
Acknowledgments

I would like to thank all of the following whose advice I relied upon implicitly as I put the book together: Sue Davidson for her advice about how NGN carriers can address the SME market; Rob Evans for an insightful discussion of NGN transition issues in an alt-net; David Hilliard, formerly CEO at Mentor and a source of great encouragement; Andy MacLeod, formerly CEO at Verizon Europe, interviewed in chapter 12 and a source of deep insights into the telecom industry and its possible futures; Mike McTighe, formerly CEO of a number of carriers, for his strategic insights into industry evolution; Carol Olney for her authoritative views on the challenges of IT modernization; Bob Partridge, interviewed in chapter 13, for the enormous experience and industry wisdom he shared with me; Stephen Pulman, professor at Oxford University, who is interviewed in chapter 12 and provided an authoritative source on all aspects of natural language processing; Mick Reeve, formerly BT's chief architect, who reviewed a draft of chapter 13 and provided much advice; Alex Seel, who reviewed a number of chapters from the point of view of a telecom programmer (not entirely the intended audience); Dr. Ian Taylor, who reviewed a draft of chapter 11 and whose book on P2P is recommended reading; Yuda Tuval of Mentor for initial encouragement; Andrew Wheen for valuable feedback; Clare Youell for support all the way through, and the figure in chapter 8; and those contributors who have to remain anonymous, all of whom gave so generously of their time.

In regard to the original commissioning of the book and its production, I would like to thank Gavin Whitechurch of Informa, who first suggested that I might write this book; Rich O'Hanley, publisher at Auerbach Publications (part of the Taylor & Francis Group), who commissioned the book and supported me throughout the year-long writing process; Catherine Giacari, project coordinator, who helped me with layout and figures; Marlyn Littman of Nova Southeastern University, for a thorough, helpful review of the first draft, which led to a number of additional topics being included in the final text; Julie Spadaro, Taylor & Francis project editor, for so expeditiously organizing the overall production of the book;

and Lynn Goeller of EvS Communications for handling the copy editing, page layout, indexing and proofreading.

All responsibilities for any omissions or errors are, of course, my own.