



**INTERMEDIA®**

# Quality of Service

**Intermedia is the only VoIP provider where QoS starts before the install**

## Savings, Reliability & Support

- Lower initial cost of ownership by 50% or more
- Quality service that will exceed your expectations
- Move, add or expand your business with ease
- Simplify vendor management
- Built in business continuity disaster recovery features



**If you knew a customer’s network was not well suited for VoIP, would you install VoIP services on that network?**

Of course not! But, how do you REALLY know if the network is up to par? That’s where Intermedia comes in. When you offer your customers Intermedia Voice Services, QoS testing is a required part of the sales and installation process.

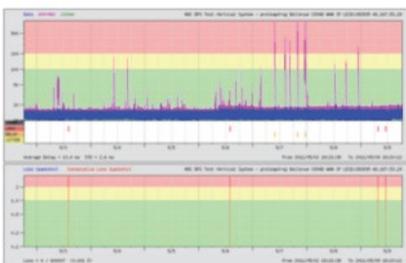
With Intermedia Voice Services, all potential customers are required to run and PASS a multi-day VoIP Bandwidth Analytics Test to validate that the customer’s network can successfully run VoIP traffic at acceptable quality thresholds. The VoIP Test produces a complete “picture” of the customer’s network over a meaningful period of time, so you can head off issues BEFORE they become problems. This pre-installation testing ensures high call quality and ultimately high customer satisfaction. Intermedia is the only Voice Services provider who requires that a customer’s network passes the VoIP test in order to purchase Voice Services.

## How It Works:

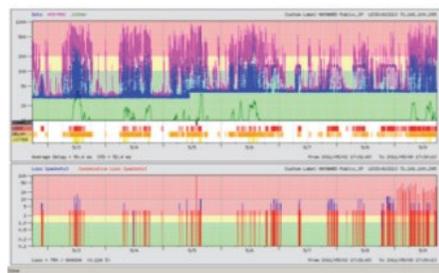
1. The VoIP Test application is loaded on a PC running on the same network that the VoIP traffic will ultimately use.
2. Once the VoIP test is initiated, Intermedia sends simulated VoIP traffic to the application, then measures the critical components:
  - Connectivity- Loss of internet connectivity
  - Jitter- Inconsistency in packet timing
  - Packet Loss- Dropping of packets due to congestion
  - Latency- Packets taking too long to arrive
3. The results are compiled in a multi-day graph that produces a visual reference of the customer’s network.
4. Intermedia technicians review the VoIP test results and report their findings back to you.

“Intermedia is unique in requiring prospective customers to run a multi-day network quality VoIP test. None of the other SIP providers we have done business with required this type of review. You can turn their SIP Trunks up on any network without review. This lack of review forces dealers to do the network review work and most of us don’t have the time or the tools to do a thorough job. We need to make sure the customers network is ready and capable to support the VoIP traffic and the Intermedia process and tools insure that this is the case.”

- Intermedia customer



Example of a network capable of VoIP traffic



Example of a network NOT capable of VoIP traffic



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