Mobile testing

Spearline mobile testing allows you to test the performance of your numbers via mobile networks from a range of locations globally.

Overview

Increasingly, customers are using mobile phones to make most or all of their calls - in fact projections are that 169 billion mobile calls will be made to businesses by 2020[1]. Testing through a combination of PSTN and mobile routes allows you to see a more complete picture of your customers' experience when dialling your numbers. It replicates the experience from their location, regardless of whether they are dialling your number from a mobile or through PSTN lines.

Similarly, where outbound sales calls or agent callback are being used, mobile testing will ensure your brand image is maintained.

As with our PSTN testing, mobile testing is run through our in-country server. Servers are placed in the most populated area of the country, and we will use the largest mobile network provider in that country, so we're able to replicate exactly the experience of the majority of your customers

Automated mobile testing

Spearline automated allows you to test numbers in-country all over the world. When setting up your number tests, you can now set up your campaigns or rolling testing cycles to test either using mobile (GSM) or PSTN.

Mobile testing is available on all the test types you can run on PSTN lines, except long call and international tests.
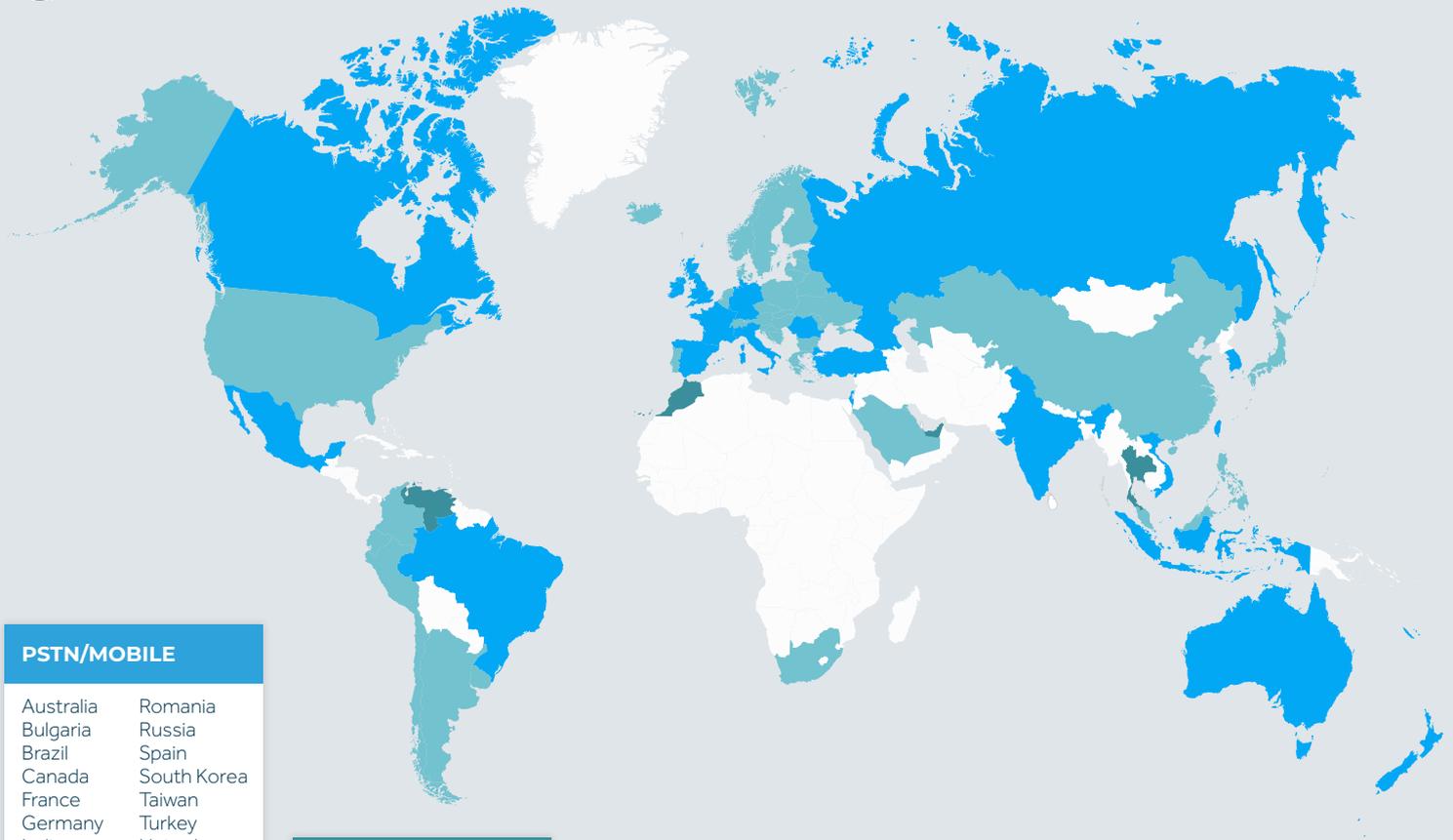
Manual mobile testing

The Spearline manual tool allows you to switch between PSTN and mobile (GSM) testing easily. You'll simply select the GSM button before dialling your number. (Note: see countries available overleaf)

> " Increasingly customers use mobile phones to make most or all of their calls. Mobile testing allows you to replicate your customers' experience regardless of whether they are dialling through a PSTN or mobile network. "

1 - BIA/Kelsey research

spearline®

PSTN/MOBILE

Australia	Romania
Bulgaria	Russia
Brazil	Spain
Canada	South Korea
France	Taiwan
Germany	Turkey
India	United
Indonesia	Kingdom
Ireland	Vietnam
Israel	
Italy	
Mexico	
New Zealand	

MOBILE ONLY

Morocco
Thailand
UAE
Venezuela

Overview / Legend

4 Mobile   **21** PSTN & Mobile   **60** PSTN

Rates

Your Customer Engagement Manager will be able to discuss rates that apply to mobile testing. We have developed these based on your existing usage of standard PSTN testing.

Terms and conditions

Mobile testing is outside any current PSTN/SIP commercial terms and agreements or minimum monthly/annual agreements. Mobile tests will be charged in addition and separately. Your associated mobile test rate will apply to the current list of countries provided only. Any new mobile country provided may have its own associated test rate. The mobile test rate offered is a reduced rate which is offset by the overall book of business on PSTN testing, so rates quoted are dependent on maintaining that book of business.

Mobile test rates are for toll/toll free numbers only. Any number, including toll/toll free, that incurs additional charges in excess of the mobile test rate quoted, will have the surcharge passed on.

Test calls to international numbers, 'shared cost', 'premium' and other non toll/toll free or in-country toll numbers will incur additional fees and be recharged.

About Spearline

Spearline specialises in testing global toll and toll-free numbers using in-country calls and measuring the audio quality and connectivity of those calls. The tests are carried out through the Spearline platform and a worldwide network of servers and carriers. Spearline provides a full range of end to end testing solutions for large enterprise customers, carriers and conference providers.

For more information
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