

## NECA Test Call Project – April 2009

Sponsored by:

NECA's Demand Assurance & Network Analysis Group (DANA)

### Project Purpose

1. Determine how interstate calls originated with various technologies are routed to NECA member exchanges;
2. Determine if these calls generate terminating access revenue (i.e. if the messages carry sufficient call detail to bill access charges to the responsible carrier).

### Test Call Volunteers

We're looking for volunteers who subscribe to one or more of the services listed below to be test callers for this study.

- Cable phone service (or other fixed VoIP service, such as Qwest VoIP)
- Traditional ILEC service
- Wireless service

**Test Call Period:** *Monday, April 6 - Friday, April 10*

### Test Caller Requirements

- Test callers will place calls to NECA member company test lines at any time between **Monday April 6 and Friday April 10** (additional test periods may be arranged based on interest).
- We ask test callers to make calls with their home phone service and their wireless service, if both are available. Volunteers who only have one service are also encouraged to participate.
- The estimated time required is one hour.
- Test callers may choose the time during the test period that works best for them.

### To Participate

- Send the following information to [mnovy@neca.org](mailto:mnovy@neca.org) by **March 30**:
  - Name, email, work number, city & state
  - Information for each service you will use for the test:
    - Phone number
    - Service provider
    - Service type (ILEC, cable, wireless, fixed VoIP)
    - Long distance carrier
- Volunteers will be asked to record the details of each call on a test call log.
- DANA will send the log to each volunteer by Friday, April 3.
- The procedures for making the calls are described on the next page.

**Questions?** Contact Mark Novy at 303-893-4410 or [mnovy@neca.org](mailto:mnovy@neca.org).

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### Test Call Procedures

1. DANA will send a test call log to each test caller on or before April 3.
  - a. Open the file and review your information for accuracy.
  - b. Send any corrections to [mnovy@neca.org](mailto:mnovy@neca.org).
  - c. Print the log and have it handy when you're ready to make the calls.
2. Arrange a time between April 6 and April 10 when you can dedicate one hour to making calls. During this time you'll need the following:
  - a. Test call log and a something to write with
  - b. Access to an internet connection or a clock or watch which displays seconds.
3. To record consistent times from all of our callers, please use the time displayed on this website: <http://www.timeanddate.com/worldclock/fullscreen.html?n=179>
  - o Your browser should show current Eastern Time including hour, minutes, and seconds.
  - o If you will not have access to an internet connection during the calls, or if you prefer to use a different clock or watch, please sync it to the time on this website as best you can.
  - o We don't require NASA-like accuracy; we're just going for reasonable consistency.
4. When you're ready to begin, place a call to each terminating number on the log and record the following details in the green cells of the test call log:
  - a. **Date**
  - b. **Start time** – the moment dialing is complete
  - c. **End time** – the moment the call ended (most likely when you hang up)
  - d. **Call result** – i.e. completed, no answer, busy

NOTE: The test lines should have a voice mail greeting. Listen to each greeting for roughly ten seconds and hang up. Do not leave a message. If a person answers, tell them your name and state that you are participating in a test call project sponsored by NECA. Nothing is required from the person answering the call.
5. If a call does not complete, please try a second time. If the second attempt does not complete move on to the next number.
6. Once all the calls on the log have been made, enter the details into the Excel spreadsheet and send it to [mnovy@neca.org](mailto:mnovy@neca.org).

**Questions?** Contact Mark Novy at 303-893-4410 or [mnovy@neca.org](mailto:mnovy@neca.org).