

ELIGIBILITY AND CRITERIA OF THE 2025 TELECOMMUNICATIONS INDUSTRY EXCELLENCE AWARDS

Award	Short description	Open to	Eligibility	Criteria	Suggested Inclusions
INNOVATION IN NETWORKS, PRODUCTS, AND TECHNOLOGY (LARGE)	Awarded for innovative network services, products, and technological breakthroughs that drive industry growth	Telecommunications network and infrastructure providers with more than 200 employees in Australia	The nominated offering must be commercially available and have been introduced into the market in 2024/25 or earlier.	<ul style="list-style-type: none"> • Describe the innovative network service, product, or technology and its key benefits. • What need does the new network service, product or technology fulfil? • What has been the take-up (and response) of the innovation so far? 	<ul style="list-style-type: none"> • Explain how the product/network service/technology was introduced to the market • What makes your offering innovative? • How does your offering differ from those of your competitors?
INNOVATION IN NETWORKS, PRODUCTS, AND TECHNOLOGY (SME)	Awarded for innovative network services, products, and technological breakthroughs that drive industry growth	Telecommunications and infrastructure providers with fewer than 200 employees in Australia	The nominated offering must be commercially available and have been introduced into the market in 2024/25 or earlier.	<ul style="list-style-type: none"> • Describe the innovative network service, product, or technology and its key benefits. • What need does your new service/product fulfil? • What has been the take-up (and response) of the innovation so far? 	<ul style="list-style-type: none"> • Explain how the product/network service/technology was introduced to the market • What makes your offering innovative? • How does your offering differ from those of your competitors?
INNOVATION IN VENDOR TECHNOLOGY	Awarded for an innovative telecommunications service or product provided by an equipment vendor	Telecommunications and IT equipment vendors	The nominated offering must be commercially available and have been introduced into the market in 2024/25 or earlier.	<ul style="list-style-type: none"> • Describe the innovative product or service and its key benefits. • Explain how the product/service was introduced to the market. • What has been the take-up (and response) of the innovation so far? 	<ul style="list-style-type: none"> • What need does your new service/product fulfil? • What makes your offering innovative? • How does your offering differ from those of your competitors?
INNOVATION IN MOBILE	Awarded for providing innovative mobile solutions, products, or technological advances	All organisations offering mobile networks, infrastructure, products, services and technology	The nominated offering must be commercially available and have been introduced into the market in 2024/25 or earlier.	<ul style="list-style-type: none"> • Describe the innovative mobile product or service. • Explain how the mobile solution was introduced to the market. • What is the market uptake to-date? 	<ul style="list-style-type: none"> • What customer need does your new mobile service/product fulfil? • How does your offering differ from those of your competitors?
INNOVATION IN INFRASTRUCTURE SECURITY & RESILIENCE	Awarded for advances in telecommunications network security and resilience	Telecommunications network operators, equipment suppliers, and infrastructure providers	The nominated offering must have been introduced into the market in 2024/25 or earlier.	<ul style="list-style-type: none"> • Describe the nature of the Platform • Outline the key features and capabilities of the platforms and its positive effects/value add for users. • Outline any plans for future development of the platform (where publicly available). 	<ul style="list-style-type: none"> • What customer need does your digital platform fulfil? • How does your offering differ from those of your competitors?

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INNOVATION IN SATELLITE SERVICES	Recognises excellence in the provision of satellite communications or satellite/space-related products and services in the Australian space industry	All satellite industry participants, inc. network operators, equipment and infrastructure providers, service providers, ground segment providers, consultants and researchers	Satellite initiatives and/or projects undertaken in Australia.	<ul style="list-style-type: none"> Describe the initiative and/or projects How has it added value to the satellite sector and/or Australian community. If applicable, how it exceeds any existing industry standards or benchmarks. 	<ul style="list-style-type: none"> What tangible and quantifiable results help to demonstrate the success of the initiatives put in place now and in the future? How has the initiative and/or projects helped Australian consumers or businesses improve their lives or commercial endeavours?
COMMITMENT TO CUSTOMER SERVICE	Awarded for commitment to customer service	All organisations providing services to consumers and businesses	The nominated initiative must have been introduced into the market in 2024/25 or earlier.	<ul style="list-style-type: none"> Describe the company's initiative and/or commitment to customer service. Describe how your customer service strategy helps your customers. Provide evidence of positive customer response. 	<ul style="list-style-type: none"> 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?
CONTRIBUTION TO SOCIETY	Awarded for improving the well-being of Australian society (including specific communities, such as First Nations communities) through the provision of telecommunications networks, products, or services.	All organisations	Initiatives undertaken by the nominee in Australia in 2024/25 or earlier.	<ul style="list-style-type: none"> Impact on Community Development: Describe the tangible impact of the initiative on community development, including how the project has enhanced connectivity, improved access to information, and/or supported greater wellbeing in the community; which could include (but is not limited to) community development for First Nations Australians or communities. Outline the ways in which the organisation has made a difference to society, or a community. Community Engagement and Partnerships: Describe the extent of community engagement and partnerships established through this initiative, and how this has further addressed community needs, which could include (but is not limited to) community engagement and partnerships with First Nations Australians or communities. 	<ul style="list-style-type: none"> How has Australian society or a specific community benefited from the contribution of this organisation? Link to contribution/initiative on website

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CONSUMER CHAMPION AWARD	Awarded to an individual who has shown outstanding results in improving outcomes for consumers	All individuals	The individual's contribution must be current and is expected to be ongoing.	<ul style="list-style-type: none"> Describe the individual's contribution to improving outcomes for consumers Describe specific consumer benefits that have resulted from this individual's efforts 	<ul style="list-style-type: none"> Endorsements from people or organisations which have benefitted from the nominee's work How have consumers benefitted from this individual's efforts?
COMMUNICATIONS AMBASSADOR	Awarded to an outstanding individual who has shown strong leadership and made a significant, sustained and positive contribution to the Australian communications industry	Individuals in leadership positions across the industry, including but not limited to carriers/carriage service providers, policymakers, regulators, and other industry participants	<p>The individual's contribution must be current and is expected to be ongoing</p> <p>Previous winners of this Award should not apply.</p>	<ul style="list-style-type: none"> Outline the involvement the individual has had with the communications industry. Why is this individual deserving of the Ambassador Award? What is the contribution the individual has made to the industry? What qualities does this individual have that helps them to contribute? Demonstrate (with third party testimonials) how the contribution of the individual has been for the benefit of all industry stakeholders. 	<ul style="list-style-type: none"> What is the contribution the individual has made to the industry? What sort of contribution are they likely to make in the future? In keeping with the Vision and Mission of Communications Alliance, it is expected that nominations will highlight contributions for the development and growth of the industry, innovation, and the highest standards of business behaviour Third party testimonials must be provided in support of nominations

- 2024 ACOMM Award winners are NOT eligible for a 2025 Award **for the same product/service**.
- Submissions are invited from Australian organisations and individuals, which operate within the Australian communications sector irrespective of size or geographic location. Companies whose business activities cut across multiple economic sectors may apply for an Award and will be considered based on their contribution to the communications sector.
- Fully owned subsidiaries of an Australian company are eligible provided that they operate in the market as a separate business with an identity that is distinct from that of its parent company.
- An Australian subsidiary of a company with a foreign head office will be eligible for an Award provided that it is an operational entity and not merely a representational office.
- Awards will be judged primarily based on eligible performance and contribution within the Australian communication market. In the case of close competition, judges may consider performance and contribution outside of Australia as a secondary factor for certain of the Awards.