

# OPERATOR COMPLIANCE ASSESSMENT

## QUALITY OF SERVICE

SGS Layer4 undertakes Quality of Service analysis to validate the standard of communication between subscribers and implementation of the correct network connection.

Most NRAs are unable to gather the traffic data required to pinpoint precisely where quality of service issues arise, leaving operators free to perform below their service level agreements.

SGS Layer4 offers an **Interconnection Management System** that monitors and manages interconnections, addressing the challenges faced by NRAs:

- Visibility over national and international traffic
- Monitoring of international gateways
- Accurate billing and collection of taxes and contributions
- Improved operator oversight and mediation
- Assessment of the quality of service provided

With this insight into communication quality, NRAs have the evidence required to enforce quality standards over the national networks.

## TARIFF AND INVOICING VERIFICATION SYSTEM

Billing system assessment enables NRAs to identify billing errors or fraudulent activity and prevent over-charging for subscribers. With this safeguard, governments can reassure businesses that billing practices in the telecommunications sector are accurate.

The problem of incorrect billing is exacerbated by the proliferation of innovative tariffs, new products and service bundles offered by operators to differentiate themselves. Independent testing by SGS Layer4 checks tariffs and charges end-to-end to provide the assurance that call are being correctly billed compliance requirements are satisfied.

## ELECTROMAGNETIC FIELD MONITORING

Electromagnetic radiation can be generated by different sources at your site premises, posing a threat to health. Low-frequency radio base stations and mobile phone base stations are just two examples.

In order to ensure that you are operating in a safe working environment, SGS can provide an electromagnetic field monitoring assessment, assessing the potential risks and providing a comprehensive report including monitoring analysis and specific recommendations to meet any regulatory requirements at your site.

Our experts use site-specific software packages to model the impact of electromagnetic fields to suit your business requirements. Our electromagnetic analysis is performed according to international standards and guidelines.

## WIRELESS DEVICE TESTING

SGS's global network of labs offers true end-to-end testing solutions to manufacturers, operators, ODMs, OEMs and integrators offering mobile telecoms services and other wireless devices. Our experienced Software Development Team of produce automated wireless test applications, giving unique insight and knowledge of wireless technologies:

- RF Protocol and Performance Testing - testing devices to standards set by carriers and technology groups
- Antenna Performance Testing - Ensuring your device meets carrier specific requirements for CTIA (TRP/ TIS), CTIA CWG (WiFi) and aGPS.
- Application Testing - Testing devices according to specific carrier test plans and requirements, ensuring a positive user experience.
- Regulatory Testing - Testing for safety standards and International Type Approval (ITA) services.



WHEN YOU NEED TO BE SURE

SGS