**ITSPA Quality Mark Initial Application**

ITSPA aspires to represent the best in the VoIP industry and we are keen to ensure that consumers are aware that ITSPA members are reputable companies that can be trusted and that the industry strives for excellence both in service reliability and customer satisfaction. All full ITSPA members must abide by the current ITSPA Code of Practice, which covers all relevant elements of OFCOM regulations.

The Quality Mark is available to members who have gone beyond the ITSPA Code of Practice and are committed to promoting industry best practices and can be duly recognised for their efforts.

The Quality Mark would only be available to ITSPA members and would not be a guarantee of membership.

The Quality Mark Application will include sections where applicants provide evidence of Compliance with the ITSPA Code of Practice & relevant elements of OFCOM regulations. If any sections are deemed to be Not Applicable to the applicant they can respond with N/A and an explanation as to why.

Evidence can be in the form of URLs, screenshots or emails sent or received where the date is visible.

The award will be in perpetuity conditional upon QM Holders having to complete and return an annual QM questionnaire. The ITSPA Council will also follow a complaints procedure, should a member’s compliance with the Quality Mark criteria be questioned. This could result in the Quality Mark being withdrawn from the member company should they be in breach of the criteria.

**Quality Mark Award Criteria:**

1. **Applicant organisations must be incorporated with limited liability (LTD, PLC or LLP).**
2. **Provide evidence of Compliance where applicable with the current ITSPA Code of Practice and Best Common Practice Documents and promotion of this code on the company website.**
3. **Provide evidence of access to the emergency services, updating of customer address data and that customers are made fully aware that this service is available and its limitations. Evidence must be within “2 clicks” from the home page.**
4. **Provide evidence that customers are made fully aware that the member company is also a member of a recognised dispute resolution scheme, with the information no more than “2 clicks” from the home page and a link to the ADR scheme included on this page.**
5. **Nuisance Calls & CLI Presentation Policies. Evidence must be within “2 clicks” from the home page.**
6. **Provide evidence of Data Protection & Retention Compliance. Evidence must be within “2 clicks” from the home page.**
7. **Provide evidence of their Single Point of Contact (SPOC) (The use of the SPOC, is to facilitate improved communications between ITSPA members on certain issues (e.g. technical, porting, spam management etc.) as well as liaising with other organisations (e.g. Home Office).**
8. **Provide evidence that you have published the names of the primary companies with whom you are able to port numbers both to and from” e.g. BT, Virgin, Sky, etc.**
9. **Provide details of your Platform, which many members have posted on their websites, as well as agreement for ITSPA to monitor your platform to ensure Annual Service Availability achieves or exceeds 99.99% to be monitored from AS25061 by SIP Option requests between 08:00 to 20:00 Monday to Friday to exclude any maintenance periods.**
10. **Description of your fraud prevention and mitigation systems.**

**ITSPA Quality Mark Application**

***Please provide evidence of compliance, including, URLs, screen shots, or attachments (***[***click here for Completion Guidance Notes***](https://docs.google.com/document/d/1s1bkoiPAgIFVJLwjSBEafaRrKtPh4Fpf4SsxrHNCixI/edit?pli=1#heading=h.gjdgxs)***)***

1. **Company details**

|  |  |  |  |
| --- | --- | --- | --- |
| Company Name |  | Co Registration Number |  |
| Address |  | Registered Address |  |
| Website |  | Place of Registration |  |
| Contact Name |  | Date of Incorporation |  |
| Email Address |  | VAT Number |  |
| Telephone Number |  | Submission Date |  |

1. **Evidence of Compliance with the ITSPA Code of Practice and Best Common Practice Documents.**

|  |  |
| --- | --- |
| Name of the Company Officer responsible for ITSPA CoP compliance |  |
| The URL on your website where the CoP is posted |  |
| Evidence of implementing ITSPA’s BCP for:  [Recommendations for secure deployment of an IP-PBX](http://www.itspa.org.uk/wp-content/uploads/161125_IPPBX_BCP.pdf) |  |
| Evidence of implementing ITSPA’s BCP for:  [Recommendations for Provisioning Security](https://www.itspa.org.uk/wp-content/uploads/1705_Provisioning_BCP.pdf) |  |

1. **Evidence of access to the emergency services, updating of customer address data and that customers are made aware of the service availability and its limitations.**

|  |  |
| --- | --- |
| Evidence that customers are made fully aware that access to emergency services is available and has limitations. |  |
| Who is your 999 / 112 Service Provider (999 SP)? |  |
| How often do you send your 999 SP updates? |  |
| Provide evidence that regular updates are being sent to your 999 SP |  |

1. **Evidence that customers are made fully aware that the member company is also a member of a recognised dispute resolution scheme and this information is no more than two clicks from the home page of the website.**

|  |  |
| --- | --- |
| The URL(s) on your website where your complaints procedure is detailed and membership of a dispute resolution scheme is posted |  |
| How do you advise customers of your complaints procedure? |  |

1. **Data Protection & Retention Compliance**

|  |  |
| --- | --- |
| Data Protection Registration Number (ico.org.uk) |  |
| Registration Expiry Date |  |
| What is your data retention and destruction policy? |  |

1. **Nuisance Calls & CLI Presentation Policies**

|  |  |
| --- | --- |
| Please outline your policies and practices for controlling nuisance calls |  |
| Please outline your policies and practices controlling the misuse of CLI |  |

1. **Provide evidence of their Single Point of Contact (SPoC)**

|  |  |
| --- | --- |
| Contact details of your SPoC |  |

1. **Evidence that you have published the names of the primary companies with whom you are able to port numbers both to and from” e.g. BT, Virgin, Sky, etc.**

|  |  |
| --- | --- |
| Please list the names of the primary companies with whom you are able to port numbers both to and from. |  |
| URL on your website where the list is posted |  |

1. **About Your Platform**

|  |  |
| --- | --- |
| Does your Service Availability achieve or exceed 99.99% between  08:00 to 20:00 Monday to Friday? | Yes / No |
| If so, please define your measurement metrics. |  |
| SIP Server Hostname to be monitored  (To be monitored from AS25061 by SIP Option requests between 08:00 to 20:00 Monday to Friday to exclude any maintenance periods) | e.g. sip.itsp.com |
| Description of your resilient network (URL or Text) |  |
| Link to RIPE ASN Stats (if you don’t have one please explain why) | e.g. https://stat.ripe.net/AS25061 |
| Link to list of Peering Points (if you don’t have one please explain why) | e.g. https://as25061.peeringdb.com |

1. **Fraud Prevention and Mitigation Systems**

|  |  |
| --- | --- |
| Provide details of your Fraud Prevention and Mitigation policies |  |
| Describe your Fraud Prevention and Mitigation systems |  |
| Describe how you detect unusual or suspicious traffic patterns in real time |  |
| What restricted calling plans do you offer? |  |
| Do you rate calls in real time? |  |
| What authentication do you offer for SIP Trunking? |  |

|  |  |
| --- | --- |
| **Completed By** |  |
| **Signed** |  |
| **Dated** |  |