



Best Reseller - Entry Information

Outline

The company winning this category has provided the best “value-add” service within the reseller community. This company demonstrates impressive business performance, innovation that has addressed specific business requirements, excellent customer service and ROI, with details of an exemplary case study.

Eligibility

The Award is open to companies that resell either Hosted VoIP or SIP services via “the Channel”. This can be to any type of enterprise (large or small). Entrants must outline what they have done to make them stand out in the reseller market over the past 12 months. Judging panel companies are not permitted to enter the application process.

Entrance Requirements

- 1) Entrants will provide a written self-assessment of no more than 3 sides of A4 (minimum size font: Arial 10).
- 2) Entrants will complete a brief questionnaire confirming their details
- 3) 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 (20%)

This section should include details about how the reseller’s products and services has proven both popular with customers and successful for the business over the past twelve months. Any details or information around how the business has grown in recent years are welcome.

2) Innovation (30%)

This section should outline how you differentiate your service to other competitors. What business need or problems have been identified to create new value and additional services for your customers? It should also include details around new services launched and additional features integrated over the past twelve months that have helped reduce customers’ costs and improve their experience.

3) Customer Service (20%)

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 (30%)

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.

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

How to Enter

1. Please complete the online registration: <https://www.surveymonkey.co.uk/r/J2L9GXC>
2. Please send the written self-assessment to team@itspa.org.uk by 17th March 2017.

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

Self-assessment entries must be received by the ITSPA Secretariat in the prescribed format by Friday 17th March 2017.

The online registration must be completed by Friday 17th March 2017.

Announcement and Presentation

The award winner will be announced at the ITSPA Awards on 9th May 2017 at Tower of London.