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Sent: mercredi 29 septembre 2010 15:57
To: INFISO NETNEUTRALITY; donck@isoc.org; Line Kofoed
Subject: CONTRIBUTION TO THE PUBLIC CONSULTATION ON THE OPEN INTERNET, AND NET NEUTRALITY IN EUROPE: Dutch KPN blocks VOIP from external providers
To whom it may concern.

Budget Phone Company (BPC) provides VOIP services to the Dutch consumer and SOHO market. BPC provides its service "over the top": BPC subscribers are expected to be connected to the internet via anyone of the Dutch internet service providers, and BPC then provides its VOIP on top of the existing internet connection.

Since september 2009, BPC has been receiving complaints from customers subscribing to KPN's internet service, claiming that they were unable to make use of BPC's VOIP offering. Further investigation led to the following exchange with KPN on 7/30/2010:

KPN:

"Part of KPN's I-TV service is providing its subscribers with a Thomson-modem. On this modem, special KPN-firmware has been installed. This KPN-firmware sees to it that port 5060 is blocked. This blockage is not listed in the service conditions.

BPC:

"Port 5060 is needed to make use of Voice over IP service that uses the the SIP-protocol, the protocol which is the internationally accepted standard protocol for internet telephony. The net effect of blocking port 5060 therefore is blocking VOIP services from other providers than KPN."

It appears KPN has been handing out the modem in question, the Thomson 789, to every new KPN-internet customer since September 2009. The number of households blocked from VOIP from other providers than KPN can therefore be estimated at 200,000 (the latest figures from KPN re its I-TV service), plus the new internet customers since September 2009.

Sofar, OPTA has refused to take action, claiming it received too few complaints and it had no legal basis to do so.

To my personal opinion, for the Dutch market the issue is important. While the Dutch internet market has essentially become a market of three big players with deep pockets, smaller, companies can still contribute to innovation and the variety in the market place by providing over the top services. Unless they are blocked from doing so, of course.

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Met vriendelijke groet,
Kind regards

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