

**Name of Respondent:** Dave Foster  
**Responding on behalf of:** Canadian Net

My apologies for this late entry, but I only became aware of your consultation recently. We are a small Internet solutions provider, located in Toronto Canada. On a purely personal level, I have operated a VOIP end point in Doncaster, for over a year. This end point provides a telephone number, in the 416 area code, with all features, codes, tones etc that a normal landline would have, in Toronto, as well as the same "local" calling areas. It has operated remarkably well, with only minor downtime, due to the Internet provider having issues. However, if you dial 999, it would expect you to complete the remaining digits, as that could be part of a North American number. Our code for emergencies, is 911, and that would work as expected, however, emergency services could not be dispatched to the UK!

We have been looking into the commercial development of this concept. It is our belief that many UK businesses, would like an "American" telephone number, to make it easier for their clients to ring. This could involve conventional numbers, or free call. We would expect that this service would be in addition to their regular telephone service, not a replacement. A way to look at it might be similar to a private PBX in an office, one does not expect to be able to pick up the phone and dial 999, or any other public codes. However, I would recommend a warning label, to that effect.

As I began this letter, I have not had much time (1 day!) to prepare a response. The most important thing to realize, is that this VOIP, is not a national issue, it is a world wide service, and unfortunately, each country has chosen differing codes, and methods of doing things. If commercial services are denied, or the requirements so onerous as to make them impractical, people will still bring a terminal adapter over, so that they can make free calls to Mum. It will just become an underground movement. The concept of free communications, between anyone anywhere, is just too good to allow the concept to become entangled in costly red tape.

Thank you for your time

Dave Foster  
Systems Administrator, Canadian Net