Response from: **Paul Wright**
Responding on behalf of: **Self**

Hi Justin,

I am in the process of setting up some SIP gateway services with friends on (at the moment) a private site, and have read the Ofcom consultation relating to VOIP services on the Ofcom website.

We feel it may relate to us as a potential provider of VOIP services in the future and thus, would like to answer your 3 main questions.

1) Should we make all voice services offer the same features that traditional voice services do now?

  -- No. We agree with Ofcom's view that these would make it harder to create new products and services. Further to Ofcom's view - this would definitely restrict us in our attempts to offer (initially to ourselves) a cheaper way of making calls as a whole. It would be much better offered as a 'bolt-on' service (much the same way as www.vonage.com
does) to the 'traditional' voice service.

2)Because of the strong public interest in access to 999, should we make all voice services offer access to 999, even for services that do not offer all the other features that traditional voice services do now?

  -- We believe this should be voluntary, based on what the service provider percieves as its responsibilty and capabilty. For instance, a large telco offering broadband services to customers may be able to retain a large database of information about the caller (eg: caller address, ID, geographical location, etc) but a small provider (eg: us) would not have any capabilty to geographically tell if a call was a possible hoax or not based on location, and would therefore be safer nor to route them at all.

3) Some new voice services may not be able to offer the same reliability for emergency calls as traditional phone services. Which would be better - a service that doesn't allow emergency calls at all or a service that does, but which may be less reliable?

  -- Difficult question. We would most likely lean towards one that does not offer the service. This way it would be 'known' by the public that these calls could not be placed over VOIP. Again, it may be an issue of 'capabilty and responsibilty', eg, number of subscribers and type of VOIP service offered.

As a more general note - I was wondering about Ofcom's knowledge of UMA (Unlicesenced Mobile Access), especially relating to mobile roaming from GSM to 802.11 networks and back again. This may potentially cause a difficult

scenario where mobile devices, subscribed to one of the major telcos moves from a '999 allowed' service to a '999 not-allowed' service. Just a thought really....

I hope this is of use to you. Please do let us know if you want anymore of our thoughts, etc :)

Regards,
Paul Wright