



# Voice Test Plan

## Termination

### Test Basic Call Setup and Teardown

- Completed call
  - Ensure two-way audio in the negotiated codec
  - Ensure DTMF (RFC2833 or inband)
  - Ensure call hold and transfer negotiate properly
  - Ensure the call remains up for at least 1 minute
- Call canceled during ringback

### Test Errors

- Invalid number
- User busy line

### Test Failover

- Ensure all SBCs respond properly with the above tests (both Bandwidth and customer)

### Test Sessions/CPS For Load (If Possible)

### Test Call Types

- Intralata
- Interlata
- Toll-free out (if applicable)
- Local (if applicable)

## Origination

### DID Testing

- Basic call setup and tear down
  - Completed call
  - Ensure live answer has two-way audio
  - Ensure IVR hears audio/DTMF properly
  - Ensure call hold and transfer are treated properly
  - Ensure voicemail rings through properly
  - CLID and CNAM presented properly (CNAM if applicable)
  - Ensure packet loss/jitter is within acceptable levels (under 2%)
  - Ensure a call remains up for over 1 minute
- Test inbound sessions/CPS



## Toll-Free Testing

- DID testing plan, plus the following:
  - Ensure local (customer) call timers are set to answer a call within 25 seconds
  - Revalidate CICs (this may fall on Bandwidth to)

**Note:** Please make Bandwidth aware of any other special use cases (remote call forwarding, etc.)