

## **TelstraClear Selects Tektronix' Active Assurance for Customer Quality of Experience**

### **Tektronix' Direct Quality® Solution to Assess True Customer Experience of Voice Quality**

PRNewswire

RICHARDSON, Texas

Tektronix Communications, a leading worldwide provider of communications network management and diagnostics solutions, today announced its DirectQuality® solution has been selected by TelstraClear to test and monitor the quality of their IP-based services as perceived by their customers. TelstraClear, a voice and data company, provides products, services and customer focus to New Zealand's business, government, wholesale and residential sectors.

The DirectQuality system, part of Tektronix' Active Assurance product suite, will enable TelstraClear to understand their small, medium and large enterprise subscribers' quality of experience. DirectQuality simplifies business-level decisions by providing complete service level test automation from test call generation to IP QoS troubleshooting.

"Tektronix' proven solutions enable the true measurement of customer service quality. It provides end-to-end benchmarking on services across heterogeneous networks using industry best practices," said William Lee, General Manager, Operations and Support, TelstraClear. "DirectQuality's simplicity of use and the ability to work with a single set of standards and test solutions that monitor quality of service status through testing, fault management and advanced drill-through reporting were key requirements in selecting Tektronix."

Tektronix' Active Assurance product suite is part of its industry-leading Unified Assurance™ performance monitoring portfolio. The Active Assurance solutions provide network core-to-premise visibility into VoIP, data and Fax-over-IP service delivery at the network, service and customer layers for a complete end-to-end performance monitoring solution.

"A key advantage of Tektronix' Active Assurance solutions is the system's capability to understand the subscriber experience of our customers' end-users," said Doug Dickerson, Vice President, Products, Tektronix Communications. "We're pleased to help TelstraClear provide the highest quality of service through identifying, localizing and quantifying service and network issues at all points of their network."

#### About TelstraClear

TelstraClear is a voice and data company, providing innovative market leading products, services and customer focus to the business, government, wholesale and residential sectors in New Zealand. TelstraClear is wholly owned by Telstra Corporation Limited, Australia's largest telecommunications company. More information on TelstraClear can be found at: <http://www.telstraclear.co.nz/>.

#### About Tektronix' Unified Assurance Portfolio

Tektronix Communications' industry-leading Unified Assurance network management suite provides integrated, end-to-end performance monitoring solutions for customer, service and network assurance. UA supports a full range of monitoring capabilities across next generation mobile and IP networks, including active test products for VoIP, voice, Internet, Fax, and Fax-over-IP provide active troubleshooting, provisioning, and automated service quality monitoring that accurately reflects the real subscriber-experience. More information can be found at: <http://www.tektronix.com/networkmanagement>.

## About Tektronix Communications

Tektronix Communications provides network operators and equipment manufacturers around the world an unparalleled suite of network diagnostics and management solutions for fixed, mobile, IP and converged multi-service networks. This comprehensive set of solutions support a range of architectures and applications such as LTE, fixed mobile convergence, IMS, broadband wireless access, WiMAX, VoIP and triple play, including IPTV. Tektronix Communications is headquartered in Richardson, Texas. Learn more about the company's test, measurement and network monitoring solutions by visiting

<http://www.tek.com/communications>.

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