

ACIF VOIP FORUM IDENTIFIES PRIORITIES FOR ACTION

Forum confirms industry and consumer support for interprovider cooperation on VoIP

The Australian Communications Industry Forum (ACIF) today hosted its second annual Voice over Internet Protocol (VoIP) Forum which brought together carriers, service providers, vendors, integrators, industry associations, government agencies and consumer groups to examine regulatory and technical issues relating to the provision of VoIP.

Issues examined by the participants included quality of service, deployment and security in VoIP. A panel was also convened to consider the implications of the Governments recent report into the policy and regulatory framework for VoIP services.

ACIF CEO Anne Hurley said the forum was fully booked with more than 120 industry and consumer representatives attending to voice their opinions on the best way forward in developing an appropriate regulatory framework for VoIP.

This has been a resounding vindication of ACIFs belief that our industry has the maturity to tackle difficult issues like VoIP without the need for imposed regulation, Ms Hurley said.

By taking the initiative and working together cooperatively, we can enhance the consumer experience of emerging technologies as well as promote industry accountability and compliance, Ms Hurley said.

The forum identified the most pressing issues for further action. They include:

Defining Quality of Service and devising easily understood measures for consumers to gauge the quality of VoIP services;

Educating VoIP providers about their obligations to their customers in relation to security of VoIP services;

Increasing awareness among VoIP providers of the need to inform existing and potential customers about all aspects of a VoIP offering;

Developing an action plan for responding to the recommendations contained in the Federal Governments VoIP report.