

1. Service Description

just.2.voices (www.just2voices.com) is a peer-to-peer anonymous voice chat service. It matches two consenting mature users for a single anonymous voice call of up to ten minutes. No account registration is required. No audio is transmitted to or stored on the operator's servers — voice travels directly between users' browsers via WebRTC.

Key service characteristics:

- Anonymous — no names, accounts, or identity collected
- Voice only — no video, no text chat, no file sharing
- Peer-to-peer — audio does not pass through operator servers
- Time-limited — calls end automatically after 10 minutes
- Non-commercial — no advertising, no monetisation at present
- Publicly accessible — no geo-restriction; accessible globally

2. Operator Details

| | |
|-----------------------------|---|
| Service name | just.2.voices |
| Website | www.just2voices.com |
| Contact email | hello@just2voices.com |
| Abuse contact | abuse@just2voices.com |
| Service type | User-to-user (voice) |
| Commercial status | Non-commercial at present; monetisation under consideration |
| Expected user volume | Not yet determined; anticipated low to medium initial traffic |
| Date of assessment | 6 June 2026 |
| Review date | Within 12 months or upon material service change |

3. Legal Framework

This assessment has been prepared with reference to the following legislation and guidance:

- UK Online Safety Act 2023 (OSA) — user-to-user service obligations
- EU Digital Services Act 2022 (DSA) — applicable to EU-accessible services
- UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018
- Children Act 1989 and Children and Young Persons Act 1933
- Sexual Offences Act 2003 (grooming provisions)
- Communications Act 2003
- Ofcom Draft Codes of Practice (Children's Safety, Illegal Content)

just.2.voices is classified as a Category 3 user-to-user service under the OSA. As a non-commercial service with anticipated low user volumes, proportionate rather than prescriptive obligations apply. This assessment demonstrates reasonable and good-faith compliance with those obligations.

4. User Profile Assessment

4.1 Intended Users

just.2.voices is designed exclusively for mature users. The service is positioned as a mature users platform through persistent mature signage, terms of use, and service description.

4.2 Likelihood of Child Access

The operator acknowledges that children may attempt to access the service. The following factors are relevant to this assessment:

- The service requires no registration, creating lower friction than age-gated platforms
- The service's concept (anonymous stranger voice calls) may attract younger users
- There is no technical age verification at present
- The persistent mature badge and terms declaration provide a first-level deterrent
- The 10-minute call time limit reduces exposure duration

The operator assesses the likelihood of child access as MEDIUM and has implemented proportionate mitigations accordingly. This assessment will be reviewed if user volumes increase materially or if incident reports suggest child access is occurring.

4.3 Vulnerable Users

The anonymous nature of the service means some users may be emotionally vulnerable. The time-limited call format and availability of an abuse reporting mechanism provide baseline protection. The report abuse tab in the legal overlay signposts crisis support resources including befrienders.org, which lists local helplines in over 50 countries.

5. Risk Register

The following risks have been identified, assessed, and mitigated. Likelihood and severity are rated Low / Medium / High.

| Risk | Likelihood | Severity | Mitigation |
|---|------------|------------|--|
| Child accessing the service | Medium | High | Persistent mature badge; mature-only terms; 10-min call limit reduces exposure |
| Grooming of a minor | Low–Medium | High | Voice-only (no image/video); 10-min limit; post-call report mechanism; IWF referral link |
| Harassment or verbal abuse | Medium | Medium | User can end call immediately; post-call reporting to abuse@just2voices.com |
| Indecent exposure (audio) | Low | Medium | Voice-only; call ends at 10 mins; post-call report available |
| Illegal content (incitement, terrorism) | Low | High | No repeat matching; short call window; abuse reporting and IWF signposting |
| Stalking / repeated contact | Low | Medium | Random matching — no mechanism to target a specific user; no persistent identity |
| Data breach | Low | Low–Medium | Minimal data held; no audio stored; tokens deleted within 30–60 seconds of session end |
| Service used for fraud / scam calls | Low | Medium | No account system; short call duration limits utility for sustained fraud |

6. Safety Measures in Place

6.1 Age Assurance

- Persistent mature badge displayed at all times in top-right corner of the service
- Terms of use explicitly state the service is for mature users
- Users who proceed to use the service do so having been clearly informed of the age requirement

6.2 Call Design

- Calls are automatically terminated after 10 minutes — reducing grooming risk and limiting sustained harmful contact
- Voice only — no video, images, or file transfer capability
- Random matching — no ability to target or repeatedly connect with a specific individual
- No persistent identity — tokens are ephemeral and session-bound

6.3 Reporting and Response

- Post-call report button presented to users after every call ends
- Report pre-populates an email to abuse@just2voices.com with match ID and timestamp

- Abuse reports are retained and reviewed by the operator. As this is an anonymous service, the operator has limited ability to prevent repeat access; however all reports are reviewed and may be passed to relevant authorities
- Internet Watch Foundation (iwf.org.uk) signposted for illegal content involving children
- befrienders.org signposted for crisis support across 50+ countries

6.4 Technical Architecture

- WebRTC peer-to-peer audio — voice does not traverse operator servers
- No audio recording capability exists at the infrastructure level
- Session tokens are cryptographically random, 64-character hex strings
- Queue records deleted after 30 seconds; match records deleted after 1 hour
- Server access logs retained for up to 30 days for abuse investigation purposes

6.5 Transparency

- Terms of use publicly accessible via legal overlay on the service
- Privacy policy publicly accessible via legal overlay on the service
- Abuse reporting mechanism publicly accessible via legal overlay on the service
- This risk assessment published at www.just2voices.com/risk-assessment.pdf

7. Gaps and Planned Improvements

The operator acknowledges the following gaps in the current safety framework and commits to reviewing them as the service develops:

| | |
|-------------------------------------|---|
| Technical age verification | Not currently implemented. The operator will keep Ofcom's developing age assurance guidance under review and implement proportionate measures if user volumes or incident reports indicate this is necessary. |
| Proactive content monitoring | Not technically feasible given peer-to-peer WebRTC architecture — audio does not pass through operator infrastructure. This architectural constraint is documented and accepted. |
| Formal complaints procedure | Currently handled via email to abuse@just2voices.com . A more structured process will be considered if user volumes increase. |
| Monetisation | If the service becomes commercial, this risk assessment will be reviewed and updated obligations assessed at that time. |

8. Review and Sign-off

This risk assessment will be reviewed:

- Periodically

Prepared by:

The operator of just2voices.com

Date: 6 June 2026

Contact: hello@just2voices.com