



### **Industry shines at the 13th ISPA Awards**

7th July 2011 – Andrew Crossley, the lawyer behind ACS Law, was crowned internet villain at last night's 13th annual ISPA Award for his firm's speculative invoicing, while Prof Ian Hargreaves was awarded internet hero for his report into intellectual property. Mr Crossley did not respond to his invitation to attend but ISPA will ensure the award is sent to him.

The opening address was delivered by lawyer Mark Stephens, an internet legal expert who most recently and prominently represented Julian Assange, who spoke about the importance of the Internet in helping to maintain freedom of speech.

Be Broadband, for a second year running, collected the highly-prized Best Consumer Broadband award and Fluidata won Best Business Broadband. New categories this year included Managed Service and Over-the-Top TV Award, won by Memset and IP Vision respectively

"ISPA would like to congratulate all the winners and thank all the attendees and sponsors for making the evening possible," said Nicholas Lansman, ISPA Secretary General. "The Awards are a good measure of industry achievements in the past year and we wish all the companies further success over the next twelve months."

Other winners included KC, Entanet, Three, Rutland Telecom and Eclipse Internet. For details of the winners see below and for more information and photos go to [www.ispaawards.org.uk](http://www.ispaawards.org.uk).

#### **ISPA Awards 2011 Winners:**

##### **Best Consumer Customer Service winner is: KC**

*The judges were impressed with the local angle that KC offered, in particular local staff populating the store and local calls made by customers to KC are free of charge.*

##### **Best Business Customer Service winner is: Exa Networks**

*In a competitive field, the judges were impressed with Exa's submission, in particular their open spam system, commitment to pick up the phone within 3 rings and strong retention rates.*

##### **The Best Shared Hosting winner is: Netcetera**

*The judges agreed that Netcetera were worthy winners and liked the flexible payment methods available to its customers and good use of technological innovation.*

##### **The Best Dedicated Hosting winner is: Eclipse Internet**

*The judges decided that Eclipse deserved the top spot for offering a clear pricing structure, being strong on peering and for guaranteed up-time.*

##### **The Best Internet Telephony winner, sponsored by Magrathea, is: Entanet**

*The judges agreed that Entanet were worthy winners as they offered clear price listing with a flexible range of product options.*

##### **The Best Mobile Broadband winner, sponsored by Newnet, is: Three**

*The judges were impressed with Three's innovative personalised wifi, myfi, which provides a tariff with a generous usage allowance and were also impressed by their dedication to mobile internet.*

##### **The Internet Safety and Security winner, sponsored by Virtual Internet is: South West Grid for Learning**



*The judges felt that South West Grid for Learning offers an excellent tool that helps empower schools to develop and test their own safety policies. This results in schools and young people developing a framework for making their own choices on safety.*

**The Best Managed Service winner is: Memset**

*In the category's inaugural year the judges decided that Memset were worthy winners for their excellence in reliability and for being continually on top of their game.*

**The Best Over the Top TV, is: IP Vision Ltd / FetchTV**

*The judges felt that IP Vision were the best entry for combining multiple video on demand services with traditional linear and interactive TV and for the variety of content offered.*

**The Digital Inclusion winner, sponsored by Plusnet and in association with Race Online 2012 winner is: Go ON Adopt a Care Home**

*The Race Online 2012 judges felt that Go On Adopt a Care Home were the worthy winners as it is a great example of community collaboration to help get the most difficult to reach people online for the first time with a sustainable model. The judges further felt that it helps to develop intergenerational relationships, reduce isolation for older people and improve their quality of life through the internet.*

**The Access Innovation winner is: Rutland Telecom**

*The judges awarded the prize to Rutland for creating a model that inspires other communities and has resulted in broadband speeds jumping from 0.5 megabytes per second to 32.*

**The Best Business Fixed Broadband, winner, sponsored by BE Wholesale, is: Fluidata  
Special Commendation: Urban Wimax**

*In a very competitive category, the judges were particularly impressed with the flexible contracts Fluidata offered, short notice periods and they also liked Fluidata's bonding to give good speeds.*

**The Best Consumer Fixed Broadband winner is: Be Broadband**

*Winning for a second year running, the judges commented that Be Broadband deserved to win because of their policy on traffic management, clear pricing structure, transparency and flexibility of pricing.*

**The Internet Villain is: ACS Law/Andrew Crossley**

*The ISPA Council decided that Andrew Crossley was a deserved winner of the villain award for demanding payments from members of the public on behalf of certain rights holders with poor evidence which brought the "legal profession into disrepute", and for failing to secure the data of those accused.*

**The Internet Hero, sponsored UKFast, is: Prof Ian Hargreaves**

*ISPA Council decided to crown Prof Hargreaves for authoring a review that makes recommendations on how IP can be made fitter for the digital age. Unfortunately Prof. Hargreaves was unable to make it tonight so we would like to invite to the stage Nigel Hickson to collect the award on his behalf.*

**-ends-**

**Notes to the editor:**



The Internet Services Providers' Association (ISPA) was established in 1995 as a trade association to represent providers of Internet services in the UK. ISPA promotes competition, self-regulation and the development of the Internet industry. For a list of members or other information about ISPA, please consult the website: [www.ispa.org.uk](http://www.ispa.org.uk)

The views expressed in this release are those of the Internet Services Providers' Association (ISPA) and do not necessarily reflect the corporate policies of the individual companies that are members of the Association or other organisations that may be mentioned in the release. For further editorial information please contact the ISPA Press Office (020 7340 8741).

**About The ISPA Awards:**

The ISPAs - the UK Internet industry awards - are unique as they are awarded to people and organisations in the industry following rigorous testing and an independent judging process and reflect the broad nature of the internet service provider sector.

The Internet Services Providers' Association (ISPA UK) has been organising the UK Internet Industry Awards since 1999 to herald the best of the Internet industry and to celebrate innovation and best practice. In 2002 the BBC dubbed the awards "The ISPAs".