**Written Entry Form**

For providers offering residential superfast broadband services (30Mbps or above) with more than 100,000 customers. The category is aimed at services and providers broadly available, with consumer entry level pricing. While speeds are an important part of the category, it also takes account of overall service levels, packages, performance and more.

Thinkbroadband testing data will be used to determine the shortlist for the category. The data will also inform the judging which will also take account of publicly available data from other sources such as Ofcom and trustpilot where possible.

**Please fill out this written entry form (keep the document size to no more than two pages of A4 - minimum size font: Arial 10) and send to awards@ispa.org.uk by end of play on 30th June 2023.**

**The deadline for network size parameters is taken on the final date of submission, 30th June, any changes in network size after this date will not be taken into account.**

**Company name**

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**How have you improved the overall quality of your consumer broadband service in the past 12 months?**

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**How has your customer base evolved over the past 12 months? (e.g. growth, churn, services taken)**

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**How have you managed and delivered high levels of customer service and consumer satisfaction? (feel free to reference evidence to support your claims)**

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**What range of broadband services do you offer? And how many customers utilise gigabit capable services?**

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**What additional services do you deliver to consumers to differentiate your services against the market?**

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**What infrastructure and technology partners do you utilise and how do they enable you to provide quality services?**

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**How flexible are your contracts and terms of services?**

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**Do you offer support for vulnerable and financially struggling consumers?**

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**How do you ensure safety and security of your customers’ online experience?**

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