**Written Entry Form**

This category is for ISPs who look to enhance their broadband with improved customer experience. The category will be evaluated on the use of support, technology, data and management systems that improve the overall experience for a customer using your network.

**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. Additional supporting documents can be supplied via email. This could be in the form of a video, testimonial or other specific figures or graphs. Please limit these to 2 additional pieces of evidence.**

**Company name**

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**The systems and services utilised to understand your customers.**

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**Your customer care to prevent and solve issues as they arise.**

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**The onboarding process for new customers.**

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**Any partners you work with to enhance your coverage.**

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**How you use any managed service and data to enhance the use of your service.**

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**Any example that highlights your array of provisions designed to improve customer experience.**

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