

Justin Moore  
Ofcom VoIP consultation process

Dear Justin,

My feedback into your consultation process concerns VoIP inter-connectivity with regular telephony equipment.

I am a micro SME in rural Northamptonshire. At the moment my broadband comes from a satellite community broadband service (<http://www.westhaddon.net/>) which is a not-for-profit organisation of which I am a director.

ADSL will be available from our local exchange soon and I will switch. VoIP is one of the attractions of terrestrial broadband (along with video conferencing - I am a consultant, trainer and executive coach).

I've been asking British Telecom to clarify whether a VoIP service can be used as a 'line' on my BT Inspiration PBX system. They don't seem to know.

On a connected subject, I've also asked BT if the analogue filtered line associated with the ADSL service can be used as a 'line' on the Inspiration. I am not getting a straight answer.

See the emails attached as 'evidence'.

My point for your consultation process is that VoIP will not realise its full potential for Small Medium Enterprises (SMEs) if a 'line' cannot be distributed amongst multiple users in the organisation. Looking forward this means the provision of a market for VoIP PBX equipment. Looking to the transition, it means legacy PBX providers (hardware, software and servicing) providing 'upgrades' to VoIP switching. At minimum there should be no barriers to integration (convergence) between data, analogue voice (POTS), digital voice (ISDN) and Internet voice (VoIP/VoB). My concern is that BT will see the risk of its long term revenues for voice calls reducing, and put a series of barriers in the way to full VoIP deployment in the UK. As the regulator, I would hope Ofcom would spot and arrest any such resistance from BT in their 'telecom incumbent' position.

I hope this is helpful to your process. Declaring another hat, I am a volunteer member of the Northamptonshire Partnership (sub-strategic partnership of East Midlands development Agency) ICT/Broadband stakeholder group. The Northamptonshire Partnership Development Manager is Jane Moch ([jane.moch@thenp.org.uk](mailto:jane.moch@thenp.org.uk) / 01604 745784). We have a group meeting early October of representatives covering ICT/B interests in Northants from private, public and voluntary sectors. I'm sure she would be happy if I tabled an item on VoIP to add to your consultation process. May I do this?

Kind regards

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