

Can We Talk? Evolution from Voice as the Killer App

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Most people think of the phone as phone - a device for voice communication. History has shown repeatedly that new uses and new technology are best embraced through a kind of 'radical evolution' - not discontinuity. Broad new communication services must also enhance natural voice calling paradigms to be readily accepted. Mobile phones stretch the rules for voice communication - people are now reachable no matter when or where. On a human level, this produces more stress. For the industry, it means more opportunity for the mobile operator and deep mobility challenges for the fixed line operator. A successful roadmap for industry innovation around mobile, fixed and converged communication services will take these factors into consideration as voice services continue to evolve.