

VoIP Call Quality Survey Template

All questions are optional. Follow each question's directions.

Write your answers to the open questions in the space provided.

Think about your most recent voice call using the internet service named in the invitation. Answer about that one call, including an attempt that did not connect. Every question is optional. Do not include phone numbers, names, account details, recordings, or the content of the conversation.

1. Which connection did your device use for this call?

- ☐ Wi-Fi
- ☐ Wired internet connection
- ☐ Mobile data
- ☐ The connection changed during the call
- ☐ Another connection
- ☐ Not sure

2. What happened when you tried to make or join this call?

- ☐ Connected without needing another attempt
- ☐ Connected after another attempt
- ☐ Did not connect
- ☐ Someone else handled the connection
- ☐ Do not remember

3. During the connected part of the call, how easy was it to understand the other person's speech?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither difficult nor easy
- ☐ Somewhat easy
- ☐ Very easy
- ☐ Not applicable — call did not connect
- ☐ Unable to judge

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4. During the connected part of the call, how often did the audio cut out or become interrupted?

- ☐ Never
- ☐ Once
- ☐ A few times
- ☐ Many times
- ☐ Almost continuously
- ☐ Not applicable — call did not connect
- ☐ Unable to judge

5. How much did noticeable delay make taking turns in the conversation difficult?

- ☐ Not at all
- ☐ A little
- ☐ Moderately
- ☐ A lot
- ☐ Extremely
- ☐ Not applicable — no connected conversation
- ☐ Unable to judge

6. How much did call-quality problems interfere with what you wanted to accomplish?

- ☐ Not at all
- ☐ A little
- ☐ Moderately
- ☐ A lot
- ☐ Completely prevented it
- ☐ Unable to judge

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7. What part of the call experience most needs improvement, if any?

Do not include names, numbers, account information, or what was discussed.
