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|  | **NOMINATION FORM**  **AWARD CATEGORY**  **COMMITMENT TO CUSTOMER SERVICE**  Demonstrable commitment to customer service improvement |

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| **IMPORTANT DATES** |  |
| Launch of the Awards/Nominations open | Monday 6th February 2017 |
| **Nominations Close** | **Friday 21st April 2017** |
| Announcement of Shortlist | Wednesday, 14th June 2017 |
| Awards Dinner and Awards Presentations | Wednesday, 19th July 2017 |

**ELIGIBILITY CHECKLIST:**

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| 1. This Award is open to all organisations including Carriers/Carriage Service Providers/Content Service Providers providing services to corporate / business /consumers. | 🞏 |
| 1. The contribution for which the company is being recognised for must have occurred since **1 January 2016.** | 🞏 |
| 1. The nominees company is registered and operating in Australia (ABN on request) | 🞏 |
| 1. Nominee must own the IP of the solution which they are nominating for the award | 🞏 |
| 1. This product or service has NOT won an ACOMMS Award in the previous three years. It is ineligible to enter the award that has won in the previous three years, with or without product enhancement | 🞏 |
| 1. The criteria have all been addressed in this submission | 🞏 |
| 1. Each section of the Nomination form has been completed | 🞏 |

**NOMINATION:**

Complete the following questions ensuring you provide examples of how your nomination meets the criteria.

The judges can only assess the nomination on the information and materials supplied on the nomination form, so we advise nominees to provide as much information as possible including the **suggested Inclusions** and **supporting testimonials**.

**SUGGESTED INCLUSIONS:**

* What are the strategies used to promote customer service within the organisation?
* What training and development programs exist within your organisation to drive the company’s commitment to customer service?
* What differentiates your company’s commitment to customer service?
* How has your commitment to customer service contributed to the customer’s benefit?

**AUTHORISATION**

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| By submitting my nomination electronically, I hereby declare that the information provided for the 2017 ACOMM Awards entry is accurate and correct. I also agree to abide by the judging decisions made by the judging panel and their decisions will be accepted and final. | |
| **name** |  |
| **company** |  |

**CONTACT INFORMATION:**

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| **ORGANISATION NAME/COMPANY** |  |
| **NUMBER OF STAFF IN AUSTRALIA** |  |
| **CONTACT NAME** |  |
| **JOB TITLE** |  |
| **ADDRESS** |  |
| **PHONE** |  |
| **MOBILE** |  |
| **EMAIL ADDRESS** |  |

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| **Name of contribution nominated for this award** |  |
| **Date of contribution nominated for this award** |  |

**CRITERIA**: (Maximum 500 words each)

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| **1.** | **Describe the company’s initiative and/or commitment to customer service improvement.** |  |
| **2.** | **Describe how your customer service strategy helps your customer, e.g. customer empowerment, better informed.** |  |
| **3.** | **Describe how the initiative contributes to issues for customer service in a Broadband/IP enabled environment.** |  |
| **4.** | **Provide evidence of positive customer response.** |  |

**NOMINATION OVERVIEW:**

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| --- | --- |
| **Concise company profile overview.**  (max. 250 words) |  |
| **Short description of the entry.**  (this will be used in the ACOMMS program should you become a finalist - max. 50 words) |  |
| **Company Logo**  Please attach a high res (1MG in eps or aif) version of your company logo with your nomination submission. This will only be used on the ACOMMS website and printed Cocktail Party invitation, should your entry be shortlisted as a finalist in its given category. | |