

### **VoIP Service Providers Short Listed for Coveted Awards**

*1<sup>st</sup> December* – ITSPA has today announced the finalists for the 2009 ITSPA Awards, sponsored by Magrathea. The 2<sup>nd</sup> annual awards ceremony follows on from the inaugural event in 2008 and has again been well received by the VoIP community as a useful opportunity to recognise the success stories within the industry every year.

The 2009 event will once again take place in the Houses of Parliament on 10<sup>th</sup> December, hosted by John Robertson MP and Derek Wyatt MP (co-Chairs of the all party Communications Group). The five categories are Best Consumer VoIP, Best Business ITSP (SMEs), Best Business ITSP (Large Enterprise), Best VoIP Hardware and Most Innovative VoIP Product.

All entrants had to complete a written self-assessment form, while the Best Consumer VoIP and Best Business ITSP (SME) categories also underwent a period of technical testing.

Epitiro, a specialist in VoIP and broadband performance analysis, made a series of test calls for a period of one month and measured customer experience metrics including voice quality, call set-up time and call failure rates. Technical measurements such as background noise, volume changes, packet loss and jitter were also recorded. These results together with the written self-assessment were then independently reviewed by the ITSPA Awards judges.

“Epitiro made in excess of 50,000 technical measurements of VoIP services from leading business and consumer providers.” said Iain Wood, Head of Marketing. “We were pleasantly surprised that each entrant achieved excellent voice quality with reliability and call set-up times on par with the PSTN in most cases.”

Eli Katz, Chair of ITSPA Council said, “We received forty five entrants to this year’s nomination process which is another excellent response from both the membership and other industry players. We are very pleased to have begun an element of technical testing and thank Epitiro for their support and look forward to expanding this in the future. I would like to congratulate all the finalists and best of luck for the 10<sup>th</sup> December”.

## ITSPA Awards shortlist 2009 - 1<sup>st</sup> December 2009

The winners will be announced in the House of Commons, Strangers Dining Room on 10<sup>th</sup> December 2009 (4pm-6pm). To RSVP please contact the ITSPA Secretariat. Short listed companies can be found below and on the ITSPA Awards website - [www.itspaawards.org.uk](http://www.itspaawards.org.uk).

**-ends-**

### **ITSPA Finalists**

#### **Best Consumer VoIP Award Finalists:**

- Coms Plc: *Coms Personal VoIP*
- Inet Telecoms Ltd: *Voipfone*
- Telappliant: *VoIPtalk*
- Vonage: *V-Plan 4i*

#### **Best Business ITSP (SMEs) Award Finalists:**

- Coms plc
- Gradwell
- Inclarity
- Inet Telecoms Ltd (Voipfone)
- Telappliant
- Timico
- Vostron

#### **Best Business ITSP (Large Enterprise) Award Finalists:**

- BT Global Services
- Ciptex Solutions Ltd
- Ipitomi plc
- Timico
- NTL/Telewest
- Voicenet Solutions

#### **Best VoIP Hardware Award Finalists:**

- Cisco: *Cisco SPA525G*
- DIGITALK Ltd: *DIGITALK Session Border Controller*
- Nortel: *Nortel Communications Server 2000 (CS 2000)*
- Polycom: *VVX (TM) 1500*
- Snom: *Snom 870*
- Yealink (UK) Ltd: *T20P-T28P Phone Range*

#### **Most Innovative VoIP Product Award Finalists:**

- BT: *IP Exchange*
- Polycom: *VVX (TM) 1500*
- Snom: *Snom 870*
- TeleWare plc: *Intelligent Connect*

**-ends-**

**Note to editors:**

**About ITSPA ([www.itspa.org.uk](http://www.itspa.org.uk))**

ITSPA is the UK's industry body for Internet Telephony Service Providers. Founded in 2004, with over 60 members, ranging from the largest Tier one operators to the new entrants, providing services to millions of consumers and businesses.

**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.

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

Magrathea is the UK's premier supplier of carrier services and managed solutions in all areas of the telecommunications market.

First established in 1995 Magrathea has seen the industry grow and change and their experience is a key part of the unrivalled service that is delivered to customers.

**About EpiTiro ([www.epitiro.com](http://www.epitiro.com))**

EpiTiro is the global leader in comparative broadband benchmarking providing customer experience insight to ISPs, telcos, cellcos, media providers, multi-national corporations and government regulators.

Voice, video and Internet performance is benchmarked via EpiTiro's worldwide deployment of ISP-I™ edge-based agents. EpiTiro is the chief source of intelligence for the ISPA (Internet Service Provider Association) awards and proud to be named the official tester of the ITSPA Awards 2009. EpiTiro was founded in 2000, and is based in Cardiff, Wales, UK.