



ihail response to CellTrack Systems
submission

ihail notes the public submission made by CellTrack Systems dated 23 October 2015 in which it states:

Whilst it may be true that “ihail has been designed to operate with any existing taxi dispatch system” this does not indicate any willingness on the part of ihail to allow other parties to participate. The API is the formal description of the interface to the ihail system and two requests from CellTrack Systems for information on the API mentioned have been ignored.

As a result I submit that if the ACCC is moved to change its draft determination then it should be done only with an undertaking from ihail that it will actively support the integration of other dispatching systems.

In response to the issue raised by CellTrack Systems, ihail confirms that the ihail app will operate as an open source application that can be utilised by any dispatch system that integrates in accordance with its OpenAPI – ihail has no preference as to which dispatch solution is used by taxis using the ihail app.

ihail will therefore provide any dispatch provider with the relevant integration documentation provided:

- a customer of the dispatch provider (e.g. a taxi network) has signed a Licence Services Agreement with ihail or is expected to do so in the future; and
- the dispatch provider has signed a Non-disclosure Agreement in order to protect ihail's intellectual property.

Jobs allocated on the ihail app will be dispatched in an identical manner regardless of the taxi network's dispatch provider. This process is described in section 2.2(d) of ihail's Response to ACCC Information Request dated 4 February 2016. This process is unaffected by the dispatch system used by the taxi network.

ihail has noted the request by CellTrack Systems and intends to respond directly to CellTrack consistently with the above.

9 March 2016