

# The Voice Over Internet Protocol (VoIP) Market 2012-2017: Prospects for Skype and Other Players

https://marketpublishers.com/r/VE00AC2E2E4EN.html

Date: July 2012

Pages: 126

Price: US\$ 2,633.00 (Single User License)

ID: VE00AC2E2E4EN

## **Abstracts**

Visiongain research indicates that in 2012 global revenues from VoIP will reach a figure of \$65 billion. We believe that 2012 is a landmark year for VoIP services. With operator revenues from voice in decline; now is the time for ecosystem members to implement their VoIP strategies. The deployment of LTE and 4G networks will revolutionise VoIP services and have a transformative impact on the telecoms market.

The report contains 57 tables, charts, figures and graphs that add visual analysis in order to explain developing trends within the VoIP market. Visiongain provides forecasts for the period 2012-2017 in terms of value (US\$) and subscriber numbers for the global VoIP market. In addition, 5 regional VoIP markets are forecast and analysed by Visiongain over the period 2012-2017. The report also provides profiles of several leading companies operating within the market, and includes an exclusive interview with three major VoIP companies, providing expert insight alongside Visiongain analysis.

### **Unique Selling Points**

Comprehensive analysis of the prospects for the VoIP market from 2012-2017.

Analysis and forecasting informed by extensive expert consultation with industry leaders. You will be able to read full transcripts of three interviews with leading companies involved within the VoIP market.

57 tables, charts, figures and graphs that quantify, analyse and forecast the changing dynamics of the VoIP market between 2012-2017.

Forecasts and analysis for the global VoIP market between 2012-2017



Forecasts and analysis for 5 regional VoIP markets, as well as rest of the world figures and projections for the period 2012-2017.

Top 4 VoIP client market share data

Top 10 IM client market share data

Fixed broadband subscriber forecasts from 2012-2017.

Mobile broadband subscriber forecasts from 2012-2017.

Broadband subscriber share forecasts by technology 2012-2017.

Fixed broadband subscriber forecasts from 2012-2017.

Analysis of the forces that influence and characterise the VoIP market.

Profiles of several leading companies operating within the VoIP market.

## Methodology

This report has been compiled by combining information obtained from a very wide and rich mixture of primary and secondary research sources, producing a broad industry overview. Visiongain sought opinions from leading figures in the VoIP market to underpin the analysis of market drivers and restraints. The study draws on a diverse range of official corporate and governmental announcements, media reports, policy documents, industry statements and expert opinion as a basis for discussing and predicting developments in the VoIP market between 2012 and 2017. Visiongain considers that this methodology results in an accurate, objective mixture of analyses and forecasts.

Why you should buy The Voice Over Internet Protocol (VoIP) Market 2012-2017: Prospects for Skype and Other Players

You will receive a comprehensive analysis of the VoIP market from 2012-2017

The analysis and forecasting has been informed by extensive expert



consultation with industry leaders. Within the report, you will be able to read a
full transcript of three interviews from leading companies involved within the
VoIP market:

Skype

Earthlink

RTX

You will find 57 tables, charts, figures and graphs that quantify, analyse and forecast the VoIP market from 2012-2017.

You will receive forecasts and analysis of the global VoIP market between 2012-2017.

You will discover global VoIP revenue forecasts from 2012-2017.

You will receive global VoIP subscriber forecasts from 2012-2017.

You will be presented with revenue forecasts for the 5 major regional VoIP markets, as well as figures and projections for the period 2012-2017

North America

Latin America

Europe

Asia Pacific

Middle East and Africa

You will receive top 4 VoIP client market share data

You will be able to analyse top 10 IM client market share data

You will find fixed broadband subscriber forecasts from 2012-2017.



You will discover mobile broadband subscriber forecasts from 2012-2017.

You will receive broadband subscriber share forecasts by technology 2012-2017.

You will be presented with fixed broadband subscriber forecasts from 2012-2017.

You will be presented with operator revenue share forecasts by service type from 2012-2017 for voice, data and messaging.

You will be presented with operator revenue share forecasts for voice vs. VoIP revenues from 2012-2017

You will receive a SWOT analysis that examines the VoIP market from 2012-2017

You will gain profiles of several leading companies operating within the VoIP market

## What is the structure of the report?

Executive Summary: The Executive Summary provides a holistic overview of the current market and the report's findings.

Chapter 2 is an introduction to the VoIP market providing a clear overview and definition of the market and its characteristics.

Chapter 3 provides extensive analysis of the global VoIP market with detailed forecast from 2012-2017.

Chapter 4 Regional VoIP revenue forecasts and operator strategies from 2012-2017

Chapter 5 Current market and future developments - Gain all the insight you need with a structured and up to date overview of the current and future VoIP market.



Chapter 6 profiles leading VoIP companies and business models

Chapter 7 features original interviews with industry experts Skype, Earthlink and RTX who offer an insider's perspective on the VoIP market.

Chapter 8 SWOT analysis of the VoIP market

Chapter 9 Conclusions and Recommendations

Glossary a detailed and in depth glossary.

## You can order this report today

Anybody with an interest in the VoIP market should gain valuable information and insight from this new study by visiongain, which analyses a service that we believe will have a transformative effect on the telecoms industry. VoIP offers substantial business and investment opportunities and is becoming an increasingly important telecoms service in all regional markets.

This visiongain telecoms report will be valuable both to those already involved in the VoIP market and those wishing to enter the market in the future. Gain an understanding of how to tap into the potential of this market by ordering The Voice Over Internet Protocol (VoIP) Market 2012-2017: Prospects for Skype and Other Players today



## **Contents**

#### 1. EXECUTIVE SUMMARY

- 1.1 Recent Developments in the VoIP Market
- 1.2 Mobile VoIP to Drive VoIP Uptake
- 1.3 Key Technologies
- 1.4 VoIP Market Drivers
- 1.5 Monetising VoIP
- 1.6 Key Findings of the Report

#### 2. INTRODUCTION TO THE VOIP MARKET

- 2.1 What is VoIP?
- 2.2 History of VoIP
- 2.3 Current VoIP Market
  - 2.3.1 Net Neutrality
- 2.4 VoIP Configurations
- 2.5 Technical Limitations
- 2.6 Aim of the Report
- 2.7 Structure of the Report
- 2.8 Target Audience
- 2.9 Methodology

#### 3. GLOBAL VOIP MARKET FORECASTS

- 3.1 Global VolP Subscriber Forecast 2012-2017
- 3.2 Global VoIP Market Revenue Forecast 2012-2017
- 3.3 Softphones
  - 3.3.1 Global Softphone Unit Sales Forecast 2012-2017
  - 3.3.2 Global Softphone Revenue Forecast 2012-2017
- 3.5 Global SMS Usage
  - 3.5.1 Global SMS Usage Forecast 2012-2017

## 4. REGIONAL VOIP MARKET FORECASTS

- 4.1 North American VoIP Market
  - 4.1.1 North American VoIP Revenue Forecast 2012-2017
- 4.2 Latin American VoIP Market



- 4.2.1 Latin American VoIP Revenue Forecast 2012-2017
- 4.3 European VoIP Market
  - 4.3.1 BEREC and Operators Throttling VoIP Services
  - 4.3.2 Europe VoIP Revenue Forecast 2012-2017
- 4.4 Asia Pacific VoIP Market
  - 4.4.1 Asia Pacific VoIP Revenue Forecast 2012-2017
- 4.5 Middle East and Africa VoIP Market
  - 4.5.1 Middle East and Africa VoIP Revenue Forecast 2012-2017
- 4.6 Regional VoIP Revenue Forecast Summary 2012-2017
- 4.6.1 Regional VoIP Revenue Market Share Forecast 2012-2017

#### 5. CURRENT VOIP MARKET AND FUTURE DEVELOPMENTS

- 5.1 Global Fixed Broadband Subscription by Country
- 5.2 Global Fixed Broadband Subscription Forecast 2012-2017
- 5.3 Global Mobile Broadband Subscription Forecast 2012-2017
- 5.4 Fixed Vs. Mobile Broadband Subscriptions Summary Mobile VoIP vs. VoIP
- 5.5 Fixed Broadband by Technology Type Forecast 2012-2017
- 5.6 Importance of Voice Revenues
- 5.7 Roaming regulations
- 5.8 Impact of Bill Shock and Roaming Regulations on VolP Usage
- 5.9 VoIP as a Bypass Service
- 5.10 Data Roaming
- 5.11 Caps on Voice Calls and Other Services
- 5.12 Voice Vs. Data How will Operator Revenues Fair?
- 5.13 Voice Revenues in Terminal Decline?
- 5.14 LTE and VoIP VoLTE
- 5.15 The Market Opportunity for OTT Players
- 5.16 VoLGA or VoLTE
- 5.17 VoLGA Forum
- 5.18 LTE for HD Voice Calls
- 5.19 VoLTE and Wi-Fi for LTE Femtocells

#### 6. LEADING COMPANIES IN THE VOIP ECOSYSTEM

- 6.1 AOL
- 6.2 Comcast
- 6.3 Earthlink
- 6.4 France Telecom



- 6.5 Nortel
- 6.6 RTX
- 6.7 Sipcom
- 6.8 Skype
  - 6.8.1 Skype and Microsoft the impact on Mobile VoIP
  - 6.8.2 Monetising Skype Where are the VoIP Profits?
  - 6.8.3 Skype Vs The Rest
  - 6.8.4 The VoIP Messaging Threat
  - 6.8.5 VoIP for Video Calls
  - 6.8.6 Operators who Embrace VoIP
- 6.9 Vonage
- 6.10 WebEx
- 6.11 Global VoIP Client Market Shares 2012
  - 6.11.1 Global IM Client Market Shares 2012

#### 7. EXPERT OPINION

- 7.1 Visiongain Interview with Skype
  - 7.1.1 Market Drivers for VoIP
  - 7.1.2 Market Restraints for VoIP
  - 7.1.3 Consumer vs. Enterprise Adoption of VoIP
  - 7.1.4 Importance of VoIP Income to Operators
  - 7.1.5 Throttling VoIP Usage
- 7.2 Visiongain Interview with EarthLink
  - 7.2.1 VoIP Market Drivers and Restraints
  - 7.2.2 Industry Challenges for VoIP
  - 7.2.3 Creating a Successful VoIP Strategy
  - 7.2.4 Enterprise vs. Consumer VoIP Adoption
  - 7.2.5 Operators and the Threat from VoIP
  - 7.2.6 Operators Throttling VoIP
  - 7.2.7 Regional VoIP Uptake
  - 7.2.8 Rival Technologies
  - 7.2.9 VoIP Market Size
  - 7.2.10 VoLTE and VoLGA
- 7.3 Visiongain Interview with RTX
  - 7.3.1 Company History
  - 7.3.2 VoIP Market Drivers and Restraints
  - 7.3.3 Industry Challenges
  - 7.3.4 Regional Adoption



- 7.3.5 Rival Technologies
- 7.3.6 Business vs. Enterprise VoIP Use
- 7.3.7 Operators Throttling VoIP Services

#### 8. SWOT ANALYSIS OF VOIP

#### 8. VOIP SWOT ANALYSIS

- 8.1 Strengths
  - 8.1.1 VoIP to Lead the Way for Operator to IP Convergence
  - 8.1.2 Penetration into the Enterprise
  - 8.1.3 Benefit of Single-Device Subscription Offering
- 8.2 Weaknesses
  - 8.2.1 Availability in Power Outages
  - 8.2.2 Bandwidth Availability
  - 8.2.3 Emergency Services
- 8.3 Opportunities
  - 8.3.1 Lower Infrastructure Development Cost
  - 8.3.2 Lower Operational and Maintenance Costs
  - 8.3.3 The App Developer Opportunity
  - 8.3.4 Potential to Increase Subscriber Numbers
- 8.4 Threats
  - 8.4.1 Spam Over Internet Telephony (SPIT)
  - 8.4.2 Spoofing and Identity Theft

#### 9. CONCLUSIONS AND RECOMMENDATIONS

- 9.1 Recommendations for Operators
- 9.2 Importance of Continued Growth in Smartphone and Broadband Penetration
- 9.3 Price Competitiveness and Monetising VoIP
- 9.4 Impact of Roaming Tariffs
- 9.5 Collaboration and Partnerships Will Boost Growth
- 9.6 Deployment of LTE & WiMAX Networks
- 9.7 The Future of Mobile VoIP
- 9.8 Summary of Key Findings

#### 10. GLOSSARY

#### LIST OF TABLES



- Table 2.1: VoIP Configurations
- Table 3.2: Global VoIP Subscriber Forecast (Millions, AGR %, CAGR %)
- Table 3.6: Global Softphone Unit Sales Forecast 2012-2017 (Millions, AGR %, CAGR %)
- Table 3.8: Global Softphone Revenue Forecast 2012-2017 (US\$ Millions, AGR %, CAGR %)
- Table 3.10: Global SMS Usage Forecast 2012-2017 (Trillions. AGR %, CAGR %)
- Table 4.2: North American VoIP Revenue Forecast 2012-2017 (US\$, Billions, AGR %, CAGR %)
- Table 4.4: Latin American VoIP Revenue Forecast 2012-2017 (US\$, Billions, AGR %, CAGR %)
- Table 4.6: Europe VoIP Revenue Forecast 2012-2017 (US\$, Billions, AGR %, CAGR %)
- Table 4.8: Asia Pacific VoIP Revenue Forecast 2012-2017 (US\$, Billions, AGR %, CAGR %)
- Table 4.10: Middle East and Africa VoIP Revenue Forecast 2012-2017 (US\$, Billions, AGR %, CAGR %)
- Table 4.12: Regional VoIP Revenue Forecast Summary 2012-2017 (US\$, Billions, AGR %, CAGR %)
- Table 5.2: OECD Fixed Broadband Subscriptions By Country Q3 2011 (Millions)
- Table 5.5: Global Fixed Broadband Subscription Forecast 2012-2017 (Millions, AGR %, CAGR %)
- Table 5.7: Global Mobile Broadband Subscription Forecast 2012-2017 (Millions, AGR %, CAGR %)
- Table 5.9: Global Fixed vs. Mobile Broadband Subscription Forecast 2012-2017 (Millions, AGR %, CAGR %)
- Table 5.13: EU Price Caps on Data Roaming Tariffs Retail and Wholesale (Euros per MB)
- Table 5.14: Retail Price Caps on EU Roaming Charges 2012 (EUR, \$)
- Table 5.15: Wholesale Price Caps on EU Roaming Charges 2012 (EUR, \$)
- Table 5.19: Total Mobile Operator Revenue vs. Voice Only Revenue Forecast
- 2012-2017 (US\$ Trillions, Voice %, CAGR %)
- Table 5.21: Traditional Mobile Operator Voice Revenues vs. VoIP Revenues Forecast
- 2012-2017 (US\$ Billions, AGR%, CAGR %)
- Table 5.22: Options to Re-engineer Voice Call Networks
- Table 5.23: VoLGA Forum Members 2012
- Table 5.24: LTE Roll Out Schedule 2012
- Table 6.2: Skype Key Statistics 2012



Table 6.3: Vonage Call Plans and Tariffs 2012

Table 6.6: Global Top 10 IM Client Market Share Q2 2012 (%)



# **List Of Figures**

#### LIST OF FIGURES

Figure 6.1: Example of Skype 5.8 Running on Windows

Figure 8.1: VoIP SWOT Analysis 2012-2017

List of @Charts

Chart 3.1: Global VoIP Subscriber Forecast 2012-2017 (Millions)

Chart 3.3: Global VoIP Revenue Forecast 2012-2017 (US\$, Billions)

Chart 3.4: Global VoIP Revenue Forecast 2012-2017 (US\$, Billions, AGR %, CAGR %)

Chart 3.5: Global Softphone Unit Sales Forecast 2012-2017 (Millions)

Chart 3.7: Global Softphone Revenue Forecast 2012-2017 (US\$ Millions)

Chart 3.9: Global SMS Usage Forecast 2012-2017 (Trillions)

Chart 4.1: North American VoIP Revenue Forecast 2012-2017 (US\$, Billions)

Chart 4.3: Latin American VoIP Revenue Forecast 2012-2017 (US\$, Billions)

Chart 4.5: Europe VoIP Revenue Forecast 2012-2017 (US\$, Billions)

Chart 4.7: Asia Pacific VoIP Revenue Forecast 2012-2017 (US\$, Billions)

Chart 4.9: Middle East and Africa VoIP Revenue Forecast 2012-2017 (US\$, Billions)

Chart 4.11: Regional VoIP Revenue Forecast Summary 2012-2017 (US\$, Billions)

Chart 4.13: Regional VolP Revenue Market Share Forecast 2012 (%)

Chart 4.14: Regional VolP Revenue Market Share Forecast 2014 (%)

Chart 4.15: Regional VolP Revenue Market Share Forecast 2017 (%)

Chart 5.1: OECD Fixed Broadband Subscriptions By Country Q3 2011 (Millions)

Chart 5.3: Top 20 Countries by Fixed Broadband Subscriptions Q3 2011 (%)

Chart 5.4: Global Fixed Broadband Subscription Forecast 2012-2017 (Millions)

Chart 5.6: Global Mobile Broadband Subscription Forecast 2012-2017 (Millions)

Chart 5.8: Global Fixed vs. Mobile Broadband Subscription Forecast 2012-2017 (Millions)

Chart 5.10: Global Broadband Subscriptions Forecast Share by Technology Type 2012 (%)

Chart 5.11: Global Broadband Subscriptions Forecast Share by Technology Type 2017 (%)

Chart 5.12: Global Operator Restriction of VoIP Services 2012 (%)

Chart 5.16: Global Mobile Operator Revenue Share by Service Type Forecast 2012 (Voice, Data, Messaging, %)

Chart 5.17: Global Mobile Operator Revenue Share by Service Type Forecast 2017 (Voice, Data, Messaging, %)

Chart 5.18: Total Mobile Operator Revenue vs. Voice only Revenue Forecast 2012-2017 (US\$ Trillions)



Chart 5.20: Traditional Mobile Operator Voice Revenues vs. VoIP Revenues Forecast 2012-2017 (US\$ Billions)

Chart 6.4: Global Top 4 VoIP Client Market Share 2012 (%)

Chart 6.5: Global Top 10 IM Client Market Share Q2 2012 (%)

#### **COMPANIES LISTED**

3

3 (Denmark)

3 (Italia)

3 (UK)

8ta

A1 Telekom

Agri-Valley Broadband

Aircell

AIS - TOT

Al Madar

Alaska Communications

Alcatel Lucent

Algar Telecom

Andorra Telecom

Antel

**AOL** 

Appalachian Wireless

Apple

Armentel

Arqiva

Asiaspace

**AT&T Mobility** 

Augere

Avea

Bakrie Telecom

Base Telecom

Batelco

**Bayan Telecommunications** 

**BayRICS** 

Beeline

Belgacome (Proximus)

**Bell Mobility** 



BeST (life)

**Bharti Airtel** 

Bite

Bluegrass Cellular

**Bouygues Telecom** 

**BSNL** 

**BTC** 

**Business Vitals** 

C Spire Wireless

Cablevision

Carolina West Wireless

Carphone Warehouse

Celcom

Cell C

Cellcom

Cellular South

CenturyTel

**Chariton Valley Comms** 

China Mobile

China Telecom

Chunghwa Telecom

Cisco Systems

Claro

**Clear Mobitel** 

CLEAR mobyl

Clearwire

Comcast

**Commnet Wireless** 

Convergence Technologies

Cosmote

Cox Enterprises

Cross Telephone

**CSL Limited** 

Custer Telephone

Dedicado

Deutsche Telekom

Dialog Axiata

DiGi

Dish Network



**Ditech Networks** 

Ditcon Networks
DNA
Du
E Plus
Earthlink
Elisa
Emobile
EMT
Energy Australia Ausgrid
Entel Movil
Entel PCS
ERA/T Mobile
Etex Telephone Co-op
Etisalat
Everything Everywhere
Fite
FPT Telecom
France Telecom
Free
GENBAND
GIPS
Glo Mobile
Global Mobile
Globe
Google
H3G
HTC Corp
Huawei
Hutchinson Group
Hutchison
ICE
Indosat
Kcell
KDDI
Kineto Wireless
Kordia
KPN
KT
LapLink



Market Publis
LapLink
Lattelecom
Leap Wireless
LG Electronics, Inc
LG U+
LightSquared
LMT
M1

Magticom

Mavenir Systems

Maxis

Megafon

**MetroPCS** 

Microsoft

Mobikom Austria

Mobily

Mobinil

Mobistar

Mobitel

Mobyland

Moldcell

Monaco Telecom

Moodle

Mosaic Telecom

Motorola

Movicel

Movistar

MTC

M-Tel

MTN

**MTNL** 

MTS

MTS Allstream

MTS-Ukraine

**NBN Co** 

Ncell

Nokia

Nortel

Nortel Carrier VoIP and Application Solutions (CVAS)



Nortel Networks Inc.

Nortel Networks Limited (NNL)

Nortel Networks UK Limited

Northwest Cell

NTT DoCoMo

02

O2 Secure Wireless

**OAO** Voentelecom

Oi

Omantel

Omnitel

Open mobile

Optus

Orange

Orange (Armenia)

P1 Networks

Panhandle Telephone Co-op

**PCCW** 

Peoples Telephone Co-op

Personal

Piltel

Pioneer Cellular

**Public Service Wireless** 

Qtel

Qualcomm India

Reliance

Research In Motion

Rogers Wireless

Rostelecom

RTX

S and R Communications

**S&T** Telephone Cooperative

Safaricom

Samsung Electronics

Sasktel

**SFR** 

SingTel

Sipcom

SK Telecom



Sky Brazil

Skype

**Smart Communications** 

Smartone Vodafone

Softbank

Softbank Mobile

Software Performance Assurance (SPA)

Sonaecom

Sonus Networks

SpeedConnect

**Sprint** 

Starcomms

Starent Networks

Starhub

STC

Strata Networks

Sunrise

Swisscom

T Mobile

T Mobile (Slovensko)

T Mobile (USA)

**TDC** 

**Tecore Networks** 

Telcel

Tele2

Tele2 Sweden

Telecom Italia

Telecom NZ

Telefonica

Telenet

TeleNor

Telenor Magyarorszag

Telenor Sweden

TeliaSonera

Telkomsel

Telstra

Telus

T-Hrvatski Telekom

Thumb Cellular



Tikona Digital

Time Warner Cable

TMN

T-Mobile

**Traveling Software** 

Triatel

True Move

Truphone

Tunisiana

Turkcell

**U** Mobile

**UCell** 

**UK Broadband** 

Ulticom

**UME EPM** 

**United Wireless** 

Unitel

**US** Cellular

**VDC** 

Verizon Business

Verizon Wireless

VHA

Videotron

Viettel

Vimpelcom

**VIPNet** 

Vitendo Systems

Viva

Viva Bahrain

Viva Cell-MTS

**Vivid Wireless** 

Vivo

Vocaltec, Inc

Vodacom

Vodafone

Vodafone NZ

Vodafone Portugal

Vodafone Qatar

Vonage



١		_	٠.
١	/	n	Y

**WBS** 

WebEx

WiChorus

**WILLCOM** 

Wind

Wind Mobile

WiZiQ

Woosh

XL Axiata

**Xplorenet** 

Yahoo!

Yoigo

Yota

ZAIN

Ziggo4

ZTE

Organisations Mentioned In This Report

3rd Generation Partnership Project (3GPP)

Body of European Regulators Group for Electronic Communications (BEREC)

**Brazilian Army** 

City of Charlotte Council

**European Commission** 

Fraunhofer IIS

GSMA Groupe Spéciale Mobile Association

OECD: Organisation for Economic Co-operation and Development

Sao Paulo Military Police

**Texas Energy Network** 

VoLGA Forum



#### I would like to order

Product name: The Voice Over Internet Protocol (VoIP) Market 2012-2017: Prospects for Skype and

Other Players

Product link: <a href="https://marketpublishers.com/r/VE00AC2E2E4EN.html">https://marketpublishers.com/r/VE00AC2E2E4EN.html</a>

Price: US\$ 2,633.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer

Service:

info@marketpublishers.com

# **Payment**

First name:

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <a href="https://marketpublishers.com/r/VE00AC2E2E4EN.html">https://marketpublishers.com/r/VE00AC2E2E4EN.html</a>

To pay by Wire Transfer, please, fill in your contact details in the form below:

Last name:		
Email:		
Company:		
Address:		
City:		
Zip code:		
Country:		
Tel:		
Fax:		
Your message:		
	**All fields are required	
	Custumer signature	

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <a href="https://marketpublishers.com/docs/terms.html">https://marketpublishers.com/docs/terms.html</a>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970



