	-%	-%	-%	-%	20%	-%	-%	13%	-%	-%
Unicom	2	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	1	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	20%	-%	-%	-%	14%	-%	-%	-%	-%	-%	9%	-%
XLN	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Opal Communications	1	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	1	1	-	-
	1%	-%	-%	-%	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	-%	-%	33%	13%	-%	-%
AT&T	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Spitfire	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MCI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Crossing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 127 (continuation)
<D7> Which supplier(s) do you use for IP-based services? - Single Mention
by
Base: All that use one supplier for IP-based services?

ISDN LINES																					
Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls (g)	1500 or more chan nels (h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	105	3	-	2	4	-	1	-	14	5	10	3	6	7	1	5	2	3	8	11	2
Other	12	-	-	-	-	-	-	-	2	-	1	1	2	-	-	-	-	-	-	1	1
	11%	-%	-%	-%	-%	-%	-%	-%	14%	-%	10%	33%	33%	-%	-%	-%	-%	-%	-%	9%	50%
Don't know	9	-	-	-	-	-	1	-	2	-	1	1	1	-	-	1	-	-	2	-	-
	9%	-%	-%	-%	-%	-%	100%	-%	14%	-%	10%	33%	17%	-%	-%	20%	-%	-%	25%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by

Base: All that use one supplier for IP-based services?

	ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch					No impact (e)
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	105	6	8	7	8	10	5	7	12	7	2	
BT	56	5	3	3	5	6	3	3	6	4	1	
	53%	83%	38%	43%	63%	60%	60%	43%	50%	57%	50%	
Vodafone (inc. Cable & Wireless)	7	-	1	-	-	-	-	1	1	-	-	
	7%	-%	13%	-%	-%	-%	-%	14%	8%	-%	-%	
Virgin Media (incl. NTL:Telewest)	6	-	-	-	-	-	-	-	-	-	-	
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Colt Communications	3	-	-	-	-	-	-	-	-	-	-	
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
KCOM (incl. Kingston Communications & Affiniti)	3	-	2	-	1	1	1	-	1	1	-	
	3%	-%	25%	-%	13%	10%	20%	-%	8%	14%	-%	
Daisy Communications	2	1	-	-	1	-	1	-	1	-	-	
	2%	17%	-%	-%	13%	-%	20%	-%	8%	-%	-%	
Unicom	2	-	1	-	-	-	-	1	1	-	-	
	2%	-%	13%	-%	-%	-%	-%	14%	8%	-%	-%	
XLN	2	-	-	-	-	-	-	-	-	-	-	
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Opal Communications	1	-	1	-	1	-	-	1	1	-	-	
	1%	-%	13%	-%	13%	-%	-%	14%	8%	-%	-%	
AT&T	1	-	-	-	-	-	-	-	-	-	-	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Spitfire	1	-	-	-	-	-	-	-	-	-	-	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 127 (continuation)
<D7> Which supplier(s) do you use for IP-based services? - Single Mention
by
Base: All that use one supplier for IP-based services?

ISDN LINES											
Total	Ever Switched			Considering switch		Considering switch					No impact (e)
	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)		
Total	105	6	8	7	8	10	5	7	12	7	2
MCI	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Global Crossing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	12 11%	- -%	- -%	2 29%	- -%	2 20%	- -%	- -%	- -%	2 29%	- -%
Don't know	9 9%	- -%	- -%	2 29%	- -%	1 10%	- -%	1 14%	1 8%	- -%	1 50%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by
Base: All that use one supplier for IP-based services?

		IP Based Services																			
		Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
Total		Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	105	-	-	-	-	-	-	-	-	-	28	70	19	81	66	71	34	25	46	29	41
BT	56	-	-	-	-	-	-	-	-	-	19	37	13	44	33	44	21	14	28	15	25
	53%	-%	-%	-%	-%	-%	-%	-%	-%	-%	68%	53%	68%	54%	50%	62%	62%	56%	61%	52%	61%
Vodafone (inc. Cable & Wireless)	7	-	-	-	-	-	-	-	-	-	-	6	2	7	5	6	3	1	5	3	3
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	11%	9%	8%	8%	9%	4%	11%	10%	7%
Virgin Media (incl. NTL:Telewest)	6	-	-	-	-	-	-	-	-	-	1	4	1	5	5	3	2	5	4	3	4
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	6%	5%	6%	8%	4%	6%	20%	9%	10%	10%
Colt Communications	3	-	-	-	-	-	-	-	-	-	1	2	-	3	2	3	2	-	2	2	1
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	3%	-%	4%	3%	4%	6%	-%	4%	7%	2%
KCOM (incl. Kingston Communications & Affiniti)	3	-	-	-	-	-	-	-	-	-	1	2	1	1	1	1	1	-	1	1	1
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	3%	5%	1%	2%	1%	3%	-%	2%	3%	2%
Daisy Communications	2	-	-	-	-	-	-	-	-	-	2	1	-	2	2	1	-	1	1	2	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	1%	-%	2%	3%	1%	-%	4%	2%	7%	-%
Unicom	2	-	-	-	-	-	-	-	-	-	-	2	-	1	2	-	1	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	1%	3%	-%	3%	-%	-%	-%	-%
XLN	2	-	-	-	-	-	-	-	-	-	-	2	1	1	2	-	-	1	-	1	1
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	5%	1%	3%	-%	-%	4%	-%	3%	2%
Opal Communications	1	-	-	-	-	-	-	-	-	-	-	1	-	1	1	1	1	1	1	-	1
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%	2%	1%	3%	4%	2%	-%	2%
AT&T	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	2%	1%	3%	-%	-%	-%	-%
Spitfire	1	-	-	-	-	-	-	-	-	-	-	1	-	1	1	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%	2%	-%	-%	-%	-%	-%	-%
MCI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by

Base: All that use one supplier for IP-based services?

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	105	-	-	-	-	-	-	-	-	28	70	19	81	66	71	34	25	46	29	41
Global Crossing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	-	-	-	-	-	-	-	-	4	8	-	10	7	8	2	2	3	2	3
	11%	-%	-%	-%	-%	-%	-%	-%	-%	14%	11%	-%	12%	11%	11%	6%	8%	7%	7%	7%
Don't know	9	-	-	-	-	-	-	-	-	-	3	1	5	4	3	-	-	1	-	2
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	5%	6%	6%	4%	-%	-%	2%	-%	5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by

Base: All that use one supplier for IP-based services?

	IP Based Services																					
	Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	105	53	36	67	27	6	71	23	73	15	6	15	8	62	13	1	3	-	3	5	-	
BT	56 53%	33 62%	15 42%	38 57%	16 59%	1 17%	39 55%	14 61%	41 56%	8 53%	3 50%	10 67%	5 63%	33 53%	6 46%	1 100%	1 33%	- -%	2 67%	1 20%	- -%	
Vodafone (inc. Cable & Wireless)	7 7%	1 2%	6a 17%	5 7%	2 7%	- -%	2 3%	3 13%	4 5%	2 13%	1 17%	1 7%	1 13%	3 5%	2 15%	- -%	- -%	- -%	- -%	2 40%	- -%	
Virgin Media (incl. NTL:Telewest)	6 6%	4 8%	1 3%	3 4%	2 7%	1 17%	6 8%	- -%	5 7%	- -%	- -%	1 7%	- -%	4 6%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	
Colt Communications	3 3%	2 4%	1 3%	2 3%	1 4%	- -%	3 4%	- -%	2 3%	- -%	1 17%	- -%	1 13%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
KCOM (incl. Kingston Communications & Affiniti)	3 3%	2 4%	- -%	1 1%	1 4%	1 17%	3 4%	- -%	2 3%	1 7%	- -%	- -%	- -%	3 5%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	
Daisy Communications	2 2%	1 2%	1 3%	2 3%	- -%	- -%	1 1%	1 4%	2 3%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	1 33%	- -%	- -%	1 20%	- -%	
Unicom	2 2%	- -%	1 3%	1 1%	1 4%	- -%	1 1%	- -%	1 1%	1 7%	- -%	- -%	1 13%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
XLN	2 2%	1 2%	1 3%	1 1%	- -%	1 17%	2 3%	- -%	2 3%	- -%	- -%	- -%	- -%	1 2%	1 8%	- -%	- -%	- -%	- -%	- -%	- -%	
Opal Communications	1 1%	- -%	- -%	- -%	- -%	1 17%	- -%	- -%	1 1%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
AT&T	1 1%	- -%	1 3%	- -%	1 4%	- -%	- -%	1 4%	- -%	- -%	1 17%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Spitfire	1 1%	- -%	1 3%	- -%	1 4%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
MCI	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by
Base: All that use one supplier for IP-based services?

		IP Based Services																					
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Total	Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total	105	53	36	67	27	6	71	23	73	15	6	15	8	62	13	1	3	-	3	5	-		
Global Crossing	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %		
Other	12 11%	5 9%	7 19%	12 18%	- %	- %	9 13%	3 13%	10 14%	2 13%	- %	1 7%	- %	7 11%	3 23%	- %	- %	- %	- %	1 20%	- %		
Don't know	9 9%	4 8%	1 3%	2 3%	2 7%	1 17%	4 6%	1 4%	2 3%	1 7%	- %	1 7%	- %	4 6%	1 8%	- %	- %	- %	- %	- %	- %		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 127 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Single Mention

by

Base: All that use one supplier for IP-based services?

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	105	49	44	6	6	7	2
BT	56	23	28	5	1	4	2
	53%	47%	64%	83%	17%	57%	100%
Vodafone (inc. Cable & Wireless)	7	4	3	-	-	-	-
	7%	8%	7%	-%	-%	-%	-%
Virgin Media (incl. NTL:Telewest)	6	3	2	-	-	-	-
	6%	6%	5%	-%	-%	-%	-%
Colt Communications	3	1	2	-	-	-	-
	3%	2%	5%	-%	-%	-%	-%
KCOM (incl. Kingston Communications & Affiniti)	3	1	2	1	1	-	-
	3%	2%	5%	17%	17%	-%	-%
Daisy Communications	2	1	1	-	-	1	-
	2%	2%	2%	-%	-%	14%	-%
Unicom	2	1	1	-	-	-	-
	2%	2%	2%	-%	-%	-%	-%
XLN	2	-	2	-	-	-	-
	2%	-%	5%	-%	-%	-%	-%
Opal Communications	1	-	-	-	1	1	-
	1%	-%	-%	-%	17%	14%	-%
AT&T	1	1	-	-	-	-	-
	1%	2%	-%	-%	-%	-%	-%
Spitfire	1	1	-	-	-	-	-
	1%	2%	-%	-%	-%	-%	-%
MCI	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Global Crossing	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

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Lake Market Research

Table 127 (continuation)
<D7> Which supplier(s) do you use for IP-based services? - Single Mention
by
Base: All that use one supplier for IP-based services?

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	105	49	44	6	6	7	2
Other	12	10B	1	-	2	-	-
	11%	20%	2%	-%	33%	-%	-%
Don't know	9	3	2	-	1	1	-
	9%	6%	5%	-%	17%	14%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128

<D7> Which supplier(s) do you use for IP-based services? - Multi Mention

by

Base: All that have more than one supplier for IP-based services?

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)		1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)
Total	45	-	1	1	2	9	8	26	25	2	3	8	7	17	8	11
BT	29	-	-	1	1	7	4	17	16	2	3	6	5	9	7	6
	64%	-%	-%	100%	50%	78%	50%	65%	64%	100%	100%	75%	71%	53%	88%	55%
Vodafone (inc. Cable & Wireless)	17	-	1	-	1	3	1	12	12	-	3	2	2	6	2	6
	38%	-%	100%	-%	50%	33%	13%	46%	48%	-%	100%	25%	29%	35%	25%	55%
Virgin Media (incl. NTL:Telewest)	10	-	-	-	-	2	-	8	2	2	1	4	-	6	2	2
	22%	-%	-%	-%	-%	22%	-%	31%	8%	100%	33%	50%	-%	35%	25%	18%
AT&T	10	-	-	-	-	2	3	5	5	-	1	2	2	5	2	1
	22%	-%	-%	-%	-%	22%	38%	19%	20%	-%	33%	25%	29%	29%	25%	9%
Daisy Communications	9	-	-	-	-	2	3	4	4	-	-	1	2	5	-	2
	20%	-%	-%	-%	-%	22%	38%	15%	16%	-%	-%	13%	29%	29%	-%	18%
Opal Communications	8	-	-	-	-	2	3	3	2	-	1	-	1	2	2	3
	18%	-%	-%	-%	-%	22%	38%	12%	8%	-%	33%	-%	14%	12%	25%	27%
Unicom	8	-	-	-	-	1	2	5	4	-	-	2	1	3	2	2
	18%	-%	-%	-%	-%	11%	25%	19%	16%	-%	-%	25%	14%	18%	25%	18%
Colt Communications	7	-	-	-	-	1	1	5	6	-	-	-	-	4	-	2
	16%	-%	-%	-%	-%	11%	13%	19%	24%	-%	-%	-%	-%	24%	-%	18%
XLN	6	-	-	-	-	-	2	4	3	-	-	1	-	3	-	3
	13%	-%	-%	-%	-%	-%	25%	15%	12%	-%	-%	13%	-%	18%	-%	27%
Spitfire	6	-	1	-	1	2	1	2	4	-	-	2	3	1	2	-
	13%	-%	100%	-%	50%	22%	13%	8%	16%	-%	-%	25%	43%	6%	25%	-%
KCOM (incl. Kingston Communications & Affiniti)	5	-	-	-	-	-	3	2	2	-	-	2	1	1	3	-
	11%	-%	-%	-%	-%	-%	38%	8%	8%	-%	-%	25%	14%	6%	38%	-%
Global Crossing	4	-	-	-	-	-	1	3	-	-	-	1	-	2	-	2
	9%	-%	-%	-%	-%	-%	13%	12%	-%	-%	-%	13%	-%	12%	-%	18%
MCI	2	-	-	-	-	1	-	1	2	-	-	-	-	1	-	1
	4%	-%	-%	-%	-%	11%	-%	4%	8%	-%	-%	-%	-%	6%	-%	9%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 128 (continuation)
<D7> Which supplier(s) do you use for IP-based services? - Multi Mention
by
Base: All that have more than one supplier for IP-based services?

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20		£1m	million	- £100	£101m+	
					(e)	(f)					(c)		(a)	to £20 million	million (b)	(d)
Total	45	-	1	1	2	9	8	26	25	2	3	8	7	17	8	11
Other	2	-	-	1	1	1	-	-	2	-	-	-	2	-	-	-
	4%	-%	-%	100%	50%	11%	-%	-%	8%	-%	-%	-%	29%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Multi Mention

by

Base: All that have more than one supplier for IP-based services?

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	45	1	6	1	5	6	9	7	4	6	3	7	9	12	14
BT	29 64%	- -%	2 33%	1 100%	4 80%	6 100%	3 33%	7 100%	3 75%	3 50%	2 67%	4 57%	6 67%	5 42%	12 86%
Vodafone (inc. Cable & Wireless)	17 38%	1 100%	2 33%	1 100%	1 20%	2 33%	2 22%	2 29%	1 25%	5 83%	- -%	2 29%	3 33%	5 42%	7 50%
Virgin Media (incl. NTL:Telewest)	10 22%	- -%	2 33%	- -%	3 60%	2 33%	1 11%	- -%	1 25%	1 17%	1 33%	- -%	- -%	4 33%	5 36%
AT&T	10 22%	- -%	- -%	1 100%	1 20%	2 33%	1 11%	2 29%	2 50%	1 17%	1 33%	1 14%	2 22%	1 8%	5 36%
Daisy Communications	9 20%	- -%	1 17%	- -%	3 60%	- -%	2 22%	- -%	2 50%	1 17%	2 67%	1 14%	2 22%	3 25%	1 7%
Opal Communications	8 18%	- -%	2 33%	- -%	1 20%	1 17%	4 44%	- -%	- -%	- -%	2 67%	- -%	2 22%	3 25%	1 7%
Unicom	8 18%	- -%	2 33%	- -%	1 20%	- -%	3 33%	- -%	- -%	2 33%	- -%	2 29%	1 11%	2 17%	3 21%
Colt Communications	7 16%	- -%	1 17%	- -%	- -%	1 17%	2 22%	1 14%	1 25%	1 17%	- -%	2 29%	1 11%	3 25%	1 7%
XLN	6 13%	1 100%	1 17%	- -%	- -%	- -%	3 33%	- -%	1 25%	- -%	- -%	1 14%	3 33%	2 17%	- -%
Spitfire	6 13%	- -%	- -%	- -%	- -%	- -%	2 22%	1 14%	1 25%	2 33%	- -%	3 43%	1 11%	1 8%	1 7%
KCOM (incl. Kingston Communications & Affiniti)	5 11%	- -%	1 17%	- -%	- -%	- -%	2 22%	- -%	2 50%	- -%	- -%	1 14%	2 22%	1 8%	1 7%
Global Crossing	4 9%	- -%	- -%	- -%	- -%	- -%	2 22%	1 14%	- -%	1 17%	- -%	- -%	1 11%	1 8%	2 14%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Multi Mention

by
Base: All that have more than one supplier for IP-based services?

PERSONAL PROFILE															
	Total	Sector									Number of years trading				
		Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public se admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	45	1	6	1	5	6	9	7	4	6	3	7	9	12	14
MCI	2 4%	1 100%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 11%	1 8%	- -%
Other	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	2 29%	- -%	- -%	- -%	1 14%	1 11%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Multi Mention

by

Base: All that have more than one supplier for IP-based services?

	Total	PERSONAL PROFILE													Involvement		
		Location															
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	North Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	45	1	7	2	2	2	1	11	6	1	33	2	8	2	25	7	-
BT	29 64%	1 100%	7 100%	1 50%	- -	1 50%	1 100%	4 36%	6 100%	- -	21 64%	1 50%	5 63%	2 100%	18 72%	6 86%	- -
Vodafone (inc. Cable & Wireless)	17 38%	- -	4 57%	- -	1 50%	1 50%	- -	5 45%	3 50%	- -	14 42%	- -	2 25%	1 50%	11 44%	3 43%	- -
Virgin Media (incl. NTL:Telewest)	10 22%	- -	- -	- -	1 50%	1 50%	1 100%	2 18%	3 50%	1 100%	9 27%	- -	- -	1 50%	6 24%	2 29%	- -
AT&T	10 22%	- -	3 43%	- -	- -	- -	- -	2 18%	2 33%	- -	7 21%	1 50%	1 13%	1 50%	5 20%	3 43%	- -
Daisy Communications	9 20%	- -	- -	- -	- -	1 50%	- -	4 36%	- -	- -	5 15%	1 50%	3 38%	- -	3 12%	2 29%	- -
Opal Communications	8 18%	- -	- -	- -	1 50%	- -	- -	3 27%	- -	- -	4 12%	- -	4 50%	- -	1 4%	1 14%	- -
Unicom	8 18%	- -	- -	- -	- -	1 50%	- -	4 36%	1 17%	1 100%	7 21%	- -	1 13%	- -	5 20%	1 14%	- -
Colt Communications	7 16%	- -	- -	1 50%	- -	1 50%	- -	2 18%	1 17%	- -	5 15%	1 50%	1 13%	- -	5 20%	- -	- -
XLN	6 13%	- -	- -	1 50%	- -	- -	- -	1 9%	1 17%	- -	3 9%	1 50%	2 25%	- -	3 12%	1 14%	- -
Spitfire	6 13%	1 100%	- -	- -	1 50%	- -	- -	2 18%	1 17%	- -	5 15%	- -	- -	1 50%	2 8%	1 14%	- -
KCOM (incl. Kingston Communications & Affiniti)	5 11%	- -	- -	- -	- -	- -	- -	1 9%	- -	- -	1 3%	1 50%	2 25%	1 50%	4 16%	- -	- -
Global Crossing	4 9%	- -	1 14%	- -	- -	- -	- -	3 27%	- -	- -	4 12%	- -	- -	- -	1 4%	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)
<D7> Which supplier(s) do you use for IP-based services? - Multi Mention
by
Base: All that have more than one supplier for IP-based services?

	PERSONAL PROFILE																	
	Location														Involvement			
	Total	North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East of England (d)	Midlands (e)	West Midlands (f)	East of England (g)	London (h)	South East England (i)	South West England (j)	Net - England (k)	Wales (l)	Scotland (m)	Northern Ireland (n)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	45	1	7	2	2	2	1	11	6	1	33	2	8	2		25	7	-
MCI	2 4%	- -	- -	- -	- -	- -	- -	1 9%	- -	- -	1 3%	- -	1 13%	- -		2 8%	- -	- -
Other	2 4%	1 100%	- -	1 50%	- -	- -	- -	- -	- -	- -	2 6%	- -	- -	- -		- -	1 14%	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Multi Mention

by

Base: All that have more than one supplier for IP-based services?

		PERSONAL PROFILE														
		Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total																
Total	45	11	8	-	-	3	29	11	8	16	33	12	45	7	2	36
BT	29 64%	8 73%	7 88%	- -%	- -%	3 100%	17 59%	8 73%	7 88%	12 75%	20 61%	9 75%	29 64%	4 57%	1 50%	24 67%
Vodafone (inc. Cable & Wireless)	17 38%	4 36%	2 25%	- -%	- -%	2 67%	13 45%	4 36%	2 25%	4 25%	9 27%	8 67%	17 38%	2 29%	- -%	15 42%
Virgin Media (incl. NTL:Telewest)	10 22%	2 18%	1 13%	- -%	- -%	1 33%	8 28%	2 18%	1 13%	2 13%	7 21%	3 25%	10 22%	1 14%	- -%	9 25%
AT&T	10 22%	1 9%	4 50%	- -%	- -%	- -%	5 17%	1 9%	4 50%	5 31%	8 24%	2 17%	10 22%	1 14%	1 50%	8 22%
Daisy Communications	9 20%	1 9%	2 25%	- -%	- -%	- -%	6 21%	1 9%	2 25%	3 19%	7 21%	2 17%	9 20%	1 14%	1 50%	7 19%
Opal Communications	8 18%	2 18%	- -%	- -%	- -%	- -%	6 21%	2 18%	- -%	2 13%	8 24%	- -%	8 18%	2 29%	- -%	6 17%
Unicom	8 18%	4 36%	- -%	- -%	- -%	- -%	4 14%	4 36%	- -%	4 25%	6 18%	2 17%	8 18%	4 57%	- -%	4 11%
Colt Communications	7 16%	1 9%	2 25%	- -%	- -%	1 33%	5 17%	1 9%	2 25%	2 13%	4 12%	3 25%	7 16%	- -%	- -%	7 19%
XLN	6 13%	- -%	1 13%	- -%	- -%	- -%	5 17%	- -%	1 13%	1 6%	5 15%	1 8%	6 13%	- -%	1 50%	5 14%
Spitfire	6 13%	3 27%	- -%	- -%	- -%	- -%	3 10%	3 27%	- -%	3 19%	6 18%	- -%	6 13%	2 29%	- -%	4 11%
KCOM (incl. Kingston Communications & Affiniti)	5 11%	3 27%	1 13%	- -%	- -%	- -%	1 3%	3 27%	1 13%	4 25%	5 15%	- -%	5 11%	3 43%	1 50%	1 3%
Global Crossing	4 9%	1 9%	1 13%	- -%	- -%	1 33%	3 10%	1 9%	1 13%	1 6%	2 6%	2 17%	4 9%	- -%	1 50%	3 8%
MCI	2 4%	1 9%	- -%	- -%	- -%	- -%	1 3%	1 9%	- -%	1 6%	1 3%	1 8%	2 4%	1 14%	- -%	1 3%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 128 (continuation)
<D7> Which supplier(s) do you use for IP-based services? - Multi Mention
by
Base: All that have more than one supplier for IP-based services?

PERSONAL PROFILE																
	Total	Fixed line services												Mostly used fixed line		
		ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)
Total	45	11	8	-	-	3	29	11	8	16	33	12	45	7	2	36
Other	2	1	-	-	-	-	1	1	-	1	2	-	2	-	-	2
	4%	9%	-%	-%	-%	-%	3%	9%	-%	6%	6%	-%	4%	-%	-%	6%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Multi Mention

by

Base: All that have more than one supplier for IP-based services?

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	paconferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	45	8	7	6	5	6	7	6	3	-	1	2	3	1	-	1
BT	29 64%	5 63%	5 71%	4 67%	3 60%	4 67%	5 71%	4 67%	2 67%	- -%	1 100%	- -%	2 67%	1 100%	- -%	1 100%
Vodafone (inc. Cable & Wireless)	17 38%	2 25%	2 29%	2 33%	2 40%	2 33%	2 29%	2 33%	2 67%	- -%	- -%	1 50%	- -%	1 100%	- -%	- -%
Virgin Media (incl. NTL:Telewest)	10 22%	1 13%	1 14%	1 17%	1 20%	1 17%	1 14%	1 17%	1 33%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%
AT&T	10 22%	2 25%	1 14%	2 33%	- -%	1 17%	1 14%	1 17%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%
Daisy Communications	9 20%	2 25%	1 14%	2 33%	1 20%	1 17%	1 14%	1 17%	1 33%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%
Opal Communications	8 18%	1 13%	2 29%	- -%	1 20%	2 33%	1 14%	1 17%	- -%	- -%	- -%	- -%	2 67%	- -%	- -%	- -%
Unicom	8 18%	3 38%	3 43%	2 33%	3 60%	3 50%	3 43%	3 50%	2 67%	- -%	- -%	2 100%	1 33%	1 100%	- -%	- -%
Colt Communications	7 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
XLN	6 13%	1 13%	- -%	1 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Spitfire	6 13%	2 25%	1 14%	1 17%	1 20%	- -%	2 29%	1 17%	- -%	- -%	1 100%	1 50%	- -%	- -%	- -%	- -%
KCOM (incl. Kingston Communications & Affiniti)	5 11%	3 38%	2 29%	1 17%	2 40%	2 33%	2 29%	2 33%	- -%	- -%	- -%	1 50%	2 67%	- -%	- -%	- -%
Global Crossing	4 9%	1 13%	1 14%	1 17%	1 20%	1 17%	1 14%	1 17%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)
<D7> Which supplier(s) do you use for IP-based services? - Multi Mention
by
Base: All that have more than one supplier for IP-based services?

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)		2 (a)	4 (b)	6 (c)	8 10 - 18 (d)	20 -28 (e)	30+ (f)	30+ (g)
Total	45	8	7	6	5	6	7	6	3	-	1	2	3	1	-	1
MCI	2 4%	1 13%	1 14%	1 17%	1 20%	1 17%	1 14%	1 17%	1 33%	- -%	- -%	1 50%	- -%	- -%	- -%	- -%
Other	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Multi Mention

by

Base: All that have more than one supplier for IP-based services?

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 channels (g)	1500 or more channels (h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	45	-	-	-	1	-	-	1		7	2	7	-	3	5	-	1	1	-	1	7	1
BT	29	-	-	-	-	-	-	1		4	1	4	-	2	3	-	1	-	-	1	3	1
	64%	-%	-%	-%	-%	-%	-%	100%		57%	50%	57%	-%	67%	60%	-%	100%	-%	-%	100%	43%	100%
Vodafone (inc. Cable & Wireless)	17	-	-	-	-	-	-	-		2	-	2	-	1	1	-	-	-	-	-	2	-
	38%	-%	-%	-%	-%	-%	-%	-%		29%	-%	29%	-%	33%	20%	-%	-%	-%	-%	-%	29%	-%
Virgin Media (incl. NTL:Telewest)	10	-	-	-	-	-	-	-		1	-	1	-	1	-	-	-	-	-	-	1	-
	22%	-%	-%	-%	-%	-%	-%	-%		14%	-%	14%	-%	33%	-%	-%	-%	-%	-%	-%	14%	-%
AT&T	10	-	-	-	1	-	-	-		2	-	2	-	1	-	-	-	1	-	1	1	-
	22%	-%	-%	-%	100%	-%	-%	-%		29%	-%	29%	-%	33%	-%	-%	-%	100%	-%	100%	14%	-%
Daisy Communications	9	-	-	-	1	-	-	-		2	-	2	-	-	1	-	-	1	-	-	2	-
	20%	-%	-%	-%	100%	-%	-%	-%		29%	-%	29%	-%	-%	20%	-%	-%	100%	-%	-%	29%	-%
Opal Communications	8	-	-	-	-	-	-	-		1	1	1	-	-	2	-	-	-	-	-	2	-
	18%	-%	-%	-%	-%	-%	-%	-%		14%	50%	14%	-%	-%	40%	-%	-%	-%	-%	-%	29%	-%
Unicom	8	-	-	-	-	-	-	-		3	1	3	-	2	2	-	-	-	-	-	4	-
	18%	-%	-%	-%	-%	-%	-%	-%		43%	50%	43%	-%	67%	40%	-%	-%	-%	-%	-%	57%	-%
Colt Communications	7	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-
	16%	-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
XLN	6	-	-	-	1	-	-	-		1	-	1	-	-	-	-	-	1	-	-	1	-
	13%	-%	-%	-%	100%	-%	-%	-%		14%	-%	14%	-%	-%	-%	-%	-%	100%	-%	-%	14%	-%
Spitfire	6	-	-	-	-	-	-	-		1	1	1	-	1	1	-	-	-	-	-	2	-
	13%	-%	-%	-%	-%	-%	-%	-%		14%	50%	14%	-%	33%	20%	-%	-%	-%	-%	-%	29%	-%
KCOM (incl. Kingston Communications & Affiniti)	5	-	-	-	1	-	-	-		3	1	3	-	1	2	-	-	1	-	-	4	-
	11%	-%	-%	-%	100%	-%	-%	-%		43%	50%	43%	-%	33%	40%	-%	-%	100%	-%	-%	57%	-%
Global Crossing	4	-	-	-	-	-	-	1		1	-	1	-	-	1	-	1	-	-	-	-	1
	9%	-%	-%	-%	-%	-%	-%	100%		14%	-%	14%	-%	-%	20%	-%	100%	-%	-%	-%	-%	100%
MCI	2	-	-	-	-	-	-	-		1	-	1	-	-	1	-	-	-	-	-	1	-
	4%	-%	-%	-%	-%	-%	-%	-%		14%	-%	14%	-%	-%	20%	-%	-%	-%	-%	-%	14%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Multi Mention

by
Base: All that have more than one supplier for IP-based services?

ISDN LINES																					
Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	45	-	-	-	1	-	-	1	7	2	7	-	3	5	-	1	1	-	1	7	1
Other	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Multi Mention

by
Base: All that have more than one supplier for IP-based services?

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	45	3	4	2	6	2	3	2	5	3	-
BT	29 64%	2 67%	2 50%	1 50%	2 33%	2 100%	1 33%	1 50%	2 40%	2 67%	- -%
Vodafone (inc. Cable & Wireless)	17 38%	1 33%	1 25%	- -%	2 33%	- -%	- -%	1 50%	1 20%	1 33%	- -%
Virgin Media (incl. NTL:Telewest)	10 22%	- -%	1 25%	- -%	1 17%	- -%	- -%	1 50%	1 20%	- -%	- -%
AT&T	10 22%	- -%	2 50%	- -%	1 17%	1 50%	- -%	1 50%	1 20%	1 33%	- -%
Daisy Communications	9 20%	1 33%	1 25%	- -%	2 33%	- -%	- -%	1 50%	1 20%	1 33%	- -%
Opal Communications	8 18%	1 33%	1 25%	- -%	2 33%	- -%	2 67%	- -%	2 40%	- -%	- -%
Unicom	8 18%	1 33%	2 50%	1 50%	4 67%	- -%	2 67%	1 50%	3 60%	1 33%	- -%
Colt Communications	7 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
XLN	6 13%	- -%	1 25%	- -%	1 17%	- -%	- -%	1 50%	1 20%	- -%	- -%
Spitfire	6 13%	1 33%	- -%	1 50%	1 17%	- -%	1 33%	- -%	1 20%	- -%	- -%
KCOM (incl. Kingston Communications & Affiniti)	5 11%	1 33%	2 50%	1 50%	4 67%	- -%	3 100%	1 50%	4 80%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 128 (continuation)
<D7> Which supplier(s) do you use for IP-based services? - Multi Mention
by
Base: All that have more than one supplier for IP-based services?

ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	45	3	4	2	6	2	3	2	5	3	-
Global Crossing	4 9%	- -%	- -%	1 50%	- -%	1 50%	- -%	- -%	- -%	1 33%	- -%
MCI	2 4%	1 33%	- -%	- -%	1 17%	- -%	- -%	- -%	- -%	1 33%	- -%
Other	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Multi Mention

by
Base: All that have more than one supplier for IP-based services?

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	45	-	-	-	-	-	-	-	-	-	26	33	21	36	29	27	17	25	26	17	22
BT	29	-	-	-	-	-	-	-	-	-	19	23	10	25	22	21	11	16	19	13	17
	64%	-%	-%	-%	-%	-%	-%	-%	-%	-%	73%	70%	48%	69%	76%	78%	65%	64%	73%	76%	77%
Vodafone (inc. Cable & Wireless)	17	-	-	-	-	-	-	-	-	-	10	11	7	14	10	13	7	8	12	5	15
	38%	-%	-%	-%	-%	-%	-%	-%	-%	-%	38%	33%	33%	39%	34%	48%	41%	32%	46%	29%	68%
Virgin Media (incl. NTL:Telewest)	10	-	-	-	-	-	-	-	-	-	8	6	6	10	7	5	4	7	7	6	4
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	31%	18%	29%	28%	24%	19%	24%	28%	27%	35%	18%
AT&T	10	-	-	-	-	-	-	-	-	-	7	9	4	8	9	7	3	7	6	5	3
	22%	-%	-%	-%	-%	-%	-%	-%	-%	-%	27%	27%	19%	22%	31%	26%	18%	28%	23%	29%	14%
Daisy Communications	9	-	-	-	-	-	-	-	-	-	7	8	6	7	6	3	3	6	5	4	3
	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%	27%	24%	29%	19%	21%	11%	18%	24%	19%	24%	14%
Opal Communications	8	-	-	-	-	-	-	-	-	-	3	7	3	5	3	1	2	3	1	3	1
	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	21%	14%	14%	10%	4%	12%	12%	4%	18%	5%
Unicom	8	-	-	-	-	-	-	-	-	-	3	4	5	6	5	4	5	6	3	2	4
	18%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	12%	24%	17%	17%	15%	29%	24%	12%	12%	18%
Colt Communications	7	-	-	-	-	-	-	-	-	-	5	4	3	6	4	5	4	5	3	1	5
	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%	19%	12%	14%	17%	14%	19%	24%	20%	12%	6%	23%
XLN	6	-	-	-	-	-	-	-	-	-	4	4	4	5	2	2	1	3	4	2	-
	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	15%	12%	19%	14%	7%	7%	6%	12%	15%	12%	-%
Spitfire	6	-	-	-	-	-	-	-	-	-	3	4	4	3	6	4	3	4	3	3	4
	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	12%	19%	8%	21%	15%	18%	16%	12%	18%	18%
KCOM (incl. Kingston Communications & Affiniti)	5	-	-	-	-	-	-	-	-	-	3	4	2	2	3	2	3	3	2	2	1
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	12%	10%	6%	10%	7%	18%	12%	8%	12%	5%
Global Crossing	4	-	-	-	-	-	-	-	-	-	1	4	2	3	3	1	1	3	2	2	1
	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	12%	10%	8%	10%	4%	6%	12%	8%	12%	5%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Multi Mention

by
Base: All that have more than one supplier for IP-based services?

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	45	-	-	-	-	-	-	-	-	26	33	21	36	29	27	17	25	26	17	22
MCI	2	-	-	-	-	-	-	-	-	2	-	2	2	-	-	1	1	1	-	1
	4%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	10%	6%	-%	-%	6%	4%	4%	-%	5%
Other	2	-	-	-	-	-	-	-	-	1	1	-	2	1	2	1	1	2	1	1
	4%	-%	-%	-%	-%	-%	-%	-%	-%	4%	3%	-%	6%	3%	7%	6%	4%	8%	6%	5%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Multi Mention

by

Base: All that have more than one supplier for IP-based services?

	IP Based Services																					
	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
	Total	Yes	No	Primary	Supple	A ba	Yes	No	Yes	No	Only	Never	Didn't	Had	and	Had but	Supple	A ba	Not	Supple	A ba	Not
		(a)	(b)	Service	mentary	ck-up	(a)	(b)	(a)	(b)	ever IP	had	have	kept	some	removed	mentary	ck-up	at all	mentary	ck-up	at all
			(a)	service	(b)	(c)					(c)	(a)	but added lines (b)	(c)	(d)	(a)	(b)	(c)	(a)	(b)	(c)	
Total	45	34	8	24	15	5	33	12	31	7	6	5	12	23	3	1	1	-	3	1	1	
BT	29 64%	22 65%	5 63%	19 79%	8 53%	2 40%	23 70%	6 50%	22 71%	3 43%	3 50%	3 60%	4 33%	18 78%	3 100%	1 100%	1 100%	- -%	3 100%	1 100%	1 100%	
Vodafone (inc. Cable & Wireless)	17 38%	14 41%	3 38%	9 38%	7 47%	1 20%	13 39%	4 33%	14 45%	1 14%	2 33%	2 40%	3 25%	11 48%	1 33%	1 100%	- -%	- -%	1 33%	- -%	- -%	
Virgin Media (incl. NTL:Telewest)	10 22%	9 26%	- -%	5 21%	4 27%	- -%	8 24%	2 17%	7 23%	3 43%	- -%	- -%	4 33%	6 26%	- -%	1 100%	- -%	- -%	1 33%	- -%	- -%	
AT&T	10 22%	7 21%	2 25%	6 25%	2 13%	1 20%	7 21%	3 25%	7 23%	2 29%	1 17%	1 20%	5 42%	2 9%	2 67%	- -%	- -%	- -%	2 67%	- -%	1 100%	
Daisy Communications	9 20%	7 21%	1 13%	2 8%	5 33%	1 20%	5 15%	4 33%	3 10%	3 43%	3 50%	1 20%	6 50%	1 4%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	
Opal Communications	8 18%	5 15%	1 13%	1 4%	5 33%	2 40%	6 18%	2 17%	4 13%	1 14%	3 50%	1 20%	2 17%	4 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Unicom	8 18%	7 21%	1 13%	2 8%	4 27%	1 20%	2 6%	6 50%	3 10%	2 29%	3 50%	- -%	4 33%	4 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Colt Communications	7 16%	6 18%	1 13%	4 17%	2 13%	1 20%	5 15%	2 17%	5 16%	1 14%	1 17%	2 40%	- -%	5 22%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%	
XLN	6 13%	5 15%	1 13%	2 8%	3 20%	1 20%	6 18%	- -%	4 13%	1 14%	1 17%	1 20%	3 25%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Spitfire	6 13%	4 12%	2 25%	5 21%	1 7%	- -%	3 9%	3 25%	5 16%	- -%	- -%	1 20%	2 17%	2 9%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	
KCOM (incl. Kingston Communications & Affiniti)	5 11%	4 12%	1 13%	3 13%	- -%	2 40%	3 9%	2 17%	3 10%	1 14%	1 17%	- -%	2 17%	3 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Global Crossing	4 9%	3 9%	- -%	1 4%	1 7%	1 20%	3 9%	1 8%	1 3%	2 29%	1 17%	- -%	1 8%	1 4%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Multi Mention

by
Base: All that have more than one supplier for IP-based services?

		IP Based Services																				
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage		
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)	
Total																						
Total	45	34	8	24	15	5	33	12	31	7	6	5	12	23	3	1	1	-	3	1	1	
MCI	2 4%	1 3%	1 13%	1 4%	1 7%	- -%	1 3%	1 8%	1 3%	- -%	1 17%	- -%	1 8%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	2 4%	1 3%	1 13%	2 8%	- -%	- -%	2 6%	- -%	2 6%	- -%	- -%	1 20%	- -%	1 4%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)

<D7> Which supplier(s) do you use for IP-based services? - Multi Mention
by

Base: All that have more than one supplier for IP-based services?

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	45	20	25	7	1	1	1
BT	29 64%	13 65%	16 64%	4 57%	1 100%	- -	1 100%
Vodafone (inc. Cable & Wireless)	17 38%	8 40%	9 36%	2 29%	- -	- -	- -
Virgin Media (incl. NTL:Telewest)	10 22%	5 25%	5 20%	1 14%	- -	- -	- -
AT&T	10 22%	4 20%	6 24%	1 14%	- -	1 100%	- -
Daisy Communications	9 20%	6 30%	3 12%	1 14%	- -	1 100%	- -
Opal Communications	8 18%	3 15%	5 20%	2 29%	- -	- -	- -
Unicom	8 18%	4 20%	4 16%	4 57%	- -	- -	- -
Colt Communications	7 16%	2 10%	5 20%	- -	- -	- -	- -
XLN	6 13%	4 20%	2 8%	- -	- -	1 100%	- -
Spitfire	6 13%	2 10%	4 16%	2 29%	- -	- -	- -
KCOM (incl. Kingston Communications & Affiniti)	5 11%	1 5%	4 16%	3 43%	- -	1 100%	- -
Global Crossing	4 9%	- -	4 16%	- -	1 100%	- -	1 100%
MCI	2 4%	2 10%	- -	1 14%	- -	- -	- -

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 128 (continuation)
<D7> Which supplier(s) do you use for IP-based services? - Multi Mention
by
Base: All that have more than one supplier for IP-based services?

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
	-----	-----	-----	-----	-----	-----	
Total	45	20 25	7	1	1	1	
Other	2 4%	2 10%	- -%	- -%	- -%	- -%	
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

PERSONAL PROFILE																
Total	Company Size							No.Sites				Turnover				
	1 (a)	2 to 4 (b)	5 to 9 (c)	1 to 9 (d)	10 to 49 (e)	50 to 249 (f)	250+ (g)	1 to 5 (a)	6 to 10 (b)	11 to 20 (c)	21+ (d)	Up to £1m (a)	£1 million to £20 million (b)	£21 - £100 million (c)	£101m+ (d)	
Total	29	-	-	1	1	7	4	17	16	2	3	6	5	9	7	6
BT	29	-	-	1	1	7	4	17	16	2	3	6	5	9	7	6
	100%	-%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Vodafone (inc. Cable & Wireless)	12	-	-	-	-	2	1	9	7	-	3	2	1	4	2	4
	41%	-%	-%	-%	-%	29%	25%	53%	44%	-%	100%	33%	20%	44%	29%	67%
AT&T	8	-	-	-	-	2	2	4	4	-	1	2	2	3	2	1
	28%	-%	-%	-%	-%	29%	50%	24%	25%	-%	33%	33%	40%	33%	29%	17%
Virgin Media (incl. NTL:Telewest)	6	-	-	-	-	1	-	5	-	2	1	3	-	3	2	1
	21%	-%	-%	-%	-%	14%	-%	29%	-%	100%	33%	50%	-%	33%	29%	17%
Colt Communications	4	-	-	-	-	1	1	2	3	-	-	-	-	2	-	1
	14%	-%	-%	-%	-%	14%	25%	12%	19%	-%	-%	-%	-%	22%	-%	17%
Daisy Communications	3	-	-	-	-	1	1	1	2	-	-	-	2	1	-	-
	10%	-%	-%	-%	-%	14%	25%	6%	13%	-%	-%	-%	40%	11%	-%	-%
Opal Communications	3	-	-	-	-	1	1	1	1	-	1	-	1	-	1	1
	10%	-%	-%	-%	-%	14%	25%	6%	6%	-%	33%	-%	20%	-%	14%	17%
Unicom	3	-	-	-	-	1	2	2	2	-	-	1	-	1	1	1
	10%	-%	-%	-%	-%	-%	25%	12%	13%	-%	-%	17%	-%	11%	14%	17%
Spitfire	3	-	-	-	-	2	-	1	2	-	-	1	1	-	2	-
	10%	-%	-%	-%	-%	29%	-%	6%	13%	-%	-%	17%	20%	-%	29%	-%
KCOM (incl. Kingston Communications & Affiniti)	2	-	-	-	-	1	1	1	1	-	-	1	-	-	2	-
	7%	-%	-%	-%	-%	-%	25%	6%	6%	-%	-%	17%	-%	-%	29%	-%
XLN	1	-	-	-	-	-	1	1	-	-	-	1	-	1	-	-
	3%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	17%	-%	11%	-%	-%
Global Crossing	1	-	-	-	-	-	1	1	-	-	-	1	-	-	-	1
	3%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	17%	-%	-%	-%	17%
MCI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 129 (continuation)
<D7> Which supplier(s) do you use for IP-based services?
by
Base: All that use BT plus another supplier for IP-based services?

PERSONAL PROFILE																
Total	Company Size								No.Sites				Turnover			
	1	2 to 4	5 to 9	1 to 9	10	50 to	250+	1 to 5	6 to 10	11	21+	Up to	£1	£21	£101m+	
	(a)	(b)	(c)	(d)	to 49	249	(g)	(a)	(b)	to 20	(c)	(a)	million	- £100	(d)	
					(e)	(f)							million	million	(c)	
													(b)			
Total	29	-	-	1	1	7	4	17	16	2	3	6	5	9	7	6
Other	2	-	-	1	1	1	-	-	2	-	-	-	2	-	-	-
	7%	-%	-%	100%	100%	14%	-%	-%	13%	-%	-%	-%	40%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

	PERSONAL PROFILE														
	Sector										Number of years trading				
	Total	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Transp ort/ Communi cations (d)	Retail (e)	Finan cial Ser vices (f)	Other ser vices (g)	Public admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20+ years (e)
Total	29	-	2	1	4	6	3	7	3	3	2	4	6	5	12
BT	29 100%	- -%	2 100%	1 100%	4 100%	6 100%	3 100%	7 100%	3 100%	3 100%	2 100%	4 100%	6 100%	5 100%	12 100%
Vodafone (inc. Cable & Wireless)	12 41%	- -%	1 50%	1 100%	1 25%	2 33%	1 33%	2 29%	1 33%	3 100%	- -%	1 25%	2 33%	2 40%	7 58%
AT&T	8 28%	- -%	- -%	1 100%	1 25%	2 33%	1 33%	2 29%	1 33%	- -%	1 50%	1 25%	1 17%	1 20%	4 33%
Virgin Media (incl. NTL:Telewest)	6 21%	- -%	- -%	- -%	2 50%	2 33%	1 33%	- -%	1 33%	- -%	- -%	- -%	- -%	3 60%	3 25%
Colt Communications	4 14%	- -%	- -%	- -%	- -%	1 17%	1 33%	1 14%	1 33%	- -%	- -%	1 25%	1 17%	1 20%	1 8%
Daisy Communications	3 10%	- -%	- -%	- -%	2 50%	- -%	- -%	- -%	1 33%	- -%	2 100%	1 25%	- -%	- -%	- -%
Opal Communications	3 10%	- -%	1 50%	- -%	1 25%	1 17%	- -%	- -%	- -%	- -%	1 50%	- -%	1 17%	- -%	1 8%
Unicom	3 10%	- -%	- -%	- -%	1 25%	- -%	1 33%	- -%	- -%	1 33%	- -%	1 25%	1 17%	- -%	1 8%
Spitfire	3 10%	- -%	- -%	- -%	- -%	- -%	1 33%	1 14%	1 33%	- -%	- -%	1 25%	1 17%	- -%	1 8%
KCOM (incl. Kingston Communications & Affiniti)	2 7%	- -%	1 50%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	1 17%	- -%	1 8%
XLN	1 3%	- -%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%	1 20%	- -%
Global Crossing	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)
<D7> Which supplier(s) do you use for IP-based services?
by
Base: All that use BT plus another supplier for IP-based services?

PERSONAL PROFILE															
Total	Sector										Number of years trading				
	Primary (a)	Manufa cturing (b)	Const ruction (c)	Who lesale/ Tra nsport/ Communi cations (d)	Retail (e)	Fina ncial Ser vices (f)	Other se rvices (g)	Public se admin and se rvices (h)	Other (i)	Less than 2 years (a)	2 to 5 years (b)	6 to 9 years (c)	10 to 19 years (d)	20 or more years (e)	
Total	29	-	2	1	4	6	3	7	3	3	2	4	6	5	12
MCI	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
Other	2 7%	- %	- %	- %	- %	- %	- %	2 29%	- %	- %	- %	1 25%	1 17%	- %	- %
Don't know	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

	PERSONAL PROFILE																
	Total	Location													Involvement		
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	29	1	7	1	-	1	1	4	6	-	21	1	5	2	18	6	-
BT	29 100%	1 100%	7 100%	1 100%	- -%	1 100%	1 100%	4 100%	6 100%	- -%	21 100%	1 100%	5 100%	2 100%	18 100%	6 100%	- -%
Vodafone (inc. Cable & Wireless)	12 41%	- -%	4 57%	- -%	- -%	1 100%	- -%	2 50%	3 50%	- -%	10 48%	- -%	1 20%	1 50%	8 44%	3 50%	- -%
AT&T	8 28%	- -%	3 43%	- -%	- -%	- -%	- -%	1 25%	2 33%	- -%	6 29%	- -%	1 20%	1 50%	4 22%	3 50%	- -%
Virgin Media (incl. NTL:Telewest)	6 21%	- -%	- -%	- -%	- -%	- -%	1 100%	1 25%	3 50%	- -%	5 24%	- -%	- -%	1 50%	5 28%	1 17%	- -%
Colt Communications	4 14%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%	1 17%	- -%	2 10%	1 100%	1 20%	- -%	3 17%	- -%	- -%
Daisy Communications	3 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	1 5%	- -%	2 40%	- -%	1 6%	1 17%	- -%
Opal Communications	3 10%	- -%	- -%	- -%	- -%	- -%	- -%	1 25%	- -%	- -%	1 5%	- -%	2 40%	- -%	1 6%	1 17%	- -%
Unicom	3 10%	- -%	- -%	- -%	- -%	1 100%	- -%	1 25%	1 17%	- -%	3 14%	- -%	- -%	- -%	2 11%	1 17%	- -%
Spitfire	3 10%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	1 17%	- -%	2 10%	- -%	- -%	1 50%	1 6%	1 17%	- -%
KCOM (incl. Kingston Communications & Affiniti)	2 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 20%	1 50%	2 11%	- -%	- -%
XLN	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 17%	- -%	1 5%	- -%	- -%	- -%	- -%	1 17%	- -%
Global Crossing	1 3%	- -%	1 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 6%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

PERSONAL PROFILE																	
	Total	Location												Involvement			
		North East England (a)	North West England (b)	Yorkshire and the Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East England (h)	South West England (i)	Net - England (j)	Wales (k)	Scotland (l)	Northern Ireland (m)	All sites (a)	Some sites (b)	Just the site operating from (c)
Total	29	1	7	1	-	1	1	4	6	-	21	1	5	2	18	6	-
MCI	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 7%	1 100%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	- -%	- -%	- -%	- -%	1 17%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

	PERSONAL PROFILE															
	Fixed line services												Mostly used fixed line			
	Total	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ISDN2e (a)	ISDN30 (b)	IP (c)
Total	29	8	7	-	-	3	17	8	7	12	20	9	29	4	1	24
BT	29	8	7	-	-	3	17	8	7	12	20	9	29	4	1	24
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Vodafone (inc. Cable & Wireless)	12	3	2	-	-	2	9	3	2	3	5	7	12	1	-	11
	41%	38%	29%	-%	-%	67%	53%	38%	29%	25%	25%	78%	41%	25%	-%	46%
AT&T	8	1	3	-	-	-	4	1	3	4	7	1	8	1	-	7
	28%	13%	43%	-%	-%	-%	24%	13%	43%	33%	35%	11%	28%	25%	-%	29%
Virgin Media (incl. NTL:Telewest)	6	2	1	-	-	1	4	2	1	2	5	1	6	1	-	5
	21%	25%	14%	-%	-%	33%	24%	25%	14%	17%	25%	11%	21%	25%	-%	21%
Colt Communications	4	1	2	-	-	1	2	1	2	2	1	3	4	-	-	4
	14%	13%	29%	-%	-%	33%	12%	13%	29%	17%	5%	33%	14%	-%	-%	17%
Daisy Communications	3	-	1	-	-	-	2	-	1	1	3	-	3	-	-	3
	10%	-%	14%	-%	-%	-%	12%	-%	14%	8%	15%	-%	10%	-%	-%	13%
Opal Communications	3	1	-	-	-	-	2	1	-	1	3	-	3	1	-	2
	10%	13%	-%	-%	-%	-%	12%	13%	-%	8%	15%	-%	10%	25%	-%	8%
Unicom	3	1	-	-	-	-	2	1	-	1	2	1	3	1	-	2
	10%	13%	-%	-%	-%	-%	12%	13%	-%	8%	10%	11%	10%	25%	-%	8%
Spitfire	3	2	-	-	-	-	1	2	-	2	3	-	3	1	-	2
	10%	25%	-%	-%	-%	-%	6%	25%	-%	17%	15%	-%	10%	25%	-%	8%
KCOM (incl. Kingston Communications & Affiniti)	2	1	-	-	-	-	1	1	-	1	2	-	2	1	-	1
	7%	13%	-%	-%	-%	-%	6%	13%	-%	8%	10%	-%	7%	25%	-%	4%
XLN	1	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1
	3%	-%	-%	-%	-%	-%	6%	-%	-%	-%	5%	-%	3%	-%	-%	4%
Global Crossing	1	1	1	-	-	1	-	1	1	1	-	1	1	-	1	-
	3%	13%	14%	-%	-%	33%	-%	13%	14%	8%	-%	11%	3%	-%	100%	-%
MCI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 129 (continuation)
<D7> Which supplier(s) do you use for IP-based services?
by
Base: All that use BT plus another supplier for IP-based services?

PERSONAL PROFILE																
Total	Fixed line services													Mostly used fixed line		
	ISDN 2/2e (a)	ISDN30 (b)	ISDN 2/2e Only (c)	ISDN 30 Only (d)	Both ISDN (e)	IP Only (f)	Only ISDN 2/2e & IP (g)	ISDN 30 & IP (h)	ISDN & IP (i)	IP Sw itched ISDN (j)	IP Not Sw itched ISDN (k)	Any IP (l)	ISDN2/ ISDN2e (a)	ISDN30 (b)	IP (c)	
Total	29	8	7	-	-	3	17	8	7	12	20	9	29	4	1	24
Other	2 7%	1 13%	- %	- %	- %	- %	1 6%	1 13%	- %	1 8%	2 10%	- %	2 7%	- %	- %	2 8%
Don't know	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

	Total	ISDN LINES														
		ISDN services Used								ISDN2/2e Channels						
		Inco ming/ out going calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarm (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	2 (a)	4 (b)	6 (c)	8 10 (d)	18 (e)	20-28 (f)	30+ (g)
Total	29	5	5	4	3	4	5	4	2	-	1	-	2	1	-	1
BT	29 100%	5 100%	5 100%	4 100%	3 100%	4 100%	5 100%	4 100%	2 100%	- -%	1 100%	- -%	2 100%	1 100%	- -%	1 100%
Vodafone (inc. Cable & Wireless)	12 41%	1 20%	1 20%	1 25%	1 33%	1 25%	1 20%	1 25%	1 50%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%
AT&T	8 28%	1 20%	1 20%	1 25%	- -%	1 25%	1 20%	1 25%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	- -%
Virgin Media (incl. NTL:Telewest)	6 21%	1 20%	1 20%	1 25%	1 33%	1 25%	1 20%	1 25%	1 50%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%
Colt Communications	4 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Daisy Communications	3 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Opal Communications	3 10%	1 20%	1 20%	- -%	1 33%	1 25%	1 20%	1 25%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	- -%
Unicom	3 10%	1 20%	1 20%	1 25%	1 33%	1 25%	1 20%	1 25%	1 50%	- -%	- -%	- -%	- -%	1 100%	- -%	- -%
Spitfire	3 10%	1 20%	1 20%	1 25%	- -%	- -%	1 20%	- -%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%	- -%
KCOM (incl. Kingston Communications & Affiniti)	2 7%	1 20%	1 20%	- -%	1 33%	1 25%	1 20%	1 25%	- -%	- -%	- -%	- -%	1 50%	- -%	- -%	- -%
XLN	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Global Crossing	1 3%	1 20%	1 20%	1 25%	1 33%	1 25%	1 20%	1 25%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

ISDN LINES																
Total	ISDN services Used									ISDN2/2e Channels						
	Incoming/outgoing calls (a)	Internal Calls (b)	Internet (c)	Fax (d)	Security/Alarm (e)	Data (f)	Card payments (g)	paconferencing (h)		2 (a)	4 (b)	6 (c)	8 (d)	10-18 (e)	20-28 (f)	30+ (g)
Total	29	5	5	4	3	4	5	4	2	-	1	-	2	1	-	1
MCI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

ISDN LINES																						
Total	ISDN 30 channels									Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 channels (f)	600 -1470 channels (g)	1500 or more channels (h)		Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	29	-	-	-	-	-	-	1		4	1	4	-	2	3	-	1	-	-	1	3	1
BT	29	-	-	-	-	-	-	1		4	1	4	-	2	3	-	1	-	-	1	3	1
	100%	-%	-%	-%	-%	-%	-%	100%		100%	100%	100%	-%	100%	100%	-%	100%	-%	-%	100%	100%	100%
Vodafone (inc. Cable & Wireless)	12	-	-	-	-	-	-	-		1	-	1	-	1	-	-	-	-	-	-	1	-
	41%	-%	-%	-%	-%	-%	-%	-%		25%	-%	25%	-%	50%	-%	-%	-%	-%	-%	-%	33%	-%
AT&T	8	-	-	-	-	-	-	-		1	-	1	-	1	-	-	-	-	-	1	-	-
	28%	-%	-%	-%	-%	-%	-%	-%		25%	-%	25%	-%	50%	-%	-%	-%	-%	-%	100%	-%	-%
Virgin Media (incl. NTL:Telewest)	6	-	-	-	-	-	-	-		1	-	1	-	1	-	-	-	-	-	-	1	-
	21%	-%	-%	-%	-%	-%	-%	-%		25%	-%	25%	-%	50%	-%	-%	-%	-%	-%	-%	33%	-%
Colt Communications	4	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Daisy Communications	3	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-
	10%	-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Opal Communications	3	-	-	-	-	-	-	-		1	-	1	-	-	1	-	-	-	-	-	1	-
	10%	-%	-%	-%	-%	-%	-%	-%		25%	-%	25%	-%	-%	33%	-%	-%	-%	-%	-%	33%	-%
Unicom	3	-	-	-	-	-	-	-		1	-	1	-	1	-	-	-	-	-	-	1	-
	10%	-%	-%	-%	-%	-%	-%	-%		25%	-%	25%	-%	50%	-%	-%	-%	-%	-%	-%	33%	-%
Spitfire	3	-	-	-	-	-	-	-		-	1	-	-	-	1	-	-	-	-	-	1	-
	10%	-%	-%	-%	-%	-%	-%	-%		-%	100%	-%	-%	-%	33%	-%	-%	-%	-%	-%	33%	-%
KCOM (incl. Kingston Communications & Affiniti)	2	-	-	-	-	-	-	-		1	-	1	-	-	1	-	-	-	-	-	1	-
	7%	-%	-%	-%	-%	-%	-%	-%		25%	-%	25%	-%	-%	33%	-%	-%	-%	-%	-%	33%	-%
XLN	1	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Crossing	1	-	-	-	-	-	-	1		1	-	1	-	-	1	-	1	-	-	-	-	1
	3%	-%	-%	-%	-%	-%	-%	100%		25%	-%	25%	-%	-%	33%	-%	100%	-%	-%	-%	-%	100%
MCI	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

ISDN LINES																					
Total	ISDN 30 channels								Switch Installed		Switch IP Enabled		ISDN2/2e Service Status			ISDN30 Service Status			Purchased as		
	30 (a)	60 (b)	90-120 (c)	150-270 ch annels (d)	300-420 ch annels (e)	450-570 chan nels(f)	600 -1470 channe ls(g)	1500 or more chan nels(h)	Yes (a)	No (b)	Yes (a)	No (b)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Primary Service (a)	Supple mentary service (b)	A ba ck-up (c)	Stan dalone (a)	In -house package (b)	Hosted so lution (c)
Total	29	-	-	-	-	-	-	1	4	1	4	-	2	3	-	1	-	-	1	3	1
Other	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

	ISDN LINES										
	Ever Switched				Considering switch		Considering switch				
	Total	In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	29	2	2	1	2	2	1	1	2	2	-
BT	29 100%	2 100%	2 100%	1 100%	2 100%	2 100%	1 100%	1 100%	2 100%	2 100%	- -%
Vodafone (inc. Cable & Wireless)	12 41%	- -%	1 50%	- -%	1 50%	- -%	- -%	1 100%	1 50%	- -%	- -%
AT&T	8 28%	- -%	1 50%	- -%	- -%	1 50%	- -%	- -%	- -%	1 50%	- -%
Virgin Media (incl. NTL:Telewest)	6 21%	- -%	1 50%	- -%	1 50%	- -%	- -%	1 100%	1 50%	- -%	- -%
Colt Communications	4 14%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Daisy Communications	3 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Opal Communications	3 10%	1 50%	- -%	- -%	1 50%	- -%	1 100%	- -%	1 50%	- -%	- -%
Unicom	3 10%	- -%	1 50%	- -%	1 50%	- -%	- -%	1 100%	1 50%	- -%	- -%
Spitfire	3 10%	1 50%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
KCOM (incl. Kingston Communications & Affiniti)	2 7%	1 50%	- -%	- -%	1 50%	- -%	1 100%	- -%	1 50%	- -%	- -%
XLN	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

ISDN LINES											
	Total	Ever Switched			Considering switch		Considering switch				
		In last 2 years (a)	Longer ago (b)	Never (c)	Yes (a)	No (b)	Definitely switch (a)	More likely to switch (b)	Net-likely to switch (c)	Consider but unlikely to affect decision (d)	No impact (e)
Total	29	2	2	1	2	2	1	1	2	2	-
Global Crossing	1 3%	- -%	- -%	1 100%	- -%	1 50%	- -%	- -%	- -%	1 50%	- -%
MCI	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

IP Based Services																					
Total	Aware of IP Based		Plan to move to IP		Trialing IP						IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)	
Total	29	-	-	-	-	-	-	-	-	19	23	10	25	22	21	11	16	19	13	17	
BT	29	-	-	-	-	-	-	-	-	19	23	10	25	22	21	11	16	19	13	17	
	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Vodafone (inc. Cable & Wireless)	12	-	-	-	-	-	-	-	-	7	8	3	10	8	10	5	5	9	5	11	
	41%	-%	-%	-%	-%	-%	-%	-%	-%	37%	35%	30%	40%	36%	48%	45%	31%	47%	38%	65%	
AT&T	8	-	-	-	-	-	-	-	-	5	7	3	7	8	6	2	6	5	5	3	
	28%	-%	-%	-%	-%	-%	-%	-%	-%	26%	30%	30%	28%	36%	29%	18%	38%	26%	38%	18%	
Virgin Media (incl. NTL:Telewest)	6	-	-	-	-	-	-	-	-	6	4	2	6	5	3	2	4	5	5	3	
	21%	-%	-%	-%	-%	-%	-%	-%	-%	32%	17%	20%	24%	23%	14%	18%	25%	26%	38%	18%	
Colt Communications	4	-	-	-	-	-	-	-	-	3	2	1	4	3	3	3	2	1	1	3	
	14%	-%	-%	-%	-%	-%	-%	-%	-%	16%	9%	10%	16%	14%	14%	27%	13%	5%	8%	18%	
Daisy Communications	3	-	-	-	-	-	-	-	-	3	3	2	2	3	1	1	2	2	2	1	
	10%	-%	-%	-%	-%	-%	-%	-%	-%	16%	13%	20%	8%	14%	5%	9%	13%	11%	15%	6%	
Opal Communications	3	-	-	-	-	-	-	-	-	3	3	1	2	1	1	1	2	-	1	1	
	10%	-%	-%	-%	-%	-%	-%	-%	-%	16%	13%	10%	8%	5%	5%	9%	13%	-%	8%	6%	
Unicom	3	-	-	-	-	-	-	-	-	1	2	1	3	2	3	2	2	2	1	3	
	10%	-%	-%	-%	-%	-%	-%	-%	-%	5%	9%	10%	12%	9%	14%	18%	13%	11%	8%	18%	
Spitfire	3	-	-	-	-	-	-	-	-	2	2	2	2	3	2	1	2	2	2	2	
	10%	-%	-%	-%	-%	-%	-%	-%	-%	11%	9%	20%	8%	14%	10%	9%	13%	11%	15%	12%	
KCOM (incl. Kingston Communications & Affiniti)	2	-	-	-	-	-	-	-	-	2	2	1	2	1	1	1	2	1	1	1	
	7%	-%	-%	-%	-%	-%	-%	-%	-%	11%	9%	10%	8%	5%	5%	9%	13%	5%	8%	6%	
XLN	1	-	-	-	-	-	-	-	-	1	1	1	1	1	1	-	1	1	1	-	
	3%	-%	-%	-%	-%	-%	-%	-%	-%	5%	4%	10%	4%	5%	5%	-%	6%	5%	8%	-%	
Global Crossing	1	-	-	-	-	-	-	-	-	-	1	-	1	1	1	-	1	1	-	1	
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	4%	5%	5%	-%	6%	5%	-%	6%	

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

IP Based Services																				
Total	Aware of IP Based		Plan to move to IP		Trialing IP					IP Services used			IP Services Used							
	Yes (a)	No (b)	Yes (a)	No (b)	Curr ently (a)	Pla nning to (b)	Have trialed (c)	plan to im plement (d)	Not tr ialed (e)	SIP tr unking (a)	Hosted VOIP (b)	IP Ce ntrex (c)	Inco ming/ Out going Calls (a)	Int ernal Calls (b)	Int ernet (c)	Fax (d)	Secu rity/ Alarms (e)	Data (f)	Card pa yments (g)	Video confe rencing (h)
Total	29	-	-	-	-	-	-	-	-	19	23	10	25	22	21	11	16	19	13	17
MCI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	-	-	-	-	-	-	-	1	1	-	2	1	2	1	1	2	1	1
	7%	-%	-%	-%	-%	-%	-%	-%	-%	5%	4%	-%	8%	5%	10%	9%	6%	11%	8%	6%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

	IP Based Services																						
	Total	Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP					ISDN2/2e Usage			ISDN30 Usage			
		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)		
Total	29	22	5	19	8	2	23	6	22	3	3	3	4	18	3	1	1	-	3	1	1		
BT	29 100%	22 100%	5 100%	19 100%	8 100%	2 100%	23 100%	6 100%	22 100%	3 100%	3 100%	3 100%	4 100%	18 100%	3 100%	1 100%	1 100%	- -%	3 100%	1 100%	1 100%		
Vodafone (inc. Cable & Wireless)	12 41%	11 50%	1 20%	6 32%	5 63%	1 50%	10 43%	2 33%	10 45%	1 33%	1 33%	1 33%	1 25%	9 50%	1 33%	1 100%	- -%	- -%	1 33%	- -%	- -%		
AT&T	8 28%	5 23%	2 40%	6 32%	2 25%	- -%	6 26%	2 33%	7 32%	- -%	1 33%	1 33%	3 75%	2 11%	2 67%	- -%	- -%	- -%	2 67%	- -%	1 100%		
Virgin Media (incl. NTL:Telewest)	6 21%	5 23%	- -%	4 21%	2 25%	- -%	6 26%	- -%	5 23%	1 33%	- -%	- -%	1 25%	5 28%	- -%	1 100%	- -%	- -%	1 33%	- -%	- -%		
Colt Communications	4 14%	3 14%	1 20%	2 11%	1 13%	1 50%	2 9%	2 33%	2 9%	1 33%	1 33%	- -%	- -%	4 22%	- -%	- -%	- -%	- -%	- -%	1 100%	- -%		
Daisy Communications	3 10%	1 5%	1 20%	1 5%	2 25%	- -%	2 9%	1 17%	2 9%	- -%	1 33%	1 33%	1 25%	1 6%	- -%	- -%	- -%	- -%	1 33%	- -%	- -%		
Opal Communications	3 10%	2 9%	- -%	1 5%	2 25%	- -%	2 9%	1 17%	2 9%	- -%	1 33%	1 33%	- -%	2 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Unicom	3 10%	3 14%	- -%	1 5%	2 25%	- -%	1 4%	2 33%	1 5%	1 33%	1 33%	- -%	1 25%	2 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Spitfire	3 10%	2 9%	1 20%	3 16%	- -%	- -%	2 9%	1 17%	2 9%	- -%	- -%	- -%	- -%	2 11%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%		
KCOM (incl. Kingston Communications & Affiniti)	2 7%	2 9%	- -%	2 11%	- -%	- -%	2 9%	- -%	2 9%	- -%	- -%	- -%	- -%	2 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
XLN	1 3%	1 5%	- -%	1 5%	- -%	- -%	1 4%	- -%	1 5%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Global Crossing	1 3%	1 5%	- -%	1 5%	- -%	- -%	1 4%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	1 33%	- -%	- -%	- -%	- -%	- -%	- -%		

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

		IP Based Services																			
		Switch Installed		Service Status			IP required investment		IP saved money			Use of Analogue Telephone lines after IP				ISDN2/2e Usage			ISDN30 Usage		
Total		Yes (a)	No (b)	Primary Service (a)	Supplementary service (b)	A back-up (c)	Yes (a)	No (b)	Yes (a)	No (b)	Only ever IP based (c)	Never had (a)	Didn't have but added lines (b)	Had and kept some (c)	Had but removed all (d)	Supplementary service (a)	A back-up (b)	Not at all (c)	Supplementary service (a)	A back-up (b)	Not at all (c)
Total	29	22	5	19	8	2	23	6	22	3	3	3	4	18	3	1	1	-	3	1	1
MCI	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 7%	1 5%	1 20%	2 11%	- -%	- -%	2 9%	- -%	2 9%	- -%	- -%	1 33%	- -%	1 6%	- -%	- -%	1 100%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Table 129 (continuation)

<D7> Which supplier(s) do you use for IP-based services?

by

Base: All that use BT plus another supplier for IP-based services?

	Total	IP Based Services					
		COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30	
		Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)
Total	29	13	16	4	1	-	1
BT	29	13	16	4	1	-	1
	100%	100%	100%	100%	100%	-%	100%
Vodafone (inc. Cable & Wireless)	12	6	6	1	-	-	-
	41%	46%	38%	25%	-%	-%	-%
AT&T	8	4	4	1	-	-	-
	28%	31%	25%	25%	-%	-%	-%
Virgin Media (incl. NTL:Telewest)	6	3	3	1	-	-	-
	21%	23%	19%	25%	-%	-%	-%
Colt Communications	4	1	3	-	-	-	-
	14%	8%	19%	-%	-%	-%	-%
Daisy Communications	3	3	-	-	-	-	-
	10%	23%	-%	-%	-%	-%	-%
Opal Communications	3	1	2	1	-	-	-
	10%	8%	13%	25%	-%	-%	-%
Unicom	3	2	1	1	-	-	-
	10%	15%	6%	25%	-%	-%	-%
Spitfire	3	1	2	1	-	-	-
	10%	8%	13%	25%	-%	-%	-%
KCOM (incl. Kingston Communications & Affiniti)	2	-	2	1	-	-	-
	7%	-%	13%	25%	-%	-%	-%
XLN	1	1	-	-	-	-	-
	3%	8%	-%	-%	-%	-%	-%
Global Crossing	1	-	1	-	1	-	1
	3%	-%	6%	-%	100%	-%	100%
MCI	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Lake Market Research

Table 129 (continuation)
<D7> Which supplier(s) do you use for IP-based services?
by

Base: All that use BT plus another supplier for IP-based services?

IP Based Services							
Total	COMMS SPEND		CONTINUE TO USE ISDN2/2e		CONTINUE TO USE ISDN30		
	Less than £24k (a)	£100k+ (b)	Under 2 years (a)	2+ years (b)	Under 2 years (a)	2+ years (b)	
Total	29	13	16	4	1	-	1
Other	2	2	-	-	-	-	-
	7%	15%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

95 percent as lower case or *, 99 percent as UPPER CASE or **

Narrowband Review 2016 – Business users of ISDN and IP alternatives (September – October 2015)

Table 1	Page 1	<S3a> Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services at some or all of the sites that your business has? by Base: All respondents
Table 2	Page 11	<S4> Which of the following best describes your exact job title? by Base: All respondents
Table 3	Page 22	<S5> Which of these best describes the sector your business operates in? by Base: All respondents
Table 4	Page 32	<S6a> Including yourself, how many people does your organisation currently employ in the UK either full or part time? by Base: All respondents
Table 5	Page 42	<S6b>Thinking about your company's current telecoms provisions, which of the following types of business communication service does your company have? by Base: All respondents
Table 6	Page 62	<S6c> Have you used the following business communication services in the last 3 years? by Base: All respondents
Table 7	Page 82	<S6c> Have you used the following business communication services in the last 3 years? by Base: All with ISDN
Table 8	Page 102	<S7> How long has your organisation been trading? by Base: All respondents
Table 9	Page 112	<S8> How many sites or offices does your organisation operate from in the UK? by Base: All respondents
Table 10	Page 122	<S8> Does your involvement with purchasing decisions regarding your organisation's telecoms and other communications services extend to all sites, some sites or just the site you operate out of? by Base: All with more than one site
Table 11	Page 132	<S9> In which of these regions are you personally based for work? by Base: All respondents
Table 12	Page 146	<S10> To the best of your knowledge what would you say is the annual UK turnover for your company? by Base: All respondents
Table 13	Page 170	<S11> Approximately how much does your organisation spend annually on business communications services within the UK across all sites? by Base: All respondents
Table 14	Page 190	<S13> You have said that you use {ServiceUsed}. Which of these services would you say your business mostly uses? by Base: All with one combination of ISDN2/2e / ISDN30 or IP

Table 15	Page 200	<A1a> How many ISDN2/2e channels are in use across your organisation in the UK? by Base: All with ISDN2/ISDN2e
Table 16	Page 220	<A1b> How many ISDN30 channels are in use across your organisation in the UK? by Base: All with ISDN30
Table 17	Page 240	<A2a> Can you specify whether you use ISDN2/ISDN2e for the following business uses? by Base: All with ISDN2/ISDN2e
Table 18	Page 260	<A2b> Can you specify whether you use ISDN30 for the following business uses? by Base: All with ISDN30
Table 19	Page 280	<A2a/b> Summary Table – Can you specify whether you use ISDN for the following business uses? by Base: All with ISDN
Table 20	Page 292	<A3a> You have said that you use ISDN2/ISDN2e for the following purposes.....Please select the most important function for which your company uses ISDN2/ISDN2e? by Base: All with ISDN2/ISDN2e
Table 21	Page 302	<A3b> You have said that you use ISDN2/ISDN2e for the following.....Please select the 2nd most important function for which your company uses ISDN2/ISDN2e? by Base: All with ISDN2/ISDN2e
Table 22	Page 312	<A3c> You have said that you use ISDN2/ISDN2e for the following.....Please select the 3rd most important function for which your company uses ISDN2/ISDN2e? by Base: All with ISDN2/ISDN2e
Table 23	Page 322	<A3a,b,c> Summary Table – You have said that you use ISDN2/ISDN2e for the following purposes. by Base: All with ISDN2/ISDN2e
Table 24	Page 332	<A3d> You have said that you use ISDN30 for the following purposes.....Please select the most important function for which your company uses You have said that you use ISDN30 for the following purposes by Base: All with ISDN30
Table 25	Page 342	<A3e>You have said that you use ISDN30 for the following purposes.....Please select the 2nd most important function for which your company uses ISDN30 by Base: All with ISDN30
Table 26	Page 352	<A3f>You have said that you use ISDN30 for the following purposes.....Please select the 3rd most important function for which your company uses ISDN30 by Base: All with ISDN30
Table 27	Page 362	<A3d,e,f> Summary Table – You have said that you use ISDN30 for the following purposes by Base: All with ISDN30
Table 28	Page 372	<A4> Does your company have a switch i.e. PBX or PABX? by Base: All with ISDN

Table 29	Page 382	<A5> Approximately, how often do you replace your switch(es)? ... by Base: All with a company switch
Table 30	Page 393	<A6> Are you planning to replace your switch(es) in the next twelve months? by Base: All with a company switch
Table 31	Page 403	<A7> Is your switch IP-enabled (i.e. can it be connected to IP based telephone services instead of {MAIN SERVICE})? by Base: All with a company switch
Table 32	Page 413	<A8> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs? by Base: All with a company switch
Table 33	Page 423	<A9> Which supplier(s) do you use for {MAIN SERVICE}? by Base: All with ISDN
Table 34	Page 443	<A10a> Approximately how much does your organisation spend annually, across all UK sites, on ISDN 2/2e services? by Base: All with ISDN2/ISDN2e
Table 35	Page 464	<A10b> Approximately how much does your organisation spend annually, across all UK sites, on ISDN30 services? by Base: All with ISDN30
Table 36	Page 485	<A11> Approximately how long have you been using your main {MAIN SERVICE} services? by Base: All with ISDN
Table 37	Page 505	<A12a> Do you consider ISDN 2/2e to be? by Base: All with ISDN2/ISDN2e
Table 38	Page 515	<A12b> Do you consider ISDN30 to be? by Base: All with ISDN30
Table 39	Page 525	<B1> Do you purchase {MAIN SERVICE} as by Base: All with ISDN
Table 40	Page 535	<B2>What other services are provided as well as {MAIN SERVICE}? by Base: All not purchasing as a standalone service
Table 41	Page 545	<B3a> Overall, what do you regard as the main functional value(s) of ISDN 2/2e for your organisation? by Base: All with ISDN2/ISDN2e
Table 42	Page 556	<B3b> What is the most important functional value of ISDN 2/2e? by Base: All with ISDN2/ISDN2e

Table 43	Page 567	<B3c> Overall, what do you regard as the main functional value(s) of ISDN 30 for your organisation? by Base: All with ISDN30
Table 44	Page 578	<B3d> What is the most important functional value of ISDN 30? by Base: All with ISDN30
Table 45	Page 589	<B4> Have you ever switched your {MAIN SERVICE} supplier? by Base: All with ISDN
Table 46	Page 599	<B5> What prompted you to switch or consider switching your {MAIN SERVICE} supplier? by Base: All that switched supplier
Table 47	Page 609	<B6> Are you currently considering switching away from {MAIN SERVICE} services? by Base: All with ISDN
Table 48	Page 619	<B7> Why would you not consider switching from {MAIN SERVICE}? by Base: All not considering switching
Table 49	Page 639	<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 1st by Base: All not considering switching
Table 50	Page 659	<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 2nd by Base: All not considering switching
Table 51	Page 679	<B7> Why would you not consider switching from {MAIN SERVICE}? RANKED 3rd by Base: All not considering switching
Table 52	Page 699	<B7> Why would you not consider switching from {MAIN SERVICE}? by Base: All not considering switching
Table 53	Page 709	<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? by Base: All considering switching
Table 54	Page 729	<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 1st by Base: All considering switching
Table 55	Page 749	<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 2nd by Base: All considering switching
Table 56	Page 769	<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? RANKED 3rd by Base: All considering switching

Table 57	Page 789	<B8> What do you perceive are the benefits of switching away from {MAIN SERVICE}? by Base: All considering switching
Table 58	Page 799	<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? by Base: All considering switching
Table 59	Page 809	<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 1st by Base: All considering switching
Table 60	Page 819	<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 2nd by Base: All considering switching
Table 61	Page 829	<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? RANKED 3rd by Base: All considering switching
Table 62	Page 839	<B9> Do you have any hang-ups/concerns about moving away from {MAIN SERVICE}? by Base: All considering switching
Table 63	Page 849	<B10> If the price of {MAIN SERVICE} increased by 10% across all suppliers, to what extent would this influence your decision to stay or switch away from {MAIN SERVICE}? by Base: All with ISDN
Table 64	Page 859	<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}? by Base: All that would definitely not switch away
Table 65	Page 883	<B10b> By what percentage would the price you pay for {MAIN SERVICE} have to increase (assuming the prices of other communication services do not increase) for you to definitely switch away from {MAIN SERVICE}? by Base: All respondents
Table 66	Page 907	<B11> How sure are you that you would make this decision in a real situation? by Base: All with ISDN
Table 67	Page 917	<B12a> How long do you envisage continuing to use ISDN 2/2e services for? by Base: All with ISDN2/ISDN2e
Table 68	Page 927	<B12b> How long do you envisage continuing to use ISDN 30 services for? by Base: All with ISDN30
Table 69	Page 937	<B13a> What are you planning to use when you stop using your ISDN2/2e? by Base: All with ISDN2/ISDN2e

Table 70	Page 957	<B13b> What are you planning to use when you stop using your ISDN30? by Base: All with ISDN30
Table 71	Page 977	<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? by Base: All with ISDN2/ISDN2e
Table 72	Page 987	<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 1st by Base: All with ISDN2/ISDN2e
Table 73	Page 997	<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 2nd by Base: All with ISDN2/ISDN2e
Table 74	Page 1007	<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? RANKED 3rd by Base: All with ISDN2/ISDN2e
Table 75	Page 1017	<B14a> If you had to replace ISDN2/2e, which services do you think would be the best replacement? by Base: All with ISDN2/ISDN2e
Table 76	Page 1027	<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? by Base: All with ISDN30
Table 77	Page 1037	<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 1st by Base: All with ISDN30
Table 78	Page 1047	<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 2nd by Base: All with ISDN30
Table 79	Page 1057	<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? RANKED 3rd by Base: All with ISDN30
Table 80	Page 1067	<B14b> If you had to replace ISDN30, which services do you think would be the best replacement? by Base: All with ISDN30
Table 81	Page 1077	<C1> Have you heard of IP-based alternatives to {MAIN SERVICE} (e.g. SIP trunking?). IP-based solutions are services based on internet protocol technology that can be used as a replacement for {MAIN SERVICE} services. by Base: All ISDN users that are not using IP-based alternatives
Table 82	Page 1087	<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years? by Base: All aware of IP-based alternatives
Table 83	Page 1097	<C2> Can you confirm whether you have any plans to move from {MAIN SERVICE} to IP services in the next 12 months to 2 years? by Base: All respondents

Table 84	Page 1107	<C3> Has your company ever had experience trialling IP services? by Base: All aware of IP-based alternatives
Table 85	Page 1117	<C4> Are you planning to implement these services permanently at the end of your trial? by Base: All Trialled/Planning to trial
Table 86	Page 1127	<C5a> Do you have any / What were your concerns about moving to IP technologies? by Base: All respondents
Table 87	Page 1147	<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 1st by Base: All respondents
Table 88	Page 1167	<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 2nd by Base: All respondents
Table 89	Page 1187	<C5a> Do you have any / What were your concerns about moving to IP technologies? RANKED 3rd by Base: All respondents
Table 90	Page 1207	<C5a> Do you have any / What were your concerns about moving to IP technologies? by Base: All respondents
Table 91	Page 1217	<C5a> Do you have any / What were your concerns about moving to IP technologies? by Has your company ever had experience trialling IP services? Base: All respondents
Table 92	Page 1218	<D1> What type of IP services do you use? by Base: All that use IP
Table 93	Page 1228	<D2> Can you specify whether you use IP-based services for the following business uses? by Base: All that use IP
Table 94	Page 1240	<D3a> You have said that you use IP-based services for the following purposes. Please select your most important function for which your company uses IP-based services. by Base: All that use IP
Table 95	Page 1250	<D3b> You have said that you use IP-based services for the following purposes. Please select your 2nd most important function for which your company uses IP-based services. by Base: All that use IP
Table 96	Page 1260	<D3c> You have said that you use IP-based services for the following purposes. Please select your 3rd most important function for which your company uses IP-based services. by Base: All that use IP

Table 97	Page 1270	<D3a,b,c> Summary Table – You have said that you use IP-based services for the following purposes. by Base: All that use IP
Table 98	Page 1280	<D4> Does your company have a switch i.e. PBX or PABX? by Base: All who have IP
Table 99	Page 1290	<D5> Have any of the following previously acted as a trigger for moving to IP-based services for your organisation? by Base: All that use IP
Table 100	Page 1300	<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs? by Base: All that have a IP switch
Table 101	Page 1310	<D6> What functionality will the switch(es) in your organisation need to incorporate over the next 12 months to meet your company's business communication needs? by Base: All that have a switch
Table 102	Page 1320	<D7> Which supplier(s) do you use for IP-based services? by Base: All that use IP
Table 103	Page 1340	<D8> Approximately how much does your organisation spend annually, across all UK sites, on IP-based services? by Base: All that use IP
Table 104	Page 1360	<D9> Approximately how long have you been using IP-based services? by Base: All that use IP
Table 105	Page 1380	<D10> Do you consider IP to be.... by Base: All that use IP
Table 106	Page 1390	<E1a> What were your reasons(s) for choosing to implement IP services? by Base: All that use IP
Table 107	Page 1410	<E1b> What was your most important reason for choosing to implement IP services by Base: All that use IP
Table 108	Page 1430	<E2> Did the move to IP require investment in new equipment? by Base: All that use IP
Table 109	Page 1440	<E3> Approximately, how much did it cost to move to IP services? by Base: All IP moved required investment
Table 110	Page 1460	<E4> Has the move to IP saved you money on your regular bills?... by Base: All that use IP

Table 111	Page 1470	<E5a> Approximately, how much did you save by moving to IP services? by Base: All that use IP and have saved money on bills
Table 112	Page 1490	<E5b> Which one of the following best describes your use of analogue telephone lines (fixed telephone lines that are not ISDN lines) after you moved to IP services? by Base: All that use IP
Table 113	Page 1500	<E6a> To what extent is your organisation still using any ISDN2/2e services? by Base: All that use IP and ISDN but is not their main service
Table 114	Page 1510	<E6b>To what extent is your organisation still using any ISDN30 services? by Base: All that use IP and ISDN but is not their main service
Table 115	Page 1520	<E7a> What does your organisation still use your ISDN2/2e service for?... by Base: All that use IP and ISDN2/2e but is not their main service
Table 116	Page 1530	<E7a> What does your organisation still use your ISDN30 service for?... by Base: All that use IP and ISDN30 but is not their main service
Table 117	Page 1540	<E7b> And what is the main reason you still use your ISDN2/2e service? by Base: All that use IP and ISDN2/2e but is not their main service
Table 118	Page 1550	<E7b> And what is the main reason you still use your ISDN30 service? by Base: All that use IP and ISDN30 but is not their main service
Table 119	Page 1560	<E8a> Why hasn't your organisation migrated all of your ISDN2/2e usage to IP services? by Base: All that use IP and ISDN2/2e but is not their main service
Table 120	Page 1580	<E8a> Why hasn't your organisation migrated all of your ISDN30 usage to IP services? by Base: All that use IP and ISDN30 but is not their main service
Table 121	Page 1600	<E8b> And what is the main reason you haven't migrated all of your ISDN2/2e usage to IP services? by Base: All that use IP and ISDN2/2e but is not their main service
Table 122	Page 1620	<E8b> And what is the main reason you haven't migrated all of your ISDN30 usage to IP services? by Base: All that use IP and ISDN30 but is not their main service
Table 123	Page 1640	<E9> Overall, what do you regard as the main functional value(s) of IP-based services for your organisation? by Base: All that use IP
Table 124	Page 1660	<E10> Thanks for taking the time to complete this survey. Finally, would you be willing to be re-contacted in the future for this project specifically? by Base: All respondents

Narrowband Review 2016 - Business users of ISDN and IP alternatives (September - October 2015)

Table 125	Page 1670	<B11> How sure are you that you would make this decision in a real situation? by Base: Mostly used ISDN2/ISDN2e
Table 126	Page 1680	<B11> How sure are you that you would make this decision in a real situation? by Base: Mostly used ISDN30
Table 127	Page 1690	<D7> Which supplier(s) do you use for IP-based services? - Single Mention by Base: All that use one supplier for IP-based services?
Table 128	Page 1710	<D7> Which supplier(s) do you use for IP-based services? - Multi Mention by Base: All that have more than one supplier for IP-based services?
Table 129	Page 1730	<D7> Which supplier(s) do you use for IP-based services? by Base: All that use BT plus another supplier for IP-based services?