



## ***NEWS RELEASE***

**Internet Telephony Services Providers' Association**

*The Voice of Advanced Communications*

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### **ITSPA applauds ERG VoIP Position**

ITSPA has announced its general support for the European Regulators Group draft position paper on Voice over IP. ITSPA advocates a number of the conclusions set out in the position paper including:

- All telephony service providers which break out onto the PSTN should be obliged to provide access to emergency services.
- The provision of access to the emergency services should be removed from the definition of PATS in the Universal Service Directive.
- Information about the caller's location should be provided to the extent allowed by the technology.
- There should be an obligation to port numbers to any service provider which satisfies the conditions of use of the appropriate number ranges.

The ITSPA chairman Eli Katz said: "Most of the ERG's recommendations correspond with ITSPA's own positions over the last two years. We welcome most of the proposals and hope that the national regulators take this on board to help VoIP services develop across Europe".

ITSPA's support comes after the trade association held a regulatory workshop for its members at Ofcom on 7<sup>th</sup> November. This was an extremely useful afternoon where the recent changes to the regulatory framework were spelled out, key areas were discussed and representatives of Ofcom were able to respond to the questions raised by the membership.

Eli Katz added: "Our workshop indicates the progress ITSPA has made over the past twelve months in its relationship with the UK regulator. While we don't necessarily meet eye-to-eye on all matters, there are now useful channels available where we as an industry body can raise the issues of concern and discuss them effectively with Ofcom as well as the relevant Government departments".

ITSPA now feels it can genuinely claim to represent a large percentage of the VoIP market when outlining its position with the regulator and Government departments. This is reflected within the membership list of over 60 members including BT, Google, Orange Home, AOL Talk, Tesco and Vonage. Together with the smaller start-up ITSPs and the large equipment suppliers including Cisco and Siemens as associate members, there is a genuine representation amongst all industry players.

### **Notes to Editors:**

NOTE – This statement is issued on behalf of ITSPA and does not necessarily reflect the views of all its members.

The ITSPA response to the ERG Position Paper can be found on the website ([www.itspa.org.uk](http://www.itspa.org.uk))

### **About VoIP**

Internet Telephony is the ability to make voice calls over any Internet Protocol (IP) connection, particularly broadband, using Voice over Internet Protocol (VoIP). IP Communications also enable a rich multi-media set of advanced services, including Video, High Definition Sound, Instant Messaging and Presence. Internet Telephony Service Providers can provide regular and enhanced phone line services – often at substantial cost reductions .

### **About ITSPA ([www.itspa.org.uk](http://www.itspa.org.uk))**

**ITSPA is the UK's industry body for Internet Telephony Service Providers. Founded in 2004, with over 60 members, ranging from the largest Tier 1 operators to the new entrants, providing services to millions of consumers and businesses.**

### **ITSPA exists to:**

- Encourage the innovation and development of the VoIP industry through the promotion of better regulation and competition;
- Lobby Ofcom, the UK Government and the European institutions to ensure the UK and Europe remain the most favourable environment in which to run a VoIP business and in which to be a VoIP customer;
- Respond to UK Government and European regulators on behalf of its members;
- Investigate solutions for industry, including fraud black lists, peering and interoperability;
- Reassure Consumers that any product or service bought from a company displaying the ITSPA logo comes with a high standard of consumer protection, which is properly enforced and includes a dispute resolution procedure.

### **ITSPA believes in:**

- The benefits of self-regulation to promote the growing VoIP sector;
- The need to foster a truly competitive and innovative market where VoIP providers can compete with existing telecoms providers on a level playing field;
- The facilitation of the provision of "naked DSL" (i.e. the provision of broadband access without needing to also pay for telephone line rental);
- Open, non-discriminatory access through all Broadband ISPs (i.e. ISPs should not block/hinder customers from using third party VoIP providers);
- The promotion of best efforts provision of access to emergency services and the provision of accurate information to the consumer about the level of access to emergency services available to them;
- Effective and competitively priced Local Loop Unbundling;
- The use of geographic numbers for VoIP providers;
- Efficient and competitively priced number portability (i.e. the ability to transfer/retain your phone number when you change service provider).