

SAMPLE TIC SURVEY

1. For the following, place an X beside the types of networks your company operates. (select all that apply)

3G/4G/5G	
DOCSIS	
FTTX	
xDSL/Gfast	
Other (specify)	
Comments:	

2. For the following, place an X beside the top 2 factors that have impacted your company's subscriber quality of experience? (Select 2)

Access network coverage/performance	
Transport network performance	
Core network performance	
Third-party network performance (fiber backhaul, IP transport, etc.)	
Service/application performance	
Other (specify)	
Comments:	

3. For the following, place an X in each row to explain your company's attitudes toward test, measurement and assurance.

	Strongly agree	Somewhat agree	Do not agree at all
Testing on the front end reduces Opex spent to correct issues later			
Testing improves customer satisfaction and reduces churn			
Testing reduces revenue that's lost due to poor network quality			

Testing increases the speed of deploying next-generation networks			
Simulating real-world conditions in a lab before deploying networks in the field helps minimize deployment problems			
In-person technician visits are an essential part of customer support to activate, maintain and troubleshoot network service			
Network monitoring and assurance using automation and artificial intelligence are necessary to prevent problems and optimize networks			
Test, measurement and assurance from a specialized vendor are essential to the performance of network and subscriber satisfaction			
We prefer to build proprietary test, monitoring and assurance solutions			
We get sufficient performance metrics from built-in test, monitoring and assurance features in network equipment			
We outsource network testing, monitoring and assurance to contractors or system integrators			
Comments:			

4. For the following, place an X in each row to indicate the impact of each network trend on your company's need for 3rd-party testing, monitoring and assurance.

	Increase	Decrease	No impact
Automation			
Disaggregation			
Machine learning			
Network slicing			
Open source			
Virtualization			
Other (specify)			
Comments:			

5. For the following, place an X in each row to indicate your company’s relationship with vendors for test, monitoring and assurance solutions.

Vendor	Currently use	Used in the past	Not used/familiar with
Anritsu			
EXFO			
Keysight			
National Instruments			
NETSCOUT			
Rohde & Schwarz			
Spirent			
Tektronix			
VeEX			
VIAVI (formerly JDSU)			
Other (specify)			
Comments:			

6. Place an X in any of the following that indicate how your company regards ongoing support from network test and assurance vendors? (Select all that apply)

We purchase service agreements to ensure priority support for technicians in the lab.	
We purchase service agreements to ensure priority support for technicians in the field.	
We purchase training from test vendors to ensure that our technicians are fully prepared to use test gear effectively and efficiently.	
We expect that training and support be provided as a free service from the vendor.	
We provide internal training and support on test gear for our technicians.	
Other (specify)	
Comments:	

7. For the following, place an X in each row to indicate the impact of the pandemic on your test procedures.

	No change	Temporary change	Permanent change
Reduce or eliminate in-person technician visits			
Transition from instrument-based testing to remote, virtualized testing			
Reduce test cases or plans in order to increase speed of network deployment			
Reduce test cases			
Rely more on network equipment manufacturers for network quality assurance			
Increase reliance on contractors for network quality assurance			
Other (please specify)			
Comments:			