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

|  |  |
| --- | --- |
| **IMPORTANT DATES** |  |
| Launch of the Awards/Nominations open | Monday, 19th February 2024 |
| **Nominations Close** | **Friday, 19th April 2024** |
| Announcement of Shortlist | Thursday, 6th June 2024 |
| Awards Dinner and Awards Presentations | Thursday, 18th July 2024 |

**ELIGIBILITY CHECKLIST:**

|  |  |
| --- | --- |
| 1. This Award is open to all organisations including Carriers/Carriage Service Providers/Content Service Providers providing services to corporate / business /consumers.
 | 🞏 |
| 1. The nominees innovative service or product offering must be commercially available and have been introduced to the market place within 2023/24 or earlier.
 | 🞏 |
| 1. The nominee’s 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 ACOMM Award in the previous three years.
 | 🞏 |
| 1. Each section of the Nomination form has been completed.
 | 🞏 |
| 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 2024 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:**

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

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

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

|  |  |  |
| --- | --- | --- |
| **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.** | **Provide evidence of successful performance and positive customer response.** |  |

**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 has been the impact on customer service/customer satisfaction metrics and what differentiates your company’s commitment to customer service?

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

**NOMINATION OVERVIEW:**

|  |  |
| --- | --- |
| **Concise company profile overview.**(max. 250 words) |  |
| **Short description of the entry.**(max. 50 words) |  |
| **Please attach your Company Logo:** 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. |