**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 3rd July 2022.**

**Company name**

|  |
| --- |
|  |

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

|  |
| --- |
|  |

**How has your customer base evolved in the past 12 months (eg: growth rates, churn)?**

|  |
| --- |
|  |

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

|  |
| --- |
|  |

**What value-added services do you offer your customers?**

|  |
| --- |
|  |

**How have you ensured your pricing provides good value?**

|  |
| --- |
|  |

**What range of full fibre gigabit services do you offer to your customers?**

|  |
| --- |
|  |

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

|  |
| --- |
|  |

**Which infrastructure and technology partners do you use?**

|  |
| --- |
|  |