



Learning + Networking
Interactive + In-Person

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Regarding: VCXC Petition For Notice of Inquiry On The Migration to HD Voice (GN Docket No. 13-5)

My company wishes to file in support of the above referenced petition. The adoption of HD Voice technology is critical to the operation of our business and would assist many companies and consumers if HD Voice technologies were widely adopted as soon as possible.

My company produces online professional education for a variety of industries. Sometimes these online education events are referred to as webinars or online seminars. Online education for professionals is key for those professionals to remain current in their field, but especially in the field of communications where my company tends to concentrate our efforts. For online education to be successful we need the highest quality video, data images and sound quality that can be achieved in today's broadband environment.

Unfortunately, in practice, online education suffers because of poor audio quality. Typically, this is how online education works from a technical distribution perspective. The data images and video are sent via broadband and the audio originates on the PSTN and then data, video and

audio are merged at a service provider and delivered to the end user's computer. It really does not matter which service provider is being used, the audio quality of presenters almost always suffers because the presenter is calling in via a telephone (broadband or otherwise) and the presenter's audio eventually hits the PSTN. When the audio hits the PSTN the quality of the audio reverts to what it was in the 1930's.

The end result is a less than technologically sophisticated audio sound. This poor audio quality results in misunderstood directions, misinformation and places a strain on the end user to understand what is being said. Broadband is great but not if it is simply delivering audio quality that is considerably below what a consumer expects today.

Old PSTN phone calls were expected to last for a few minutes, but today's online presentations can go on for hours. The strain of listening to poor quality audio originating from presenters using the PSTN has the result that online education is not widely embraced.

Undoubtedly, online education would grow dramatically if the quality of the audio could be brought up to what we consider HD quality audio.

My company does not care which audio codec is ultimately adopted. We just want HD Voice to be implemented as soon as possible.

We respectfully ask that the Commission open this inquiry and attach this inquiry to the all-IP transition. The IP transition will not mean much unless there is a tangible consumer and business benefit. HD Voice is one of the tangible benefits of the IP transition.

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