

Response from: Paul Ferris
Responding on behalf of: self

In relation to the usage of these services as a private consumer, I believe that these VoIP services should be made to include the traditional voice services, such as 999, and operator calling. The reason for this comes down to making a choice for VoIP over a traditional telephone line. If I was to use VoIP as my main telephone service, I would then not need my landline, as I would then be paying for two separate services, for which the same options should be available. If the VoIP service did not offer the traditional services such as 999 etc, then there would be no advantage in using it for normal telephone transactions. I can see the benefit to be gained for consumers who make international calls on a regular basis, who could possibly make large savings, but for the local caller, this would not be a viable solution, as they would have no contact to the emergency services etc. There would therefore be no gain by using VoIP over landline services, for probably only a minimal decrease in cost. This being the case, it would be impractical for the ordinary consumer to choose this service, as the peace of mind and familiarity of having a traditional landline would not be compensated by a minimal decrease in financial outlay. I am happy for any part of this mail to be published.

Paul Ferris