



NEWS RELEASE

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Internet Telephony Services Providers' Association

The Voice of Advanced Communications

2016 ITSPA Awards Finalists Announced

27th April 2016 – The finalists of the 8th annual ITSPA Awards have been announced today, with another strong number of entries from across the VoIP and Unified Communications industry. The ITSPA Awards, sponsored by Magrathea, are designed to celebrate innovation and best practice within the sector and the winners will be announced on 11th May at The Deck, National Theatre in London.

The award categories for this year include, Best Consumer VoIP, Best Business ITSP (Small Enterprise, Medium Enterprise and Corporate), Best VoIP CPE, Best VoIP Infrastructure, Best VoIP Innovation, the ITSPA Members' Pick and the ITSPA Council Pick.

Malden Electronics conducted the technical testing for three award categories; Best Consumer VoIP; Best Business ITSP (Small Enterprise); and Best Business (Medium Enterprise). Entrants in these categories underwent two months of technical testing as well as submitting a written entry submission. Separately, entrants to all categories had to complete a written self-assessment, based on Business Performance, Innovation and Customer Service as well as providing an in depth case study. All entries were independently reviewed by the ITSPA Awards judges.

The ITSPA Members' Pick was a selected shortlist from the membership, outlining specific organisations and people who they believed had provided real value to the industry this year. A vote will take place at the Awards ceremony to decide the winner. The Council Pick Award is chosen by the ITSPA Council, the elected steering group of the trade association.

Eli Katz, Chair of ITSPA Council said, "The ITSPA Awards continue to go from strength to strength, with this year's entries providing a particularly strong set of finalists. I am proud that the quality of the finalists genuinely reflects the strength of the rapidly developing next generation communications industry."

Linus Surguy, Technical Director of Magrathea, the ITSPA Awards sponsor said, "Magrathea is delighted to again be sponsoring this prestigious industry event and we look forward to another great occasion at this stunning new venue. We wish all finalists the best of luck and eagerly await meeting everyone on the 11th May."

Tickets are available for the ITSPA Awards. Please contact the ITSPA Secretariat via team@itspa.org.uk or 020 3397 3312. Further details about ITSPA and the awards can be found at the website: <http://www.itspa.org.uk/itspa-awards/>

ITSPA Awards 2016 Finalists

Best Consumer VoIP Award Finalists

Sponsored by

Magrathea

- 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

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- **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 Council Pick Award

Sponsored by



To be announced at the event

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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?