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## [Why Vodafone Removed N95's VoIP Functionality](#)

*For its customers' own good...*

While mobile operator Orange has already explained what the reason for the removal of VoIP functionality was, now it is Vodafone's turn to comment regarding this. A Vodafone statement claims that the company doesn't offer its own VoIP service because it does not believe that it's a mature technology. Just like Orange, [Vodafone](#) says that it would require in-depth testing, a solid customer experience, billing integration and customers service support that's currently not available. The statement goes on to explain: "There is a misleading perception that VoIP services are 'free'. This is, however, not the case when it comes to using VoIP over mobile where customers will need to use data connectivity to establish a service and may incur further charges." "Vodafone feels responsible that customers should not incur unnecessary charges when competitive mobile rates are a cost-effective choice for customers." Vodafone has also mentioned that it is not aiming to reduce choice and customers will still be able to download applications that enable VoIP or use the VoIP services via laptop or data card. In the end this makes perfect sense. You have a phone, the Nokia N95, that is supposed to come with VoIP capabilities. Mobile operators decide to switch it off, and then suggest that if you really have to use VoIP, you can still do that by either downloading apps or using a laptop. Why not just sell the phone as it is and leave it up to the customer to decide whether to use such services or not? Moreover, Vodafone already offers a Data Unlimited tariff, even though it's more expensive, compared to the competition. Truphone has also announced that it is currently developing a stand-alone application that it will be offering for those who have bought the VoIP-less versions of the N95 from [Vodafone](#) and Orange.