

CASE 03 // IMPROVING IP INTERCONNECTIONS

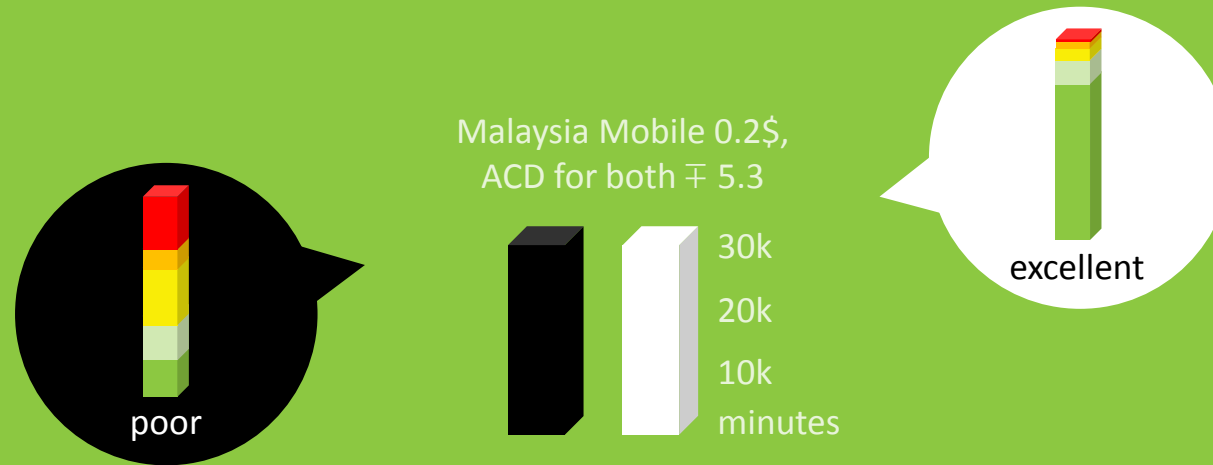
YOU CAN'T GET THE MAX WITHOUT CONTROL

Two business truths to start with

1: “Outstanding performance relies on outstanding decisions.”

2: “Good decisions depend on quality, speed and yield.”

The truth behind: good decisions require hard information



To take any pricing or routing action, detailed and reliable information is needed. In addition, quality reports start a learning process. Carriers notice that quality of routes and traffic will be assessed.

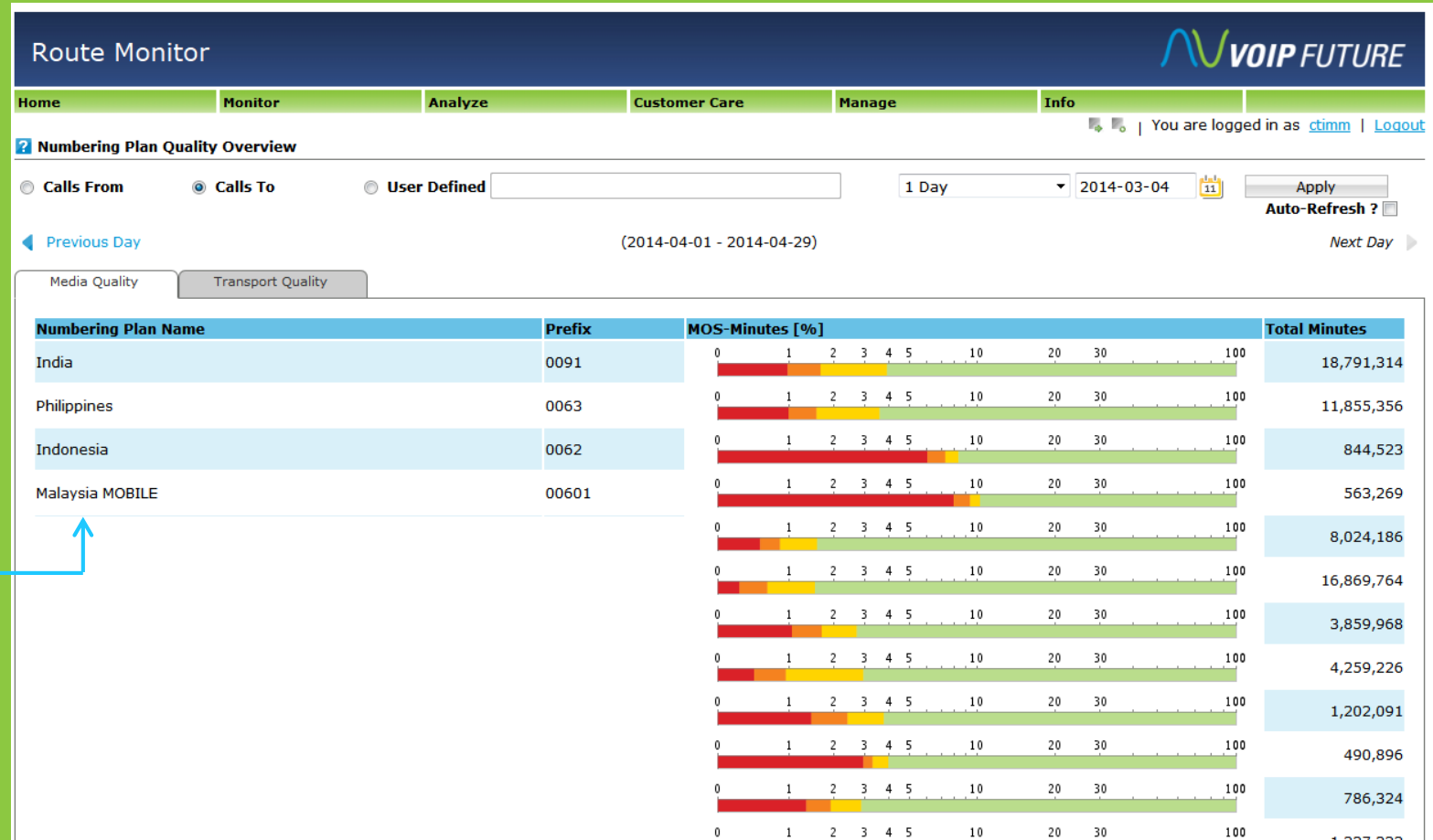
The harder the information, the more quality will improve.

VOIPFUTURE hard fact results:

Precise quality information is fully available – in line with your routes and rates.

- As origination and as destination.
- From day to year.
- Drill down to root cause.

Revealing who is responsible for bad Malaysia quality...



VOIPFUTURE hard fact results:

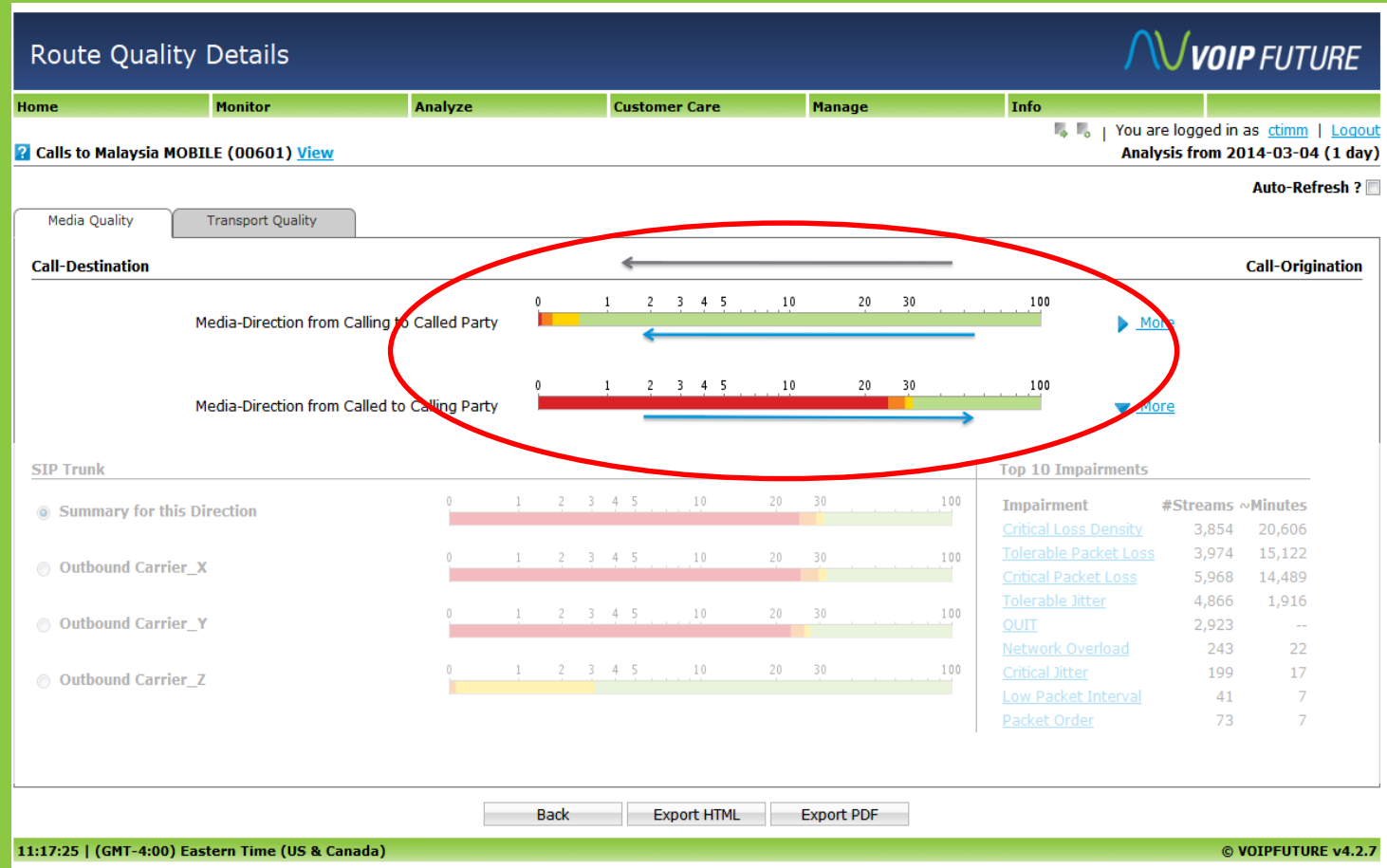
Result #1:

- Media quality leaving the net is okay. Your net is not the problem.

Result #2:

- Entering media quality from your outbound carriers is the issue.

Which outbound carrier?



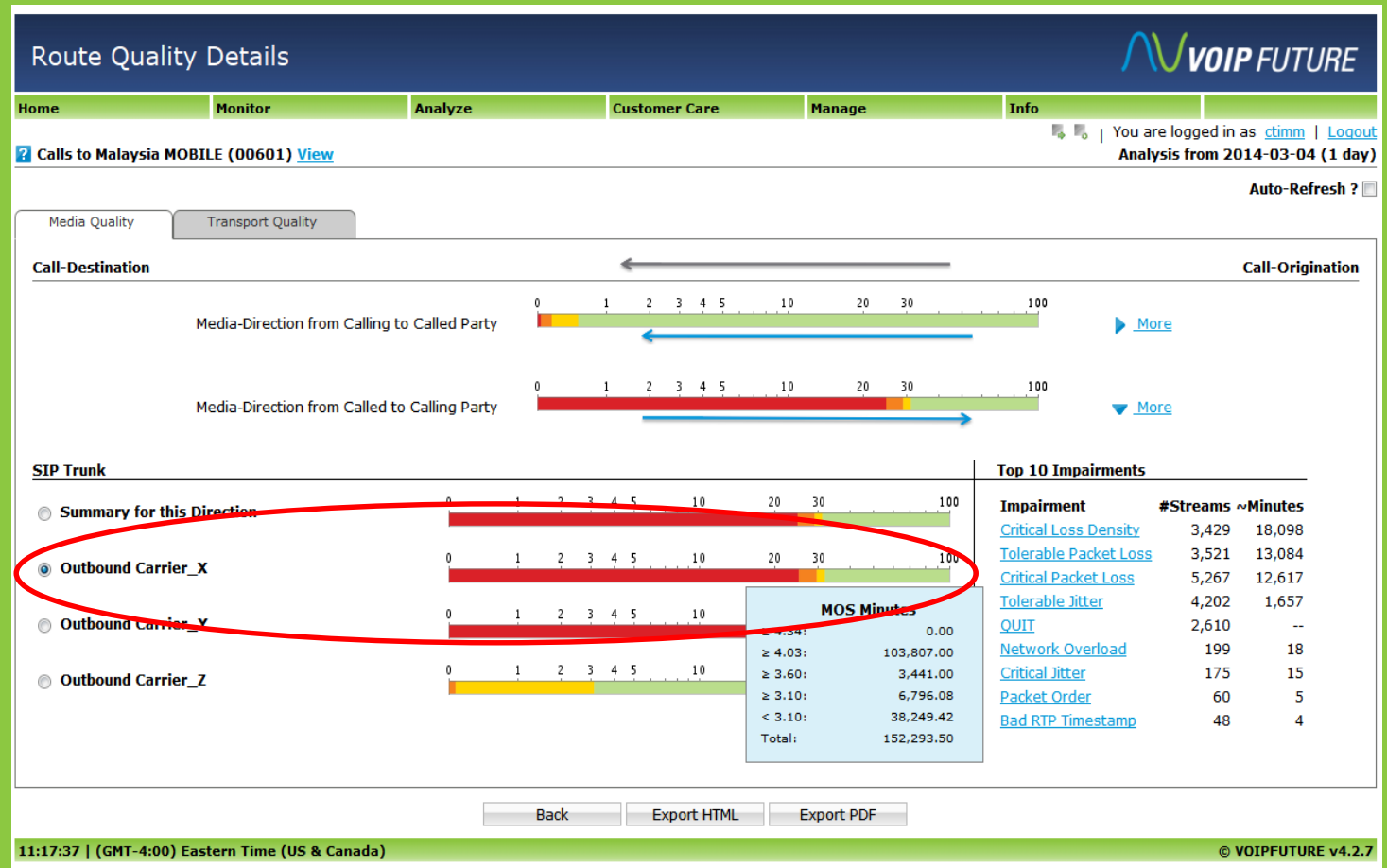
VOIPFUTURE hard fact results:

Result #3 for Carrier X:

- More than 20 % of total minutes below MOS 3.1.

Or to be precise:

Carrier X delivers 38,249 from 152,293 minutes in the worst possible quality – with 18,098 minutes impaired by critical loss density.



Fundamental to our approach are three things
we do differently

RTP monitoring

VOICE QUALITY
MONITORING

UPSTREAM &
DOWNSTREAM

ALL ROUTES
& TRAFFIC

VOIPFUTURE

3

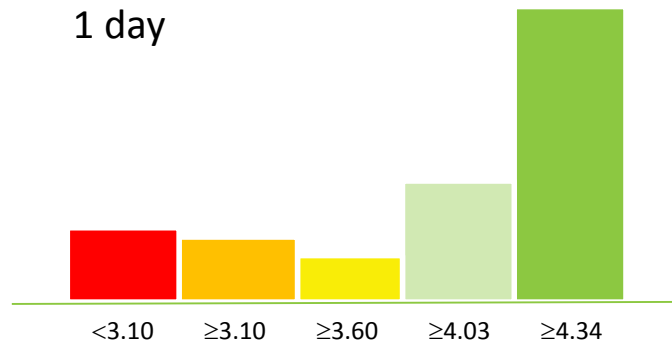
The unique technology behind: accurate MOS for each fixed time slice



Qualified time slices for one stream of a call

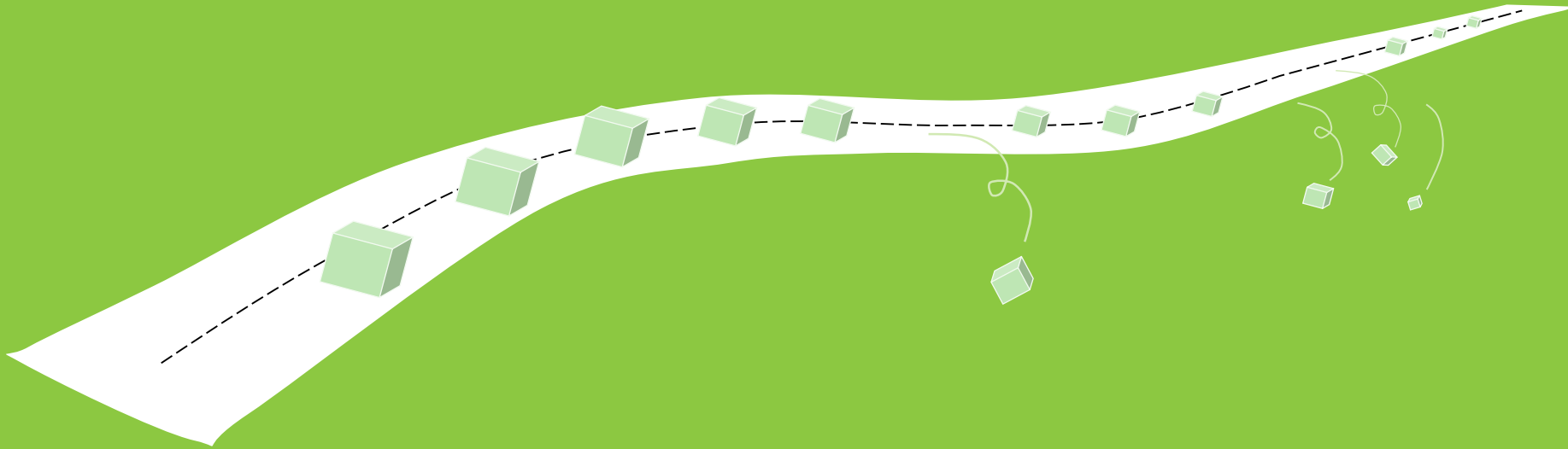


Quality for
Malaysia Mobile
1 day



- **Call quality evaluation based on 5 second slices – upstream and downstream**
- **MOS value for every slice**
- **Accuracy independent from minute volume**
- **Results can be aggregated by MOS classes and related to single carriers and routes**

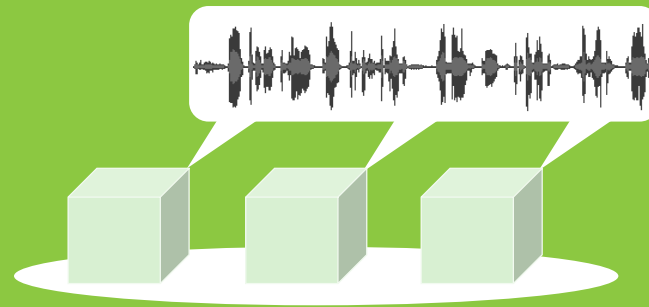
How to deliver hard facts on voice quality



Reports with in-depth information on:

- **Packet loss with its density and burstiness impact on call quality**
- **Jitter with all its variations**
- **Codec type and RTP-bandwidth**
- **Silence suppression**

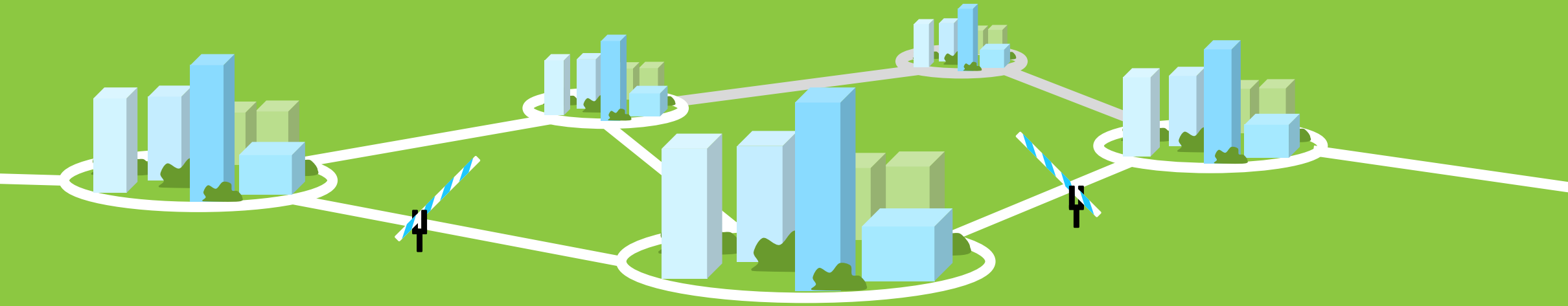
What if hybrid routes cause additional problems?



With waveform analysis it is possible to detect problems within live traffic, e.g.

- **Echo, choppy voice or noise.**

Monitoring use cases



Good monitoring will support all activities to balance quality and costs by fast and reliable results.
Down to single destinations and calls.

The impact

“Premium service with higher margins and controlled operations.”

voipfuture

Wendenstr. 4
20097 Hamburg
Germany

Tel: +49 40 688 900 10

Fax: +49 40 688 900 199

info@voipfuture.com

www.voipfuture.com