Press Releases

Telekom Slovenije Delivers High Quality Multiplay

Carrier will be able to monitor every customer endpoint by placing

Paris, France September 7, 2009 – Ixia today announced that Telekom Slovenije has begun deployment of Ixia's IxRave service verification solution to comprehensively verify and manage the customer quality of experience (QoE) of its multiplay subscribers. Using IxRave's Carrier Multiplay solution, Telekom Slovenije will assure network reliability for customers from end-to-end with proactive testing of services and applications via the network core.

With IxRave, Telekom Slovenije's front-line customer service technicians can launch subscriber experience tests from the call center in order to isolate and troubleshoot core network issues. This allows Telekom Slovenije to send field technicians to only those subscriber homes that IxRave has identified as troubled sites, thereby reducing unwarranted field dispatches and significantly reducing operating expenses.

With an initial roll-out to 60,000 of its installed triple-play customer base, Telekom Slovenije expects to reduce its call center volume and truck deployments by at least one-third. This should translate to savings of over $100K per month, while increasing customer satisfaction and reducing churn. Telekom Slovenije also plans to see additional savings in a reduction of unnecessary customer equipment returns.

"We explored many options to help us ensure a high-level of customer satisfaction as we finalized our multiplay roll-out with IPTV service," said Simon Furlan, Marketing Director at Telekom Slovenije. "IxRave, using a unique centralized test head and embedded software agents, was the only solution that let us cost-effectively monitor every customer endpoint on our network. This enabled us to avoid the costly alternative of deploying hardware probes on selective DSLAMs in the network."

IxRave uses a single test head in the network core to connect to customer premise embedded test agents, providing an accurate and non-intrusive monitoring of the customer experience. Working with Iskratel, Telekom Slovenije's supplier of home gateway devices for xDSL residential customers, each customer home gateway will have an embedded IxRave software agent that allow the centralized test head to get a ground-level view of customers' QoE.

"Iskratel welcomed the opportunity to work with two innovative companies like Telekom Slovenije and Ixia," said Gregor Smolej, CPE Product Manager at Iskratel. "Deploying software agents on home gateways already installed at the customer premise allows a higher level of service quality monitoring on a carrier network than ever before, an impressive feat."

About Ixia

Ixia is a leading provider of converged IP performance test systems and service verification platforms for wireless and wired infrastructures and services. Ixia's test systems are used by

network and telephony equipment manufacturers, semiconductor manufacturers, service providers, governments and enterprises to validate the performance and reliability of complex networks, devices and applications. Ixia's multiplay test systems address the growing need to test voice, video and data services and network capability under real-world conditions.

About Telekom Slovenije

The Telekom Slovenia Group is Slovenia's leading, most advanced and most important provider of integrated telecommunications solutions, with almost 2 million users of mobile services and more than 1 million of residential and commercial users of fixed telephony, VOIP, IP TV and Internet services in the region of SEE. The Group's key areas of activity are voice, data, Internet and multimedia services.

For more information, contact Telekom Slovenije, pr@telekom.si or visit our Web site www.telekom.si.

About Iskratel

Iskratel is a leading company for the development of customized and highly integrated communications solutions for fast-developing convergent networks. Excellence in providing state-of-the-art network elements and infrastructural configurations places the company among the world's technological visionaries. Iskratel combines experience and knowledge with creativity and innovation, thus successfully responding to the challenges of supporting the existing networks and setting up convergent IP-based architectures that are able to adapt to specific regional requirements and customer wishes. With more than 1100 employees and more than 450 employees in connected companies in 20 countries Iskratel offers integrated telecommunications solutions for fixed and mobile telephony, convergent IP-based networks and network management. www.iskratel.com

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