

Response from: Bob Kissach
Responding on behalf of: Self

I have run a small private maths tuition company using VOIP and whiteboard from the early days of NetMeeting in the mid 90's.

I now use VOIP (PC to PC) in Windows Messenger, MSN Messenger, Yahoo Messenger and Skype. I also am a keen user of SkypeOut for PC to regular phone calls for all international calls, National calls during day and short calls in evening. Only use BT Option 1 for long evening calls.

I would make the following comments:

We have finally (in 2004 with Skype) got to the stage that PC to PC voice with some kind of whiteboard makes one-to-one tuition excellent.

The key point here is that for the first time a desktop microphone and speakers give good quality voice and leave your hands free. You no longer really need a headset.

What's even more exciting are conference calls with shared whiteboard for a small group of students. It makes cost of private tuition so cheap that even relatively poorly off families can easily afford it.

These are my comments from both a business and personal point of view.

1. Overregulation will be deadly. UK must lead not follow. This is the future.
2. 999 on standard line or Mobile is more than adequate.
3. The only reason myself and most of my friends retain our regular BT line at all is Broadband, otherwise we would dump it and just use mobile. You and BT know this. BT in future has to accept its position as a simple provider of the infrastructure (future network) for residential customers. If you let BT in any way degrade VOIP services, the UK will be left for dead by many other countries.
4. I don't really care if BT and rest use VOIP for National, local and International calls from a VOIP phone or regular phone with a black box so long as pricing reflects this. Consumers increasingly are aware that we are heading to rock bottom prices and will aggressively expect them.

Yes, there are still some QOS issues but we use mobiles don't we!

5. If WiFi VOIP takes off, it has got to be good news for consumers as it just might put pressure on mobiles. I would go so far as to say that the final outcome

myself and many of my friends would like is Ultra High Speed Broadband in home and lots of WiFi access points around country. We would have one phone WiFi/Mobile and would expect all calls to be VOIP at rock bottom prices.

Regards Bob Kissach