**Written Entry Form**

Entrants must be providers offering Voice Over Internet Protocol services.

Please answer the below questions.

**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**

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

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**What innovations did you put in place in the past 12 months?**

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**What do you do to ensure high voice quality and resilience?**

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**What contract options and flexibility do you provide to your customers?**

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

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**How do you ensure a high standard of customer satisfaction?**

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**What further characteristics distinguish your service from that of your competitors?**

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**What technology partners do you make use of?**

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