



Testing Registration Procedure – Deadline: 11th December 2015

Application and Testing Registration

To apply for Best Consumer VoIP or Best Business ITSP (Small and Medium Enterprise), please email the Secretariat with your company details, the necessary details regarding the relevant SIP addresses (see point 2) and also highlight which award you are applying for to team@itspa.org.uk to register for the testing by 11th December 2015.

Please note, that in addition to the testing registration, a written application form needs to also be submitted by 18th March 2016, the application forms can be found on ITSPA Awards website.

Further information on the requirements for applying for the Best Consumer VoIP and Best Business ITSP (Small and Medium Enterprise) awards and the testing procedure:

1. Entrants must be an ITSP or a company offering VoIP services to customers.
2. Entrants are required to supply a SIP account and related details to the ITSPA Secretariat. The following details are required:
 - User Name
 - Password
 - Realm
 - SIP identity
 - Outbound Proxy
 - Default audio codec
 - Supported audio codecs

The supplied accounts must have enough credit on them to cover the anticipated test call costs. It is recommended that each account has enough credit to cover 750 minutes of calls to a UK PSTN number.

Note that if the service requires a specific IP address to be defined for the calling device then two accounts may be necessary as calls will be made from two locations.

3. Malden Electronics (the testing house) will perform a high number of VoIP calls over two broadband services during a two month period, using the supplied SIP account, to two PSTN terminated callees. It will be designed to test your core network capability. The same broadband services and PSTN terminated callees will be employed to test all VoIP services.

In addition, services supporting wideband will be tested with a smaller number of calls being placed to a wideband-capable mobile phone. Appropriate bandwidth speech files will be injected at each end of the calls and the performance of the audio delivery and network behaviour during the call will be measured. Specific measurements taken are as follows:

- Audio MOS (using ITU P.863 POLQA NB and SWB and P.862.1 PESQ NB and WB)
- Round trip delay
- Speech level loss
- Background noise
- Network Jitter
- Network packet loss
- Post-dial delay