



# High Definition Readiness Service Matrix

Conferencing Customer  
VSX - Installed

Conferencing Customer  
Non – VSX, Installed

Conferencing Customer  
New Installation

Technology	IP	ISDN	IP	ISDN	IP	ISDN
HD Readiness Services	Self Test, PGS provides Instruction Guide If test fails, requires IP Audit	ISDN to IP Workshop and Testing	HD Pre Deployment Service (NEW) If test fails, requires IP Audit	ISDN to IP Workshop and Testing	VoIP Imp. Audit	ISDN test
Features Test and Validate	<ul style="list-style-type: none"> <li>▶ Instruction guide</li> <li>▶ Basic Specs</li> <li>▶ Call quality                             <ul style="list-style-type: none"> <li>• Packetloss</li> <li>• Jitter</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▶ QoS</li> <li>▶ Bandwidth</li> <li>▶ Noise</li> <li>▶ Jitter</li> <li>▶ Delay</li> </ul>	<ul style="list-style-type: none"> <li>▶ Remotely performed</li> <li>▶ Up to six segments</li> <li>▶ Validates readiness</li> </ul>	<ul style="list-style-type: none"> <li>▶ QoS</li> <li>▶ Bandwidth</li> <li>▶ Noise</li> <li>▶ Jitter</li> <li>▶ Delay</li> </ul>	<ul style="list-style-type: none"> <li>▶ QoS</li> <li>▶ Bandwidth</li> <li>▶ Noise</li> <li>▶ Jitter</li> <li>▶ Delay</li> </ul>	<ul style="list-style-type: none"> <li>▶ Echo</li> <li>▶ Delay</li> <li>▶ Jitter</li> </ul>