

Do not to install Hosted IP phones or SIP service without having your Internet and data network tested first!

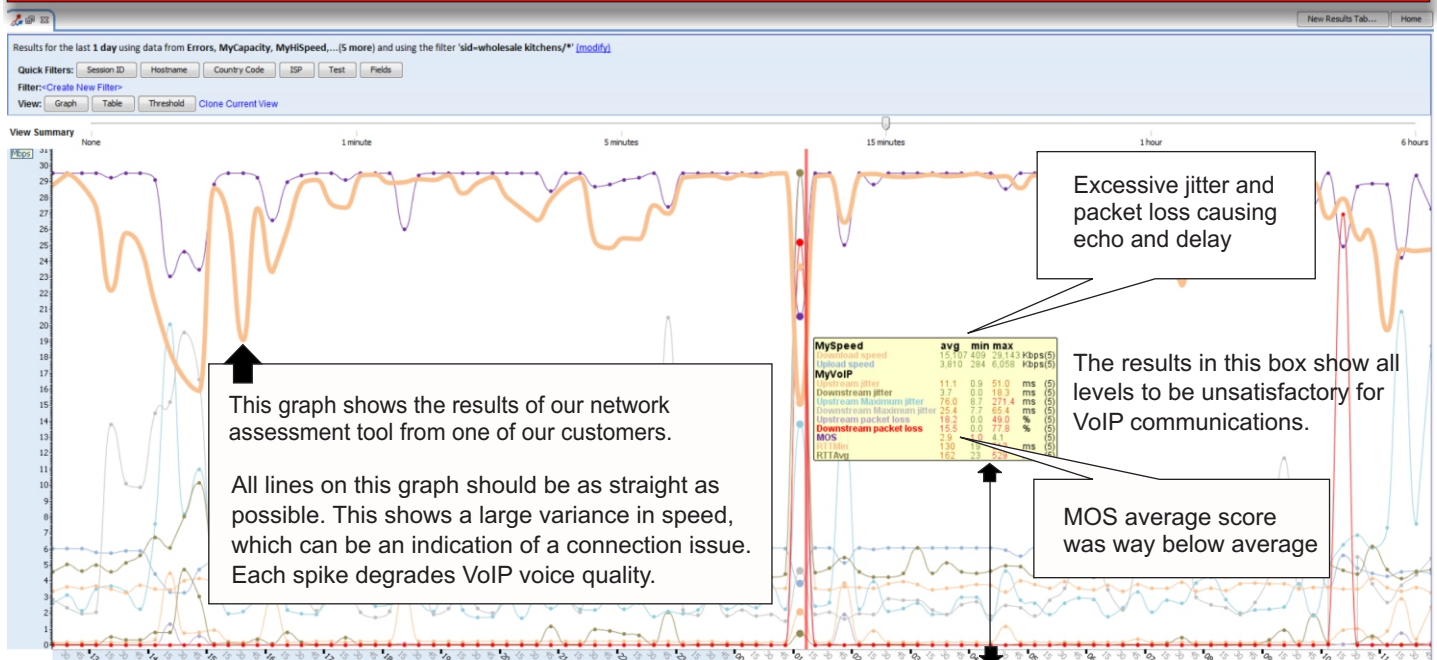
**You can guarantee voice quality will suffer if you don't.**

We offer a comprehensive test that accurately collects readings, which allow us to provide suggestions on how to rectify any problems. We follow a strict company policy that states we will not install Hosted phones or SIP service unless we run the test first.



## Network Assessment Tool

Test measures the performance of your Internet & data network



### MySpeed

Download speed - Should be 50 meg or greater

(Test showed 15 meg)

Upload speed - Should be 50 meg or greater

(Test showed 3.8 meg)

### MyVoip

Upstream jitter - *Should average 0.5*

(Test showed 11)

Downstream jitter - *Should average 0.5*

(Test showed 3.7)

Upstream Maximum jitter - *Should be = to downstream jitter*

(Test showed 76.0)

Downstream Maximum jitter - *Should be = to upstream jitter*

(Test showed 25.4)

Upstream packet loss - *Should average 0.25*

(Test showed 18.2)

Downstream packet loss - *Should average 0.25*

(Test showed 15.5)

MOS - *(3.8 or less is bad) - Should average 4.5 to 5*

(Test showed 2.9)

RTT (Round-trip delay) Min - *Should average 150*

(Test showed 130)

RTT (Round-trip delay) Avg - *Should average 150*

(Test showed 162)

Note; latency should average between 20ms + 50ms. Jitter should be below 30ms

Click here to learn more about MOS, latency, jitter and packet loss

**Problem;** customer complained of poor VoIP voice quality, which included echo and choppy audio. They also had issues with slow Internet speed.

**Problem Solved;** customer's Internet and data network was tested for 24 hours using the Network Assessment Tool. The results of the test were provided to their carrier, in this case it was Comcast. VoIP voice quality and Internet speed improved drastically after technician replaced the cable from the street. The cable modem was upgraded as well to handle higher Internet speeds. Bandwidth speed jump from 15 Meg to 75 Meg.

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