

	<p><b>Guideline on Voice Service Test Facility at Customer Premises</b></p> <p>Document Number : QUAD GTT 001</p> <p>Internal Use Only</p>	<p>Issue No. 001</p> <p>Date of Issue : 16.12.2021</p> <p>Revision No: Nill</p> <p>Date of Revision : Nill</p> <p>Page 1 of 1</p>
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## **Voice Service Test Number Facility**

### **1.0 Purpose:**

“1248” is a dedicated test number for testing voice services offered by SLT. Technicians are requested to carry out the voice-test mentioned here at every service provisioning and service assurance undertakings at customer premises in order to ensure the proper functionality and the quality of voice Services. Voice test also need to be carried out in order to demonstrate the service to the customer as well.

Proper functionality of the voice service will be assured through the verification of DTMF signals, Telephone ringer unit and the voice quality.

### **2.0 When to do the Voice Testing:**

Below mentioned steps should be carried out by technicians for each new service provisioning and service assurance activities at customer premises.

### **3.0 Test Steps**

Testing process is self-guided and the technician has to **DIAL 1248** and follow the guided instructions until the end.

Summary of guided instructions:

**Start : Dial 1248**

**Select the preferred language (Press 1- for Sinhala, 2-for Tamil, 3-for English)**

**Step 1 :** Select the following required test functionality or just follow the IVR instructions.

Press “1” - for testing the “***Telephone Keypad***”

Press “2” –for testing the functionality of the “***Telephone Transceiver***”

Press “3” - for testing the functionality of the “***Telephone Ringer***”

Press “4” –to get the “***Telephone Number***” of the connection under testing

### **4.0 Process implementation**

In order to ensure the proper implementation, field technicians are required to be facilitated with a Test telephone Instrument. Regular monitoring and reporting will be carried out in order to ensure the proper implementation of the above process.

**DIAL 1248 AND FOLLOW THE IVR INSTRUCTIONS, ENSURE A QUALITY  
SERVICE FOR CUSTOMERS**

---End of Guideline---