

# ***Hispanic Institute***

## ***Calling Card Verification Test Plan***

*Provided by:  
Network Analytics Corporation*



Measuring the Quality of Telecommunications  
*from an independent perspective*

## Objective

The purpose of this testing is to determine if calls to certain destinations using commercially available prepaid calling cards are providing the amount of minutes specified by the card providers.

## Methodology

Call generators will be used to place the calls via the calling card and complete the call to the destination call generators. Every attempt will be made to use all the available time in a single call. If this is not successful, most commonly due to quality of the line and drops, additional calls will be made to the same destination until all the remaining balance in the cards is used. Each call is recorded by the units in order to interpret the amount of minutes announced by the calling card platform.

### Units

The testing will be performed using Call Generators (CallWave) in the US (Washington, DC and New York lines) and terminating to Call Generators (CallWave) with Mexico and Guatemala numbers.

### Cards

The following calling cards will be used:

**Florida (\$5)** – Telmex Compañero, STI Florida, Touch-Tel Hondureña, Touch-Tel Guatemalteca, Touch-Tel Salvadoreña, Dollar Phone Coffee Time, Dollar Phone Rey, MPTA Florida Idol, MPTA Nine, PCI Pilot, PCI Prima and TST Si Pues.

**New York (\$2)** – Diamond Bingo, Diamond Arenque, SDI I Love NY, Lycatel Success, Lycatel Call Me, STI World, RTG Martini, RTG Cocktail and IDT Play Ball.

**Washington, DC (\$2)** – IDT Boss

**Toll Free (\$5)** – GEO Florida

Two cards of each are provided in order to attempt to test to each destination with each card.

## Test Deployment

The following are the numbers for the lines used:

Washington Originated calls: (202) 6099875 and (202) 2441066

New York Originated calls: (917) 7798197

Mexico Termination: +525585256265

Guatemala Termination: +50222630419

## Test Scope

The testing will provide the following data for each call:

Seq Number	Disconnect Reason
Date	Call Duration Recording (Sec)
Time	Call Duration Trace
Card Vendor	Call Duration Destination carrier CDR (Sec)
Card Name	Call Duration Minutes
Card Denomination	PAMS Score LQ
Card Code	PAMS Score LE
Originating Number Area Code (City)	Per call Extra Charge (Using Next Call's announced balance)
Originating Number	Next Call Announced Balance
Access Number Dialed	Card indicated connection fee
Destination Country	Card indicated Rounding Increments
Destination Number	Card indicated maintenance fee
Destination Cell or Landline	Toll-Free use surcharge
From Number shown at destination	Calculated p/min charge based on 1st call announcements
Announced Balance \$	CCR
Announced Balance (minutes)	AVE PDD
Rate Per Minute	AVE Extra Charge
Minutes Not Provided (If call used all balance)	AVE PAMS LQ
Recording file name	AVE PAMS LE
End of Dial Time	Total Minutes provided
Call Progress detection time	Completed Calls
Post Dial Delay	Actual p/minute rate experienced
Call Disposition	Total Minutes announced
Call Answer Time	Percentage provided vs announced
Call End Time	Minutes Not Provided (If call used all balance)
Warning Provided	Percentage provided vs announced (last call)

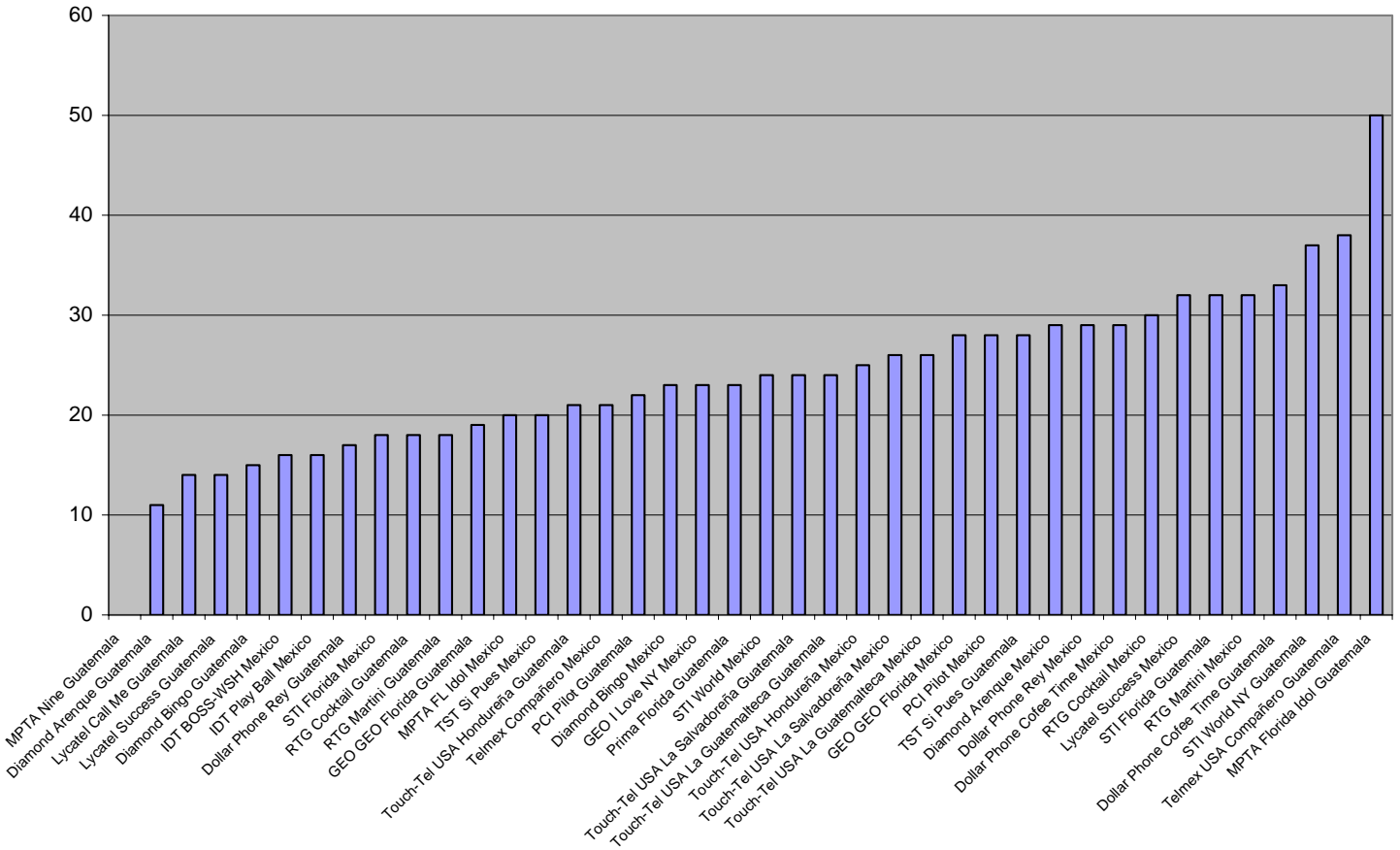
This information is provided from:

- The originating carrier's Call Detail Record
- Terminating Carrier's Call Detail Record
- Call Generator (CallWave) Trace files
- Listening to the Recordings created for each call
- Terms written on each card



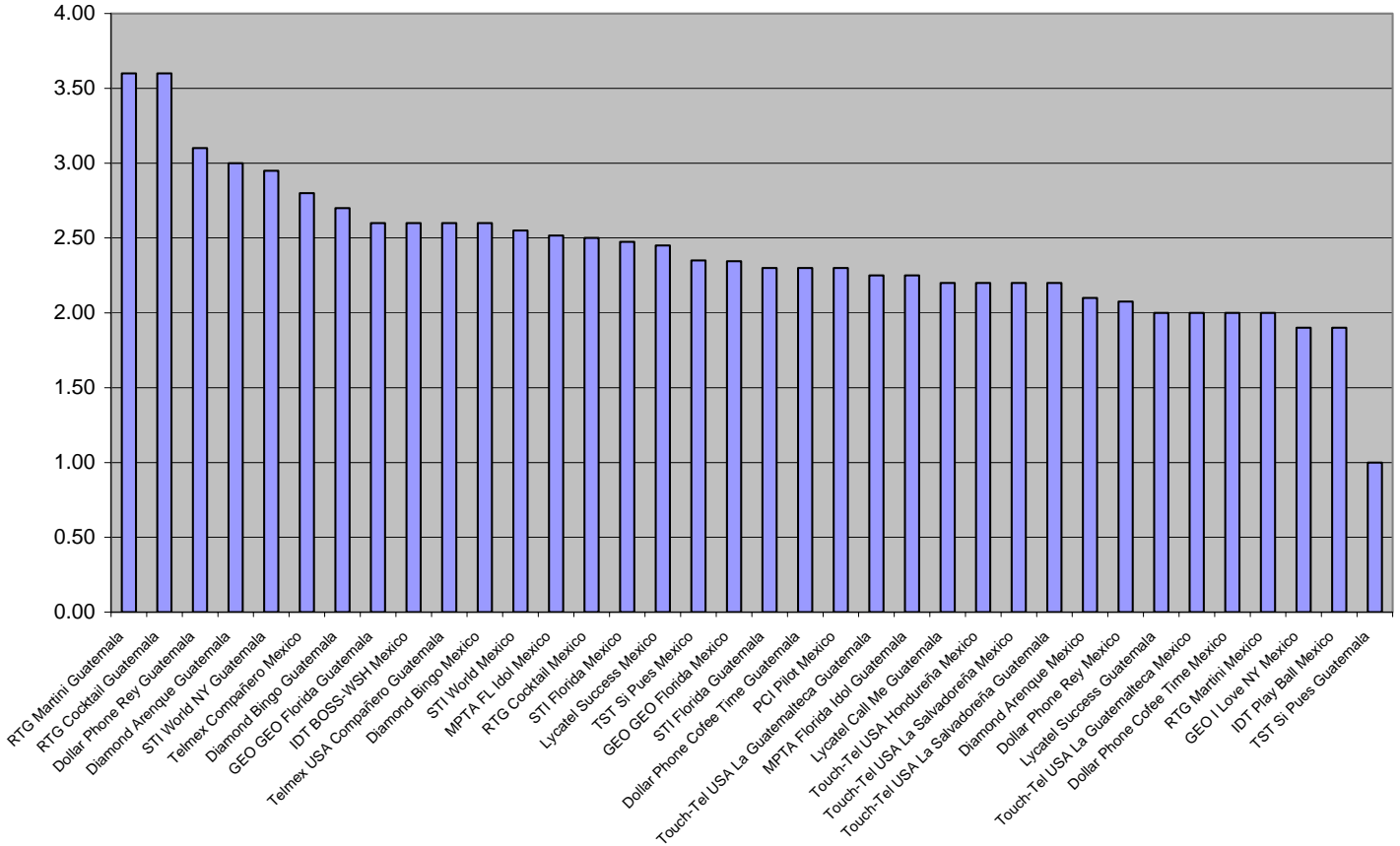
The following chart provides information about the Average Post Dial Delay provided by each of the cards, sorted by lowest (better) to highest (worst)

**Post Dial Delay (PDD Seconds)**



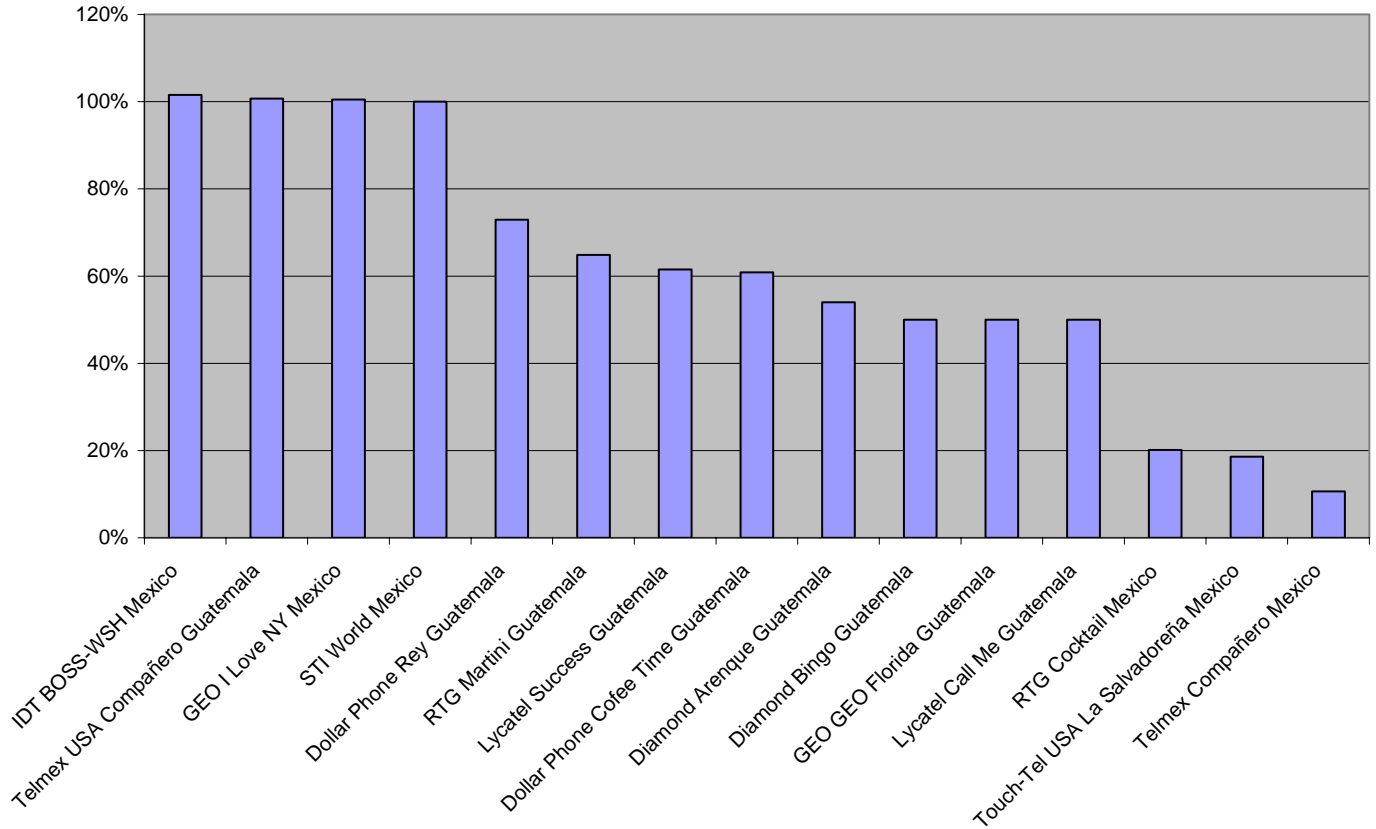
The following chart provides information about the Average Listening Quality provided by each of the cards, sorted by highest (better) to lowest (worst)

**PAMS Listening Quality**



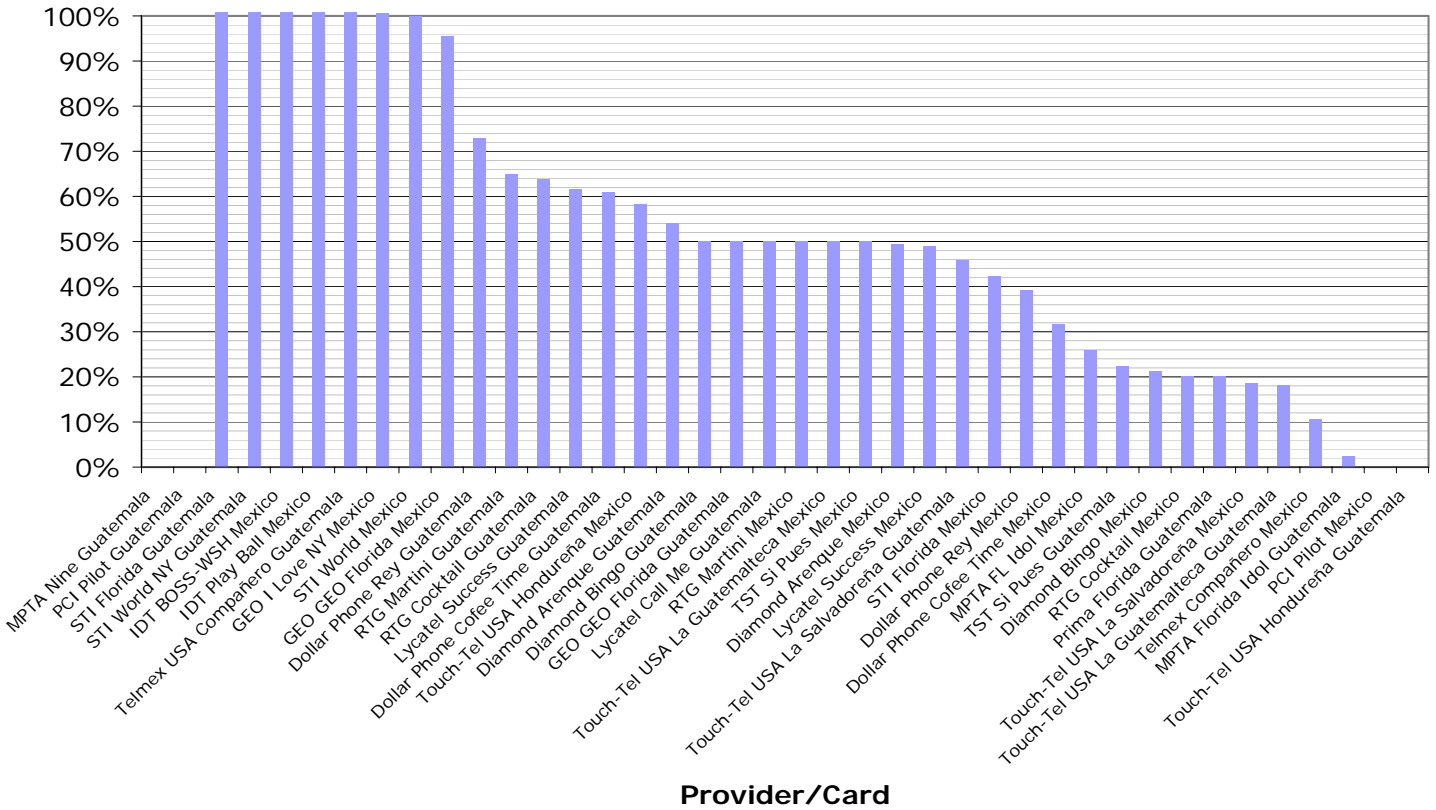
The following chart provides information about the Percentage of minutes provided versus minutes announced by each of the cards when all minutes were used in a single call, sorted by highest (better) to lowest (worst)

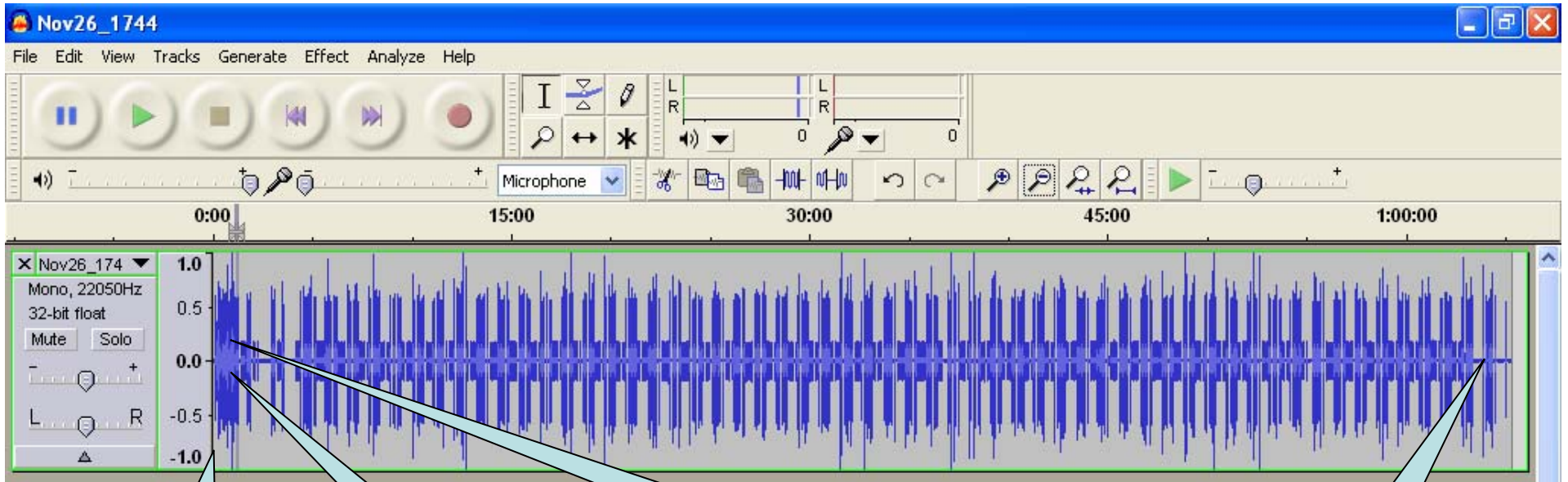
Percentage Provided vs Announced (1 call)



The following chart provides information about the Percentage of minutes provided versus minutes announced by each of the cards when considering only the last call placed in which the last remaining announced balance was used, sorted by highest (better) to lowest (worst)

**Percentage Provided vs Announced  
(last call)**





- Start of call 17:43  
 - Unit dials Access Number  
 - Waits for prompt and enters Card Code  
 - Hears recording indicating available balance of \$5  
 - Waits for prompt and dials Destination Number in Mexico

- Unit hears recording indicating 9 hours, 32 minutes and 55 seconds available for the call

- Call Connects with destination unit at 17:45:25

- Call drops at 18:46:39 (1 hour, 1 minute and 14 seconds).

The very next call indicates that credit is not sufficient to place a call