

Response from: Luke Kenneth Casson Leighton
Responding on behalf of: Self

I'm sending you this as a plain email because, as you will have observed from my previous message, i flatly refuse to install or use microtoss word.

i trust that my choice will not impact your decision to analyse these comments.

i could not find a suitable description of where i am supposed to send this stuff to: your web site provided insufficient information, or if it did, it provided it in such a manner that i could not locate such information.

i trust that the inadequacies of your web site will not impact your decision to analyse these comments, and that you will pass them on to the appropriate people.

sincerely,

1.

* Is it desirable for all voice services to be required to offer the same standard features and level of consumer protection as traditional voice services?

not at this stage.

in 10 years time when VoIP becomes the norm, yes.

in 5 years time should IPv6 become the norm, and the internet is actually running on IPv6, and things like "Quality of Service" are actually OBEYED, maybe.

* What should we do about access to 999?

VoIP is, due to the inherent nature of the internet, stackingly unreliable.

you might as well attempt to regulate a 16th century postal service,
because that's what the internet is like:

"hand this packet to someone going down to london, will you?"

with the prevalence of mobile phones, i don't think you should consider
doing 999 service over the internet.

not for another 5 to 10 years.

apart from anything else, how are you going to track hoax callers????

if anything you should regulate that companies NOT provide 999 service over VoIP!!!

* What should we do about Internet Infrastructure Providers illegally dropping and blocking packets from VoIP companies that compete with that IIP's own VoIP service and that IIP's POTS service?

this is what you really really really need to watch out for, and stamp on heavily with a very large ton of bricks.

you also really need to separate out IIP and POTS as separate companies.

i.e. TAKE AWAY BTBroadband Ltd and BTOpenWorld Ltd from BT Ltd.

and the same for NTL.

the reasoning is quite straightforward:

VoIP is a threat to POTS (plain old telephone service).

BT, AT&T, France Telecom, they all don't get it.

A VoIP company says to BT, "hi i'd like to lease a whole stack of telephone lines from you, in london, bristol, manchester, hull, leeds, you name it".

BT goes "GREAT! SURE! that'll cost you one dollar per line per day".

BT is thinking, "fantastic. the cost of the equipment we are subsidising, and the amount of long-distance outgoing calls from all those lovely lines will more than pay for our subsidising of the equipment lease".

... except there never ARE any outgoing long-distance calls.

the VoIP company puts a big fat pipe into each city, BYPASSES long-distance over the internet and makes the call from the nearest geographical POTS point.

not soon after the VoIP company starts up business, their customers start complaining about being unable to make outgoing calls to the UK.

BT has analysed the usage from the VoIP company's bill,

and they are feeling a bit sheepish.

so they start CUTTING OFF the VoIP company's service.

the VoIP company has to set up a set of dummy corporations,
in an attempt to stay one step ahead of this anti-competitive
practice.

so if you want something to regulate, make it possible for
VoIP companies to put *THEIR OWN* POTS equipment down into cities.