# Simplified VoIP Legal and Regulatory Inquiry Questions

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V1.1

## Glossary

**Voice over IP (VoIP) Network -** the use of the Internet Protocol to setup, carry and teardown all or part of a voice call. The VoIP Network is a combination of Signalling and Media components.

* **Signalling -** the communication between voice endpoints and the call control server (IP-PBX, etc) necessary to setup/teardown and control in-call features (transfer, hold, etc).
* **Media -** the actual content of the call between the calling and called parties.

**Voice Gateway** - the demarcation device at the edge of the Oracle network, providing connectivity to a telecommunications provider.

**Corporate LAN** - the private, internal network established for communications within an Oracle office.

**Corporate WAN** - the private, internal network established between Oracle offices for the purposes of intra-company communications.

* **Domestic WAN -** a link between two Oracle offices located in the same country.
* **International WAN -** a link between two Oracle offices, where each office is located in a different country.

**Tail-End Hop-Off -** A toll-reduction routing technique whereby the Oracle network provides carriage of a call where the called destination is not on Oracle's network.

* **Internal origination -** the calling source is on Oracle's network.
* **External origination -** the calling source is on another party’s network (such as telecommunications provider’s PSTN network).
* **Domestic TEHO -** the call source and destination are in the same country.
* **International TEHO -** the call source and destination are in different countries.

**Call Detail Records (CDR) -** Generated by the call control server, this is data representing the details of calls made (calling/called parties, setup/teardown times, etc).

**Voice and Data Convergence -** the transmission of voice communications (signaling or media) on the same equipment and circuits as data (non-voice) communications.

**Call Recording -** The recording of the actual call content (media).

## Questions

1. Can Oracle establish a private VoIP network on it's Corporate LAN for intra-company communications within an Oracle office?
	* 1. **Example:** The VoIP Network is established on infrastructure only serving the local Oracle office in question, permitting VoIP calls between phones within the same Oracle office. Voice calls to any other party (Oracle or otherwise) are achieved through the network of a connected, licensed public telecommunications provider.



1. Can Oracle use a VoIP Network on it's private *domestic* Corporate WAN for the purposes of intra-company communications between Oracle offices?
	1. Can the call control (signalling) server reside in a different domestic geography to the called/calling parties?
		1. **Example for Q2:** All VoIP Network infrastructure is located within the borders of the country, and is used to establish calls between Oracle-internal parties. Voice calls between a local Oracle office and a domestic non-Oracle part or any international party (Oracle or otherwise) must be completed through the network or a connected, licensed public telecommunications provider.
		2. **Example for Q2a:** Within Australia the call control server (signalling) may reside at Oracle Sydney, but through use of the domestic Corporate WAN, a caller from Oracle Perth can reach a colleague at Oracle Melbourne.



1. Can Oracle use a VoIP Network on it's private *international* Corporate WAN for the purposes of intra-company communications between Oracle offices?
	1. Can the call control (signalling) server reside in a country different to the calling and called parties?
		1. **Example for Q3:** The Oracle Sydney caller, and the call control server, are both located in Oracle Australia, and through the use of the international Corporate WAN, a call can be established to a phone in Oracle Singapore.
		2. **Example for Q3a:** The call control server is located in Oracle Japan, and through the use of the international Corporate WAN, an caller from Oracle China can reach a colleague in Oracle Thailand.



1. Can Oracle use a VoIP Network on it's private international Corporate WAN for the purpose of providing voicemail (recording and retrieval)?
	* 1. **Example for Q4:** The call control server and phone are both in Oracle Sydney, and a non-Oracle party tries to call this phone. The call control server forwards the call to a voice mailbox hosted on infrastructure in Oracle USA.



1. Can Oracle use it's VoIP Network to achieve *domestic* Tail-End Hop-Off?
	1. Can internal-origination TEHO be used?
		1. **Example for Q5a**: The calling party is on the Oracle VoIP Network in Oracle Melbourne, and the called party is on the public (non-Oracle) network in Brisbane. Oracle would route the call from the Oracle Melbourne user across it’s domestic Corporate WAN to a voice gateway in Oracle Brisbane, which would then pass the call to the licensed public telecommunications provider at that location for onward routing to the external called destination.
	2. Can external-origination TEHO be used?
		1. **Example for Q5b**: The non-Oracle caller dials an Oracle Perth phone number and, using the domestic Corporate WAN, the call control server forwards the call to an Oracle employee in Oracle Adelaide.



1. Can Oracle use it's VoIP network to achieve *international* Tail-End Hop-Off?
	1. Can internal-origination TEHO be used?
		1. **Example for Q6a:** The calling party is on the Oracle VoIP Network in Oracle Italy, and the called party is on the public (non-Oracle) network in the France. Oracle would route the call from the Oracle Italy user across it’s international Corporate WAN to a voice gateway in Oracle France, which would then pass the call to the licensed public telecommunications provider at that location for onward routing to the external called destination.
	2. Can external-origination TEHO be used?
		1. **Example for Q6b:** The non-Oracle caller dials an Oracle Sweden phone number and, using the international Corporate WAN, the call control server forwards the call to an Oracle employee in Oracle Spain.



1. What are Oracle’s obligations regarding emergency services dialling?
2. Is it a mandatory requirement that Call Detail Records be made available to the relevant government/regulatory authorities?
3. Can Call Detail Records be transmitted and stored internationally?
	* 1. **Example for Q9:** A call control server in Oracle Australia generates files containing details of calls it has handled, and forwards these files to a server in Oracle USA for storage.
4. In any scenario where a VoIP Network is permitted, is Voice and Data Convergence permitted?
	* 1. **Example for Q10:** An Oracle PC and Oracle VoIP phone are attached to the same Corporate LAN switch, for the purposes of communicating with other Oracle network components, either locally, domestically or internationally.
5. Does the equipment used in the Oracle VoIP Network require Type-Approval beyond that provided by the original manufacturer?
6. With respect to the aforementioned questions, does the in-country regulatory authority make this information publicly available? If so where, and in which language?