**Written Entry Form**

For providers offering broadband services of 100Mbps or above with fewer than 100,000 customers. The category is aimed at services and providers available in distinct areas or acting as challenger brands offering gigabit capable fibre services. However, while speeds are an important part of the category, it also takes account of overall service levels, packages, performance, differentiation 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 1st July 2024.

**The deadline for network size parameters is taken on the submission deadline of 1st July, 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 grown over the past 12 months?**

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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?**

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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 do you ensure good value, fair pricing and flexibility to your consumers?**

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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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