



# NOMINATION FORM

## AWARD CATEGORY

## COMMITMENT TO CUSTOMER SERVICE

Demonstrable commitment to customer service improvement

### IMPORTANT DATES

Launch of the Awards/Nominations open  
**Nominations Close**  
Announcement of Shortlist  
Awards Dinner and Awards Presentations

Monday, 22<sup>nd</sup> February 2021  
**Friday, 21<sup>st</sup> May 2021**  
Wednesday, 7<sup>th</sup> July 2021  
Wednesday, 18<sup>th</sup> August 2021

### ELIGIBILITY CHECKLIST:

1. This Award is open to all organisations including Carriers/Carriage Service Providers/Content Service Providers providing services to corporate / business /consumers.	<input type="checkbox"/>
2. The nominees innovative service or product offering must be commercially available and have been introduced to the market place within 2019/20 or earlier.	<input type="checkbox"/>
3. The nominees company is registered and operating in Australia (ABN on request)	<input type="checkbox"/>
4. Nominee must own the IP of the solution which they are nominating for the award	<input type="checkbox"/>
5. 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	<input type="checkbox"/>
6. Each section of the Nomination form has been completed	<input type="checkbox"/>

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**.

### AUTHORISATION

By submitting my nomination electronically, I hereby declare that the information provided for the 2021 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

This nomination should be completed and returned to [k.sideris@commsalliance.com.au](mailto:k.sideris@commsalliance.com.au)

by

5.00 pm on Friday 21<sup>st</sup> May 2021.

**LATE NOMINATIONS WILL NOT BE ACCEPTED OR ELIGIBLE.**

# ACOMMS AWARD CATEGORY: COMMITMENT TO CUSTOMER SERVICE

## CONTACT INFORMATION:

<b>ORGANISATION NAME/COMPANY</b>	
<b>NUMBER OF STAFF IN AUSTRALIA</b>	
<b>CONTACT NAME</b>	
<b>JOB TITLE</b>	
<b>ADDRESS</b>	
<b>PHONE</b>	
<b>MOBILE</b>	
<b>EMAIL ADDRESS</b>	
<b>Name of contribution nominated for this award</b>	
<b>Date of contribution nominated for this award</b>	

## CRITERIA: (Maximum 500 words each)

1.	<b>Describe the company's initiative and/or commitment to customer service improvement.</b>	
2.	<b>Describe how your customer service strategy helps your customer, e.g. customer empowerment, better informed.</b>	
3.	<b>Provide evidence of positive customer response.</b>	

## 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?

**DO NOT FORGET TO INCLUDE SUPPORTING TESTIMONIALS.**

## NOMINATION OVERVIEW:

<b>Concise company profile overview.</b> (max. 250 words)	
<b>Short description of the entry.</b> (max. 50 words)	
<b>Please attach your Company Logo:</b> A high res (1MG in eps or aif) version of your company logo. The ACOMMS will only use your logo if your entry is shortlisted as a finalist in its given category.	
<i>If you agreed for your nomination to be eligible to feature in The Australian (see cover page)</i>	
<b>Quote for The Australian</b> <i>from an appropriate company representative)</i>	
<b>Please attach a photo:</b> to run alongside the news story	

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