NEWS RELEASE

Internet Telephony Services Providers' Association
The Voice of Advanced Communications

2016 ITSPA Awards Winners Announced

11th May 2016 – ITSPA, the voice of the next generation communications industry, announced the winners of its 8th annual awards today. The ITSPA Awards, sponsored by Magrathea, are designed to celebrate innovation and best practice within the sector. The event took place at the Deck at the National Theatre and the awards were presented in nine categories that represent the range and scope of the VoIP and Unified Communications industry in Britain. The winners, highly commended entrants and finalists are listed below.

Award Winners:

Best Consumer VoIP: **VoIPtalk (Telappliant)**

Best Business ITSP (Small Enterprise): **Soho66**

Best Business ITSP (Medium Enterprise): **SureVoIP**

Best Business ITSP (Corporate): **NFON**

Best VoIP CPE: **Polycom VVX 410 (Including 0365 Edition)**

Best VoIP Infrastructure: **Gamma SIP Trunking Service**

Best VoIP Innovation: **8x8 Virtual Contact Centre**

ITSPA Members' Pick: **Apple**

ITSPA Champion: **Dr Julian Huppert**

Highly Commended:

Best Business ITSP (Small Enterprise): **Foehn**

Best Business ITSP (Medium Enterprise): **Hello Telecom** and **VTSL**

Best Business ITSP (Corporate): **hSo**

Best VoIP CPE: **VTech VSP725A/VSP500A/VSP601A bundle** and **Yealink VP-T49G**

Best VoIP Innovation: **Gradwell Call Recording**

Entrants to all categories had to complete a written self-assessment, which were independently reviewed by the ITSPA Awards judges. In addition, Malden Electronics conducted the technical testing for three award categories: Best Consumer VoIP; Best Business ITSP (Small Enterprise); and Best Business ITSP (Medium Enterprise). Entrants in

these categories underwent two months of technical testing as well as submitting written entries. Separately, The ITSPA Members' Pick was selected from a shortlist of suggestions by the membership, who they believed had provided real value or support to the industry. This was voted on at event today by the membership. The ITSPA Champion Award was chosen by the ITSPA Council for specific work of merit.

Eli Katz, ITSPA Chairman, said, "Congratulations to all the winners and to those companies who were highly commended at this year's Awards. The success of this year's ceremony reflects another successful twelve months for ITSPA and our members. The recent launch of our revamped Quality Mark was a particular highlight and we encourage service provider members to apply! The coming months promise to be just as busy with the Investigatory Powers Bill progressing through Parliament and the aftermath of the European Commission's decision to block the proposed O2/Three merger. Furthermore, our work on key areas such as nuisance calls, porting and fraud will continue. We will monitor these developments closely and ensure that our voice is heard in areas of importance to the industry. We encourage all companies involved in next generation communications to join ITSPA and enjoy the benefits of being part of the industry association."

Magrathea's Technical Director Linus Surguy said, "It has again been great to see entrants from all areas of the next generation communications space represented at this year's Awards, showing that the event is well established within the industry. Magrathea is delighted to continue to support ITSPA and this annual event and we congratulate all the winners".

The 2016 ITSPA Awards were open to all those in the VoIP and unified communications space, including those who were not members of ITSPA. For more information on ITSPA or the awards please go to www.itspa.org.uk

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ITSPA Awards 2016 Finalists

Best Consumer VoIP Award Finalists
Sponsored by

- VoiceHost
- VoIPtalk (Telappliant)

Best Business ITSP (Small Enterprise) Award Finalists
Sponsored by

- Foehn
- Gradwell
- Hello Telecom
- Orbtalk
- Soho66
- Voipfone
- VTSL

Best Business ITSP (Medium Enterprise) Award Finalists
Sponsored by

- Hello Telecom
- Inclarity
- Orbtalk
- SureVoIP
- Telappliant
- VTSL

Best Business ITSP (Corporate) Award Finalists
Sponsored by

- hSo
- NFON
- RingCentral
- SureVoIP
- TalkTalk Business

Best VoIP CPE Award Finalists
Sponsored by

- Akuvox – SP-R55P IP Phone
- Gigaset pro – N720 DECT IP Multicell System
- Grandstream – GAC2500 Enterprise Conference Phone for Android
- Polycom – VVX 411
- VTech - VSP725A/VSP500A/VSP601A bundle
- Yealink – VP-T49G

Best VoIP Infrastructure Award Finalists
Sponsored by

- Antheus
- Gamma – SIP Trunking Service
- GENBAND Omni Client
- ipcortex hosted
- SureVoIP – IP Network

Best VoIP Innovation Finalists
Sponsored by

- 8x8 – Virtual Office/Virtual Contact Centre
- Ciptex Apollo
- Gradwell – Call Recording
- plan.com
- Polycom – RealPresence Trio

The ITSPA Members' Pick Award Finalists
Sponsored by

- **Apple** - For their stance on encryption during their dispute with the FBI
- **The Hon Ed Vaizey MP, Minister of State for Culture and the Digital Economy** – For his work on nuisance calls and comments surrounding naked DSL
- **Preiskel & Co LLP** – For their contribution to the telecoms industry and support for ITSPA over the years

The ITSPA Champion Award
Sponsored by

- **Dr Julian Huppert** – For his support for ITSPA and the wider technology sector throughout his five years in Parliament

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Note to editors:

About ITSPA (www.itspa.org.uk)

ITSPA is the UK's trade association for VoIP and next generation communication services providers. Founded in 2004, we represent the views of over 90 members ranging from the largest Tier one operators to the new entrants in the telecommunications sector. Aside from Internet telephony, our members offer video, instant messaging and other "over the top" services to millions of customers in both the business and residential communication markets.

About VoIP

Internet Telephony is the ability to make voice calls over any Internet Protocol (IP) connection, particularly broadband, using Voice over Internet Protocol (VoIP). IP Communications also enable a rich multi-media set of advanced services, including Video, High Definition Sound, Instant Messaging and Presence. Internet Telephony Service Providers can provide regular and enhanced phone line services – often at substantial cost reductions.

The ITSPA Awards are sponsored by Magrathea:

About Magrathea: (http://www.magrathea-telecom.co.uk/)

Magrathea is the UK's premier supplier of carrier services and managed solutions in all areas of computers and communications. First established in 1995 we have seen the industry grow

and change. Our experience is a key part of the service that we deliver to you and your customers.

Our network spans both the PSTN and IP World, with multiple connections to multiple top tier TDM carriers, including a full BT & Eircom interconnect allowing us to fully integrate with the SS#7 network in both the UK and Ireland. Our IP network is diverse with multiple Tier-1 transit suppliers as well as peering at Linx supplemented by private peering with key IP providers. The network is fully NGN enabled allowing us to fully support Voice over IP interconnection and services.

Our technology is entirely developed in house but draws upon industry standards and utilises industrial strength components for ultimate carrier grade reliability.

Our switching facilities, based within Telehouse London, Bristol and Dublin give us access to virtually unlimited capacity and bandwidth and access to the best carrier networks in the world.

Magrathea are a leading wholesale VoIP provider in the UK, supporting both SIP and IAX. Our solutions include;

- Managed National and International Voice Connectivity, combining competitive rates with high call quality
- Providing UK and Ireland geographic and non-geographic numbering
- Hosted Billing Solutions
- Number Hosting
- Number Portability
- Providing 999 emergency service calling solutions

About Malden Electronics (www.malden.co.uk)

What do integrated circuit designers, network equipment developers, terminal makers, network operators and large enterprises have in common?

Many of these companies rely on speech quality test systems developed by Malden to evaluate and refine the performance of their products and services.

Malden's products make real telephone calls using real speech signals. They measure the performance of the network *from the perspective of the user*, taking into account the parameters which are important to *user satisfaction*. When did you last hear a telephone user complain that "jitter is bad today"?

Malden's approach to business is personal, too. The requirements of an operator are very different to those of an integrated circuit maker, even though "speech quality" features in both. We meet our future customers in person, taking time to understand their concerns. We encourage no-obligation evaluation loans, allowing the benefits of our test systems to speak for themselves. Best of all, we do not forget our customers after they buy a test system - we continue to welcome their questions, requests for assistance and ideas for new product features. Whilst we boast many years of engineering excellence in the speech performance field, we are also proud that some of the best features in our products were inspired by our customers.

Troubleshooting, checking out the competition, long-term monitoring of performance, network optimisation - these are some of the ways Malden's test systems bring real value. After all, what is the cost of inferior speech quality?