

Spitfire whitepaper warns of potential VoIP over VDSL disaster

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Spitfire, the multi-award winning Internet telephony service provider and ISP, has issued a whitepaper titled, 'The Truth about VDSL and VoIP'. The whitepaper examines the issues surrounding the use of VDSL circuits for voice over IP services. It concludes that VDSL (Very High Speed Digital Subscriber Line) technology is unsuitable for VoIP because it offers no QoS guarantees.

Although call quality on VDSL circuits may be currently acceptable, there are no guarantees for current service delivery or future performance. The whitepaper points out that with priority over the public internet given to streaming the explosive growth of digital TV services such as Amazon Prime and Netflix, VDSL VoIP users should expect a deteriorating service. Users wanting to upgrade to Ethernet connectivity for VoIP can be faced with deployment lead times of up to a year for Ethernet circuits causing a crisis.

Spitfire only offers customers its own Voice Approved Broadband circuits for VoIP SIP trunks assuring the end-to-end call QoS with guarantees on Latency, Jitter and Delay both upstream and downstream. These guarantees are not available on VDSL broadband services. As one of the few ISPs and fixed line operators to offer a SIP trunk service, Spitfire provides a complete end-to-end SIP service via its own IP and TDM infrastructure.

Graham Lewis, Spitfire's Director IP Engineering and author of the new whitepaper commented, "At Spitfire we discourage the use of VDSL for voice because, whilst anecdotally many people have found it "good enough", it offers no guarantees of voice quality or any route to resolution should voice quality become unacceptable. Our reassurance of an end-to-end service with QoS guarantees has been a key factor in the success of Spitfire SIP trunks for VoIP."

Harry Bowlby, Spitfire's Joint Managing Director commented, "Businesses, who chose a VoIP solution without appropriate QoS guarantees are gambling with their future. Should voice quality issues arise, they may find that an acceptable solution is unavailable or takes an

unacceptable period of time to deliver, leaving them unable to receive a business quality telephone service with a consequent materially adverse effect on their trading ability. VoIP over VDSL is a significant potential risk to UK business.”

Ends.

Suggested picture caption: Harry Bowlby, Joint Managing Director of Spitfire.

Spitfire Technology Group – delivering cost-effective comms solutions

Spitfire Technology Group was established in 1988 and today is one of the largest independent voice and data solution suppliers in the South East region providing carrier network services and Internet connections. The company also supplies voice and data networks, including phone systems produced by a number of leading manufacturers, with a full support and maintenance service.

Spitfire Technology Group can supply a comprehensive service for customers that extends from designing and implementing a telephony and data communications network to providing line rental and call billing, with complete after sales technical support and customer service.

Based in London and with a Midlands office in Redditch, Spitfire Technology Group employs over 100 staff and has an annual turnover in excess of £23 million. The company is dedicated to providing customers with integrated communication solutions that deliver cost savings and real benefits for business productivity and efficiency.

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