



Best Business ITSP (Medium Enterprise) - Entry Information

Outline

The company winning this category has provided the best all round voice service to medium size businesses. This company provides a good selection of business features, including multiple telephone numbers; call queuing as well as support for remote workers.

Eligibility

The Award is open to companies offering a VoIP service to medium size enterprises for more than 10 and less than 150 employees/seats. It must offer a full telephony service (including connectivity to and from the PSTN, using standard UK DID numbers and with access to the emergency services). Judging panel companies are not permitted to enter the application process.

Entrance Requirements

- 1) Entrants will be subject to a round of technical testing performed by Malden Electronics. Providing benchmark scores are met, the application will then proceed through the judging process based on the entrants written self-assessment.
- 2) Entrants will provide a written self-assessment of no more than 3 sides of A4 (minimum size font: Arial 10).
- 3) Entrants will complete a brief questionnaire confirming their details.
- 4) All entrants must confirm they are in compliance with all existing regulation relevant to the specific service.

Written Self-Assessment Guidance

The written self-assessments will be judged according to the following criteria.

1) Business performance (25%)

This section should include details about how the service operates and how it has proven both popular with customers and successful for the business over the past twelve months. It should outline how it ensures the necessary business grade quality and resilience for Medium sized businesses and why it particularly provides value for companies of that size. Any details or information around how the business has grown in recent years are welcome.

2) Innovation (25%)

This section should outline how you differentiate your service to other competitors. It should also include details around new services launched and additional features integrated over the past twelve months.

3) Customer Service (25%)

This section should clearly outline the efforts the company provides to ensure excellent customer service. Details outlining the pre-sales approach to installation and in-life support and maintenance are required. An outline of your complaint handling procedures, your



number portability policy and ways of communicating with the public (on your website or elsewhere) would be welcome.

4) Case Study (25%)

- Please provide a comprehensive example of how your service has been deployed successfully in practice over the past 12 months.

Method of Judging

The judging will be in two parts:

- The entrants will be judged and selected into a shortlist of finalists (depending on the number of entrants).
- A Winner will be chosen amongst the finalists. Finalists may also receive a Highly Commended award if deemed appropriate.

Judges can move an entry into a different category where they deem it necessary. In this case the entrant may be asked for further information.

The written self-assessments will be scored and weighted according to the guidance listed above. Judges may require taking into account technical testing results or questionnaire responses when determining the finalist shortlist or Awards winners.

The decision of the Judging panel is final. No correspondence will be entered into.

How to Enter

1. Please complete the testing registration requirements by Friday 11th December 2015. Details can be found [here](#).
2. Please complete the online registration: <http://www.itspaawards.org.uk/awards.html> by Friday 18th March 2016.
3. Please send the written self-assessment to admin@itspa.org.uk by Friday 18th March 2016.

Publicity

The list of finalists will be posted on the ITSPA Awards website as well as the Awards brochure. The winner and finalists list can be posted on the individual company websites.

Any images submitted as part of entries can be used in connection with the Awards presentation unless otherwise declared. Any copyright restrictions for image use must be clearly provided by the individual companies.

Data Protection

The ITSPA Secretariat shall store all data received by the judging panel. Should a company wish for the evidence to be destroyed after the awards process, this should be made clear to the ITSPA Secretariat at time of submission.



Confidentiality

Entrants must indicate if any of the material that they submit is sensitive and of a confidential nature. The judging panel will ensure that all sensitive information remains confidential and will not be released for public information.

Organiser

The Award is organised by:

Internet Telephony Services Providers' Association
69 Wilson Street, London, EC2A 2BB
Tel: 020 3397 3312

Entry Fees

There is no charge for submitting an entry for this award.

Closing Date

The deadline to enter the testing procedure is Friday 11th December 2015.

The online registration must be made by Friday 18th March 2016.

Self-assessment entries must be received by the ITSPA Secretariat in the prescribed format by Friday 18th March 2016.

Announcement and Presentation

The award winner will be announced at the ITSPA Awards, Wednesday 11th May 2016 at The Deck, National Theatre, London