

Simples Awards Application Form - Broadband

SimplesAwards
Brought to you by



Service

The goal of the Service award for Broadband is to recognise the providers that have consistently delivered the highest quality of service to their customers – those that have provided services and information to actively remove the pressures of making financial decisions.

Our judging criteria are based on the aspects of service which Broadband customers told us matter most to them. Using the form below, please provide evidence of the following, including any points of differentiation/USPs:

Criteria

Submission – please include evidence

Demonstrate how the provider responds to customer complaints and questions quickly and efficiently?

Clearly communicates to customers e.g. Network downtime?

Other services introduced to help make customers lives simple?

Innovation

The goal of the Innovation award for Broadband is to recognise the providers that have innovated to improve the lives of their customers – those that have provided technologies / tools to make using that product simpler, more intuitive and time efficient. This could include product innovation e.g. apps and online experience, tools and tech.

Our judging criteria are based on the aspects of innovation which Broadband customers told us matter most to them. Using the form below, please provide evidence of the following, including any points of differentiation/USPs:

Criteria

Submission – please include evidence

Technology and tools available to make the account management simpler e.g. online portal/ app?

Technology and tools available to make it easier to update the service

Other innovations introduced to help make your customers lives simple?