



Digital Economy Act Dominates Internet Awards

9th July 2010 – The Digital Economy Bill featured heavily in last night's 12th annual ISPA Awards show with Tom Watson MP walking out as Internet Hero and Lord Mandelson picking up the gong for Internet Villain, both for their different roles in the passing of the Digital Economy Act.

Mr Mandelson was unable to pick up his award so the award will be forwarded onto him, and Tom Watson MP said he was, 'deeply flattered' and 'happy to win'.

Be Broadband collected the highly-prized Best Consumer Broadband award and Claranet achieved the double by winning both the Best Business Broadband and Best Business Customer Service awards.

The opening speech was given by Leigh Smyth, Race Online 2012, who spoke about making the UK one of the first countries in the world to establish a fully online, internet-enabled society. She also presented the inaugural Digital Inclusion award to Bolton Literacy Trust for their work in helping people get online.

The Department for Education was pleased to support the Internet Safety award and Tim Loughton MP, the Parliamentary Under-Secretary of State for Children and Families, presented the award to Childnet for their work with children, parents and teachers in making it safer online.

"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 in going forward."

Other winners included NewNet, Gradwell, Freedom4 WiFi, Plusnet, Namesco, Cybermoor and Orange. For details of the winners see below and for more information and photos go to www.ispaawards.org.uk

ISPA Awards 2010 Winners:

Best Shared Hosting winner is: Namesco

The judges were impressed with Namesco's high level of customer satisfaction, with good use of security and technical support complemented by a clear pricing structure.

Best Dedicated Hosting winner is: NewNet

In an extremely competitive category, the judges decided that NewNet's wide product range, provision of 24/7 technical support and a dedicated account manager set them apart from their competitors.

The Best Internet Telephony winner, sponsored by Magrathea, is: Gradwell

The judges agreed that Gradwell's use of new media to interact with and help their customers made them stand out from their competitors in this category. Furthermore, the clear communication with its customers made Gradwell the worthy winner.

The Best Mobile Broadband winner is: FREEDOM4 WiFi

Winning for the second year running, the judges felt that Freedom4 Wifi made the best use of technology to offer the various connectivity options to suit both business and leisure travellers.



The Best Business Customer Service winner is: *Claranet*

The judges agreed that Claranet were worthy winners as they showed they had a clear path to resolving issues as they arose through industry standard methodologies and the latest technology.

The Best Consumer Customer Service winner, sponsored by mquadr.at, is: *Plusnet*

The judges were impressed with the effective way that Plusnet handled complaints, including flexibility in how customers can contact them, and were particularly impressed with the way Plusnet provided a geographic number for consumers to contact the company, setting them apart from other finalists.

**The Access Innovation Award winner is: *Cybermoor*
Special Commendation: *South West Internet CIC***

The judges felt that Cybermoor deserved the inaugural award for delivering next generation broadband to a community that would not otherwise have received access to such broadband and for its community-based approach. The judges were impressed by the entrants to this new category and want to see it expanded next year as it shows the way companies and individuals can go beyond what's expected of them.

The Internet Safety Award winner is: *Childnet*

The judges agreed that Childnet deserved to win as their work is focused on all those involved in making the internet a safer place – children, parents and teachers – and liked the way the Internet was portrayed in a positive light.

The Digital Inclusion Award winner, in association with Race Online 2012 and sponsored by Plusnet, is: *Bolton Literacy Trust*

The Race Online 2012 judges felt that Bolton Literacy Trust stood out among the entries, both for its longevity and for its impact. The scheme has touched the lives of more than 1,000 people in the eight years it's been running, ranging from the elderly, those with mental health problems, teenage parents and asylum-seekers. It's a great example of how local organisations can use computers and the Internet.

The Corporate Social Responsibility Award winner is: *Orange*

The judges felt that Orange were the worthy winners as they clearly involve their staff in CSR as well as devoting money to the work. The judges also commended the efforts they made on behalf of young people.

The Best Business Fixed Broadband winner is: *Claranet*

In a competitive field this year, the judges decided that Claranet's use of both asymmetric and symmetric broadband made them stand out from the competition. Claranet's focus on business-to-business was also commended by the judges.

The Best Consumer Fixed Broadband winner, sponsored by F-Secure, is: *Be Broadband*

In this fiercely competitive category, the judges commented that Be Broadband had clear pricing structures and offered good value for money. The judges also felt that Be Broadband stood out due to its bonding and contention.

The Internet Villain is: *Lord Mandelson*



The ISPA Council decided that Lord Mandelson was a deserved winner of the villain award for ignoring principles of better regulation to amend an open consultation following lobbying from an interest group – no prizes for guessing which one.

The Internet Hero, sponsored by Eclipse Internet, is: Tom Watson MP

ISPA Council members bestowed the Internet Hero Award upon Tom Watson MP for leading the opposition to the parliamentary fight against the Digital Economy Bill and continuing the campaign to ensure an informed approach to the Act.

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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

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".