

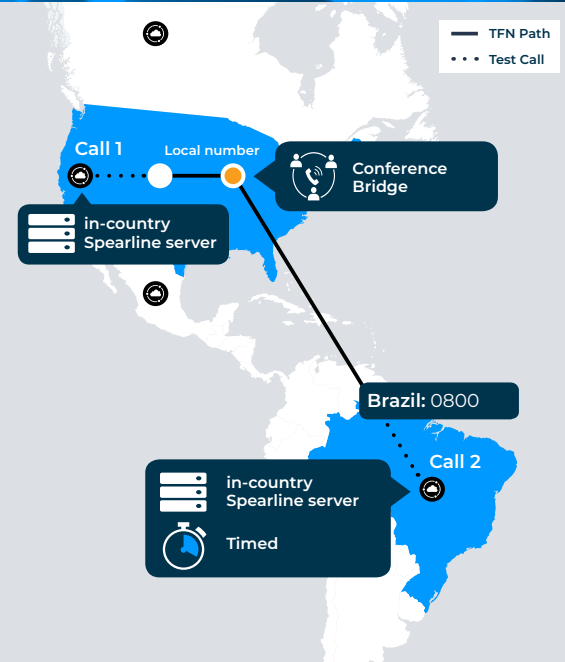
## Test types explained

Our worldwide network of servers and carriers means we replicate your customers' experience from start to finish, but you can choose the tests most relevant to your business.

## Standard conference test

### How does it work?

- Spearline in-country servers place two calls into your conference. One is to a number local to the physical location of your conference bridge, and the second is to the overseas number being tested
- Once connected, both calls pass access credentials to enter the same conference room
- Audio is passed between the two calls. This audio is recorded, analyzed and industry standard audio quality scores are generated



### What is it?

The conference test enables you to replicate a customer call and test all the functionality they need on a call without the need to deploy hardware or perform any setup. Once we have your numbers and conference credentials, tests can be set up within minutes, giving you the ability to proactively monitor and troubleshoot your global telecom footprint.

### When is it used?

The conference test is used to proactively monitor the availability and quality of both your global toll and toll-free numbers and your internal conferencing infrastructure. The test is commonly used to gain real-time alerts on customer impacting issues, to hold carriers to SLAs and to evidence your independently measured quality to your customer. It is also an excellent tool when your network operations center (NOC) teams are troubleshooting issues.

### What is measured

- Connection success or failure
- Post dial delay (between the number being dialled and the call being answered)
- DTMF (touch tone) functionality
- Availability of conferencing services
- Audio quality

### Key benefits

- Identify and report issues before they significantly impact on customers
- Identify audio quality issues which affect your customer's experience
- Provides data enabling you to make more informed call-routing and carrier-sourcing decisions

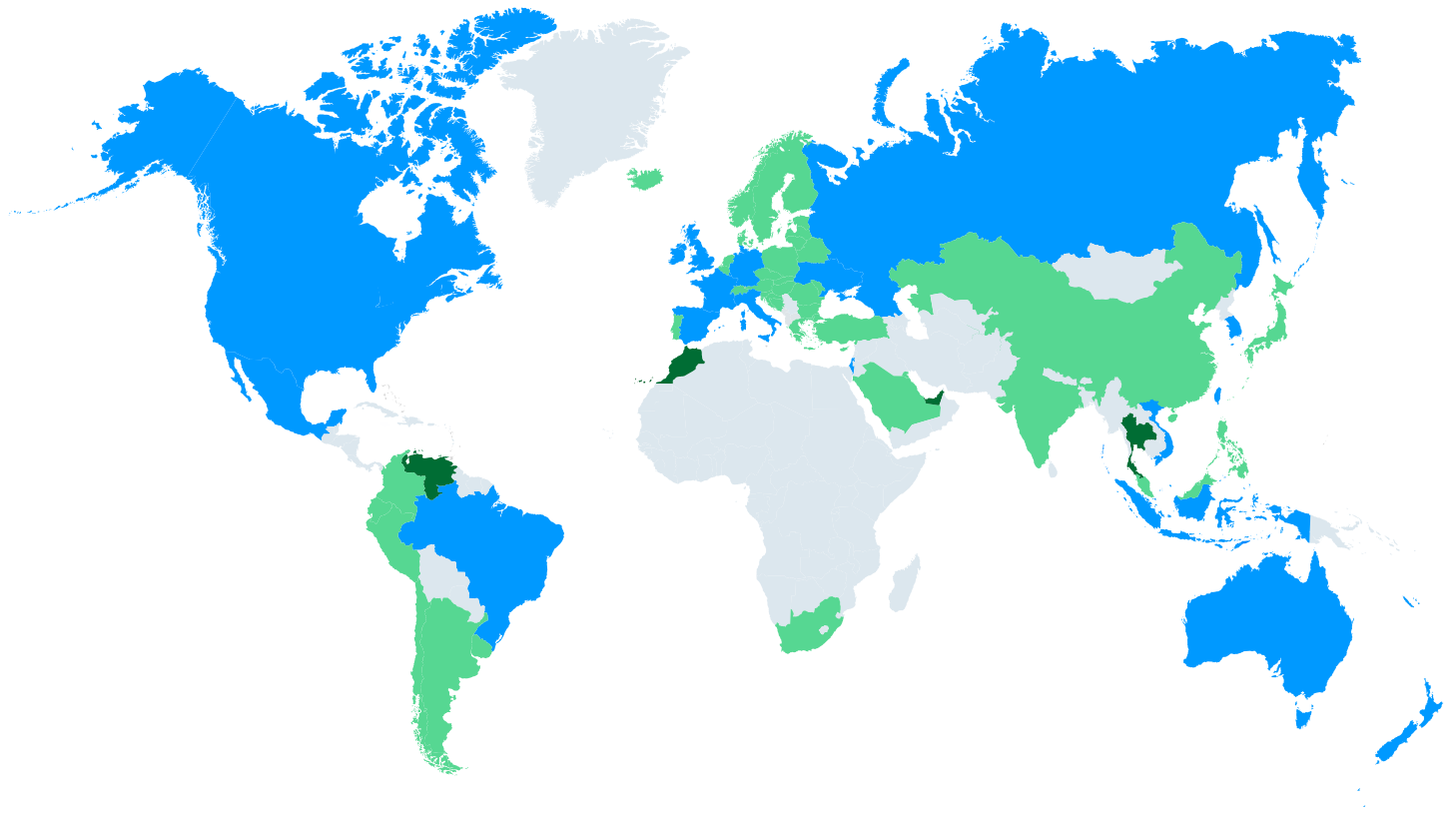
Our coverage for automated in-country testing is the largest in the world (and growing!)



**DID YOU KNOW?**

**4% of calls fail**

With over 70 million tests to date, we've found that 1 in 25 calls fail to connect, or suffer other critical customer-impacting failures



Spearline is a leading market intelligence company in the telecommunications industry.

Our platform enables enterprises and telecommunications service providers to test connectivity and quality on global telecoms networks, testing automatically and at volume.

Working with some of the leading enterprises, carriers and unified communications providers in the world, we have conducted over 70 million tests through our proprietary network of in-country servers connected to standard phone lines. The alerting and intelligence we provide allows you to greatly reduce downtime and replicate and improve your customers' experience

Interested in maximising your organisation's potential? **Get in touch today.**

**Contact us**

+353 (0)28 12345  
info@spearline.com  
www.spearline.com

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