



VoIP and ACIF: embracing the opportunities for industry-led outcomes

VoIP – Identifying the Missing Links
ACIF VoIP Forum, 6 December 2005

Anne Hurley, CEO
Australian Communications Industry Forum
www.acif.org.au

The framework and environment



- Australia's unique legislative mandate for telecommunications industry self-regulation
- ACIF's central premise: the best outcomes for all stakeholders in Australian telecommunications can be achieved by co-operation, obviating the need for government regulation
- VoIP provides pivotal opportunity for industry/ACIF to demonstrate maturity in co-operative outcomes: minimise need for imposed regulation, ensure enhanced consumer experience of emerging technologies for benefit of all stakeholders, promote industry accountability and compliance
- Strong Government support for ACIF-led self-regulatory responses

Major milestones charting the way forward



- NGN project led by Professor Peter Darling
- VoIP Notes by Mark Armstrong, Network Insight (2004)
- ACIF VoIP Forum 2004
- Establishment of VoIP Working Group and ACIF Convergence Group
- Convergence Conversation Notes by Bronwyn Wells (2005)
- 2nd ACIF Forum 2005

Major outcomes to date



- NGN project report
- VoIP Forum 2004 report and outcomes
- Development of 2 Fact Sheets:
 - (1) information from VoIP providers to customers
 - (2) information for VoIP providers on access to emergency services
- Development of 'Living Noticeboard' on ACIF website
- VoIP Working Group discussion papers on QoS, IP Interconnect, Security

Under construction



- Revision of existing Fact Sheets
- Development of Fact Sheet on VoIP Security issues
- 2nd ACIF Forum focussing on inter-provider issues: QoS, Security, deployment
- Possible outcomes: Fact Sheet on security, QoS indicators, response to issues arising in Case Studies and Research reports

What we're learning: as a collaborative industry we need to....



- engage wider sections of the industry
- promote discussion of issues and respond to issues raised
- identify achievable outcomes and achieve them
- log and track the 'harder issues'
- be pro-active: Government regulation will not deal with the inter-provider issues and information issues
- ensure that we are successful in our responses to the challenges of VoIP