**Written Entry Form**

This year ISPA is looking to find the best voice provider solution providing solutions and services to customers and UK business. With the PSTN switch off on the horizon and a market that has completely transformed in recent years, our judges will be evaluating the organisation on how they have adapted to these market changes and ensured their customers have retained high quality service and support where needed.

**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.**

**Company Name**

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**How have you improved the overall quality of your services over the past 12 months?**

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**What innovations have you made to ensure your service aligns with the transforming requirements of customers?**

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**How have you informed and supported customers navigating the PSTN switch off expected in 2025?**

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**How do you ensure the privacy and security of your customers' data?**

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**What contract options and flexibility do you provide to your customers to enable an impactful solution?**

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**How do you distinguish yourself from competitors?**

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**How do you achieve customer satisfaction and what evidence can you provide to highlight high satisfaction?**

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