

Legend

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|---|----------------------------------------------------------------------------------------------------|
| R | Alarm Voice call fails to connect or close down successfully |
| A | Alarm Voice redials and connects, or call connects but quality is poor or requires in-call control |
| G | Alarm Voice connects successfully |

The results that we gathered over the two days of TSA testing with LB Haringey & Tower Hamlets as well as separate testing days from other Service Providers and test data provided by Possum are below.

