

**ACIF
VoIP FORUM
13 DECEMBER 2004**

COMMENTS AND SUGGESTIONS

NUMBER	COMMENTS
1	Involve consumer groups in testing and trials
2	Issue of what is practical: Methodology of how to ensure regulatory treatment of VoIP is consistent with/appropriate to that of other related services
3	Technical testing of VoIP services regarding accessibility for people with disabilities
4	User testing of consumer experience of different types of VoIP service and products including accessibility issues.
5	Consumer awareness on range of limitations
6	Community impact analysis including access for people with disabilities
7	Clarify "download limit" for consumers. What is a GB, KB etc. Is it a decimal or binary metric?
8	Wholesale and retail QoS – what are legitimate expectations re QoS – how to facilitate multiple QoS and consumer choice.
9	Degree of regulatory flexibility sought/required in relation to services.
10	Facilitate use of geographic numbers by providing a pool of geographic numbers accessed through INMS.
12	Create code for existing/new VoIP providers to inform consumers about STS issues
13	ACIF (guideline) on industry VoIP benchmarks on QoS
14	ACIF code on information VoIP providers give their customers
15	IIA and ACIF
16	1) Definition of STS 2) Broadband QoS 3) Information for consumers – ACA – ACIF - ACCC
17	ACA tool kit
18	New name terminology for VoIP
19	Separate number range for VoIP services that interconnect
20	Don't rely on consumer info and awareness to solve all problems
21	Don't drive VoIP using legacy definitions
22	Plain English consumer information about a) internet telephony options and b) differences with PSTN
23	Issues of interception for integrated services Solutions for "000" (should also resolve 1300 and 019) Consumer issues for billing
24	Address end user expectations a) fixed line to standard or carrier-grade: basic service with the expected functionalities b) VoIP not a "standard telephone service" from a user

	perspective.
25	Consistency of CE standards eg 5004? Need for CE standards – Overall QoS for VoIP, continue initial steps taken at NRP, E 000 and location info
26	1) Numbering 2) E 000 3) consumer information
27	Enable consumer comparison of VoIP services
28	Interconnection and Interoperability
29	a) local manufacturing/sourcing of hardware and software b) development of industry “cluster” to identify projects c) must address privacy, secure networks and data management
30	1) Information – how to share 2) National Security Issues – how best to deal with them 3) What, if any, should be “requirements” that would be mandatory
31	CPE – info about compatibility issues
32	Published ACA monitoring and reporting on VoIP providers (section for report)
33	ACIF member discussion about cost comparison? How to do it?
34	1) Set deadline for when all ACIF codes will have been checked/revised to cover VoIP 2) ACIF leaders visit each of the five CEOs of largest organisations to seek commitment to support ACIF’s initiative 3) Ask ACA/ACCC to allow ACIF 5 months to complete revisions without attending ACIF meetings
35	Work toward battery back up for power based CPE
36	Develop standards on location information
37	Identifying clear paths for complaints handling
38	Timing Challenge: cannot get ahead of international standards – to run ahead would be costly to industry – also need clear commercial drivers – also need VoIP / ISPS engaged
39	Best numbering arrangements to facilitate new services, choice, competition – what information needs to be inherent
40	Ongoing sustainability of untimed local calls
41	VoIP is about consumer choice not obligated requirements
42	IPND already handles geographic numbers that are potentially at another location – emergency services should not be expecting a geographic number to be at a specified location.
43	Resolve geographic number issues - no new numbers needed – geographic numbers do not currently ID customer location
44	1) Progress should be goal centric and technology neutral 2) QoS will sort itself out in the market – consumers with adequate choice can simply respond 3) Emergency issues are more important and subtle. Education alone will not work. I propose some revision of the way dispatch occurs that incorporates technical change and more flexibility EG a voluntary central register for phone numbers so that consumers can elect to link chosen numbers to locations

45	1) Number name 2) STS application and licensing of VoIP providers 3) Emergency services clarification for VoIP
46	1) Numbering 2) Licensing 3) QoS major issue
47	Numbering:– must use existing range – PSTN back up – enforce IP based intercept – major players share no interest
48	Phone card use – public internet – uncontrollable call loss (drop out)
49	Post ring –trip dialling affects numbering
50	Review ACIF codes with regard to VoIP
51	1) Determine how to deal with emergency access numbers 2) Determine telecoms standard to apply to VoIP equipment
52	High level end to end QoS impacts – short term
53	If holding meetings and need a consumer input please contact Phonechoice, we would be pleased to share our research with you.
54	Should clarify the responsibilities for business using IP telephony over private WAN – multiple PSTN access and least cost routing
55	Need to differentiate between public internet and private IP networks in language used
56	Priority Action Items: Industry wide standard procedures for 000 emergency services – VoIP is not a viable PSTN alternative without this, so its growth will be permanently stunted unless 000 calls are functional
57	Priority: 1) Agreement between IIA and Telco's on minimum QoS 2) Code on required consumer information
58	Is VoIP / internet telephony an STS service?
59	ISP does not know what VoIP is on his broadband service. How will we persuade him to spend \$? Maybe national security.
60	1) Numbering and number portability 2) Emergency provisioning 3) Interoperability with PSTN and mobile networks
61	1) Service definition and network architecture 2) Consumer awareness 3) Interoperability
62	Is IP the best protocol for Voice Over Data Transfer?
63	1) Standardise emergency service access requirements 2) Address security standards 3) Develop guideline on broadband and VoIP services for consumers
64	1) Survey General community about expectations for emergency service access 2) National Relay Service to be accessible via IP devices 3) 106 emergency call service to be accessible via IP devices
65	1) Mandated emergency services “000” access for all end terminals

	2) National numbering overseen by neutral body
66	Priority Issue: 1) Investigate CLI issues where VoIP is used to contact Emergency Services 2) Consider legislation / regulation preventing VoIP services where 000 connectivity cannot be provided (ie offshore gateways?) 3) Investigate if 000 calls will attract call charges under VoIP
67	Concern that DCITA has already decided that VoIP is an STS, even when it is sold as a 2 nd line or a secondary service.
68	Numbering – if a new number range is brought in and mandatory to use, disadvantages CSPs who already have IP telephony customers on geographic numbers. Should be choice of new number range or geographic.
69	1) Decide/discuss whether the classification of STS does/should apply the all these VoIP services – especially since the vast majority are beyond the sphere of influence of Australian authorities 2) Information – compare to home loans for EG brokers are used to help consumers decide – this model can apply to VoIP
70	Untimed local call requirement: Does not apply to mobiles therefore it should not need to apply to VoIP
71	1) Development of end to end performance standard for VoIP taking into account public's internet access 2) Consideration of whether voice QoS can be implemented on public internet 3) Development of ISP "VoIP" compatibility code
72	When will IPND go real time? Solution (partially) for VoIP user location.
73	Why can DSL modems be allowed to fry lines in the street?
74	Untimed local call obligation: Is numbering a commerciality issue – particularly based on geographic governmental monopoly perspective?
75	What can be done to build an environment where vendors are developing systems which cater for Aust standards?
76	Use of Product Realisations Centre for product testing (AEEMA)
77	How do you enforce TA on encrypted client IP data streams?
78	It is important to fix the IPND rather than have a negative impact on numbering (location reliability and location for routing)