

## Your response

Question	Your response
<b>Do you agree with our proposal to implement the changes in the Universal Service Order by amending the definition of 'telephony services' in BT and KCOM's universal service conditions to remove the reference to facsimile transmission?</b>	

The technology to forward a signed and witnessed (dated and signed) document is not generally available to the public. It is unclear what technology might be accessed in future to achieve this. A mobile phone photo, although accepted for payment of a cheque, may not be accepted as sufficient authority to validate such a document. Public users have FAX facilities, for example on their desktop and might be able to sign an electronic document and Fax it but most would only have a mobile phone and a paper copy of a signed and witnessed document. Post offices, for example, might in future be able to provide a multi-page copy/transmit/copy facility as an alternative to mail, that resembles a FAX to a member of the public but does not use transmit using FAX technology. An SME might reasonably be expected to have a computer and printer to receive such a transmission. Any decision to take down the FAX service must guarantee an alternative that is readily accessible and usable by the general public.