

Response from: John D Jones
Responding on behalf of: Self

I've just been reading the article on the OFCOM site about VOIP and have a few comments. Please feel free to ignore.

I have been using VOIP for a few years and now route the majority of my calls from work through my PC and the internet. It is not without its problems – voice will be lost for a fraction of most phone-calls (even with a very high bandwidth connection) and the sound quality tends not to be as good. Unfortunately these are internet-related issues and probably beyond the scope of any one ISP. With regards to the emergency access issue, time has been spent (probably by the PSTN providers) discussing the inability of making 999 phone-calls when there is a power loss and seeing this as a stumbling block for VOIP. Anyone making phone calls from an office will undoubtedly route their calls via a switchboard. If there is a loss of power I would very surprised if their telephone network remained. Similarly, anyone using a cordless phone suffers the same problem.

Please do not let the large switched network vendors prevent something as open as VOIP from reaching the masses.

Regards

John D. Jones