



Customer Profile:

www.globalcrossing.com

Global Crossing (NASDAQ: GLBC) provides telecommunications solutions over the world's first integrated global IP-based network.

Main Offices:
Florham Park
New Jersey, USA

Employees:
3700

Application:
Conferencing

Ditech Products:
Voice Quality Assurance
Broadband Voice Processor

Business Benefit:
Optimize global client satisfaction by mitigating ambient noise and eliminating disruptive echo on international conference calls.

Voice Quality Strategy Optimizes International Conference Calls

In the global conferencing market, voice quality is a requirement for success. It is imperative that participants of conference calls can hear each other clearly, no matter what kind of handsets, mobile phones, VoIP service or network technologies are being used.

Global Crossing (NASDAQ: GLBC) is a leading global IP solutions provider, delivering superior voice quality to its conferencing customers around the world. The problem they were encountering on a limited portion of their international calls was the introduction of ambient noise and unwanted echo caused by third-party international providers, cell phones, and poor quality headsets and handsets.

To solve this problem, the company decided to use Ditech Networks' innovative Voice Quality Assurance (VQA™) solution for its Global Crossing Ready-Access® on-demand audio collaboration services. By deploying Ditech Networks' voice quality solution, Global Crossing successfully implemented a voice quality strategy that mitigates background noise and eliminates echo on international

conference calls before it even enters the Global Crossing network.

Global Crossing's strategy worked. Using Ditech's voice quality solution, Global Crossing was able to avoid noise and echo on international conference calls—often created by partners from the Asia Pacific region--no matter where the caller was located or what device was being used.

Understanding The Issue

Greg Ellison, Director of Engineering for Conference Networks at Global Crossing, needed a fast and cost-effective solution to the problem, and he began researching products in mid-2006. That fall, he saw a demonstration of Ditech's VQA solution deployed on the company's Broadband Voice Processor platform, and he quickly became a believer.

"Ditech engineers clearly understood our precise issue, which was typical of many international carriers," Ellison said.

Ellison's team ordered Ditech's VQA on the BVP platform and began a short pilot. After weeks of testing, Global Crossing began deployments during winter of 2006 in its TDM-based networks at multiple sites where trunking is aggregated with partner networks.



www.ditechnetworks.com

Ditech Networks (NASDAQ: DITC) is shaping the future of voice quality through continuous innovation and leadership for the world's communications companies. Ditech's voice quality solutions are deployed in wireless and wireline networks to optimize the call experience. By delivering consistent, dependable voice quality, Ditech's products help global communications companies meet the multiple challenges of service differentiation, network expansion and call capacity.

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“VQA exceeded our expectations in terms of optimizing voice quality. With the uncertainty of overseas networks and the callers’ environment, we were pleased that Ditech helped us eliminate at least 95 percent of the impairments before they even have a chance to enter our network.”

Greg Ellison
Director of Engineering For Conference Networks
Global Crossing

Ditech Networks’ VQA solution now optimizes voice quality for Global Crossing’s international enterprise and carrier conferencing customers.

Controlling Impairments

Global Crossing implements three of VQA’s features:

- ◆ **Acoustic Echo Control (AEC):** Acoustic echo is feedback that results from poor isolation in the handset, Bluetooth device, or other phone accessory. AEC eliminates even the most severe non-linear, non-stationary echoes.
- ◆ **Adaptive Noise Cancellation (ANC):** ANC technology features a high-precision noise reduction algorithm that removes unwanted background noise by up to 21 dB.

Background noise occurs on up to 50 percent of all mobile calls, and when introduced to a conference bridge by a mobile user, it can seriously degrade voice quality for the entire conference call.

◆ **Enhanced Voice Intelligibility (EVI):** EVI dynamically tunes the incoming speech’s spectral characteristics to provide the best possible conversational quality in high ambient noise environments.

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