



ATSI Award Administration Office
1000 Westgate Dr. Suite 252
St. Paul, MN 55114
admin@atsi.org fax: 651-290-2266

2023 ATSI Award of Excellence Registration Form

Name: _____

Organization: _____

Street Address: _____

City/State,Prov/Zip,PC Code: _____

Telephone: _____ Fax: _____

Mandatory: Email address of person responsible for submissions.

Email: _____

Please indicate for your plaque (if you achieve the award):

Organization: _____

City/State/Prov: _____

REGISTRATION DEADLINE IS FRIDAY, SEPTEMBER 30, 2022.

I agree to abide by the following terms in the use of the ATSI Award of Excellence logo and any and all references to winning the award:

Successful participants may refer to their company as recipients of the Award of Excellence for any advertising and promotion within 12 months following the announcement by ATSI.

Advertising: Current ads must reflect current status and no ad will contain misleading information. Any ad deadlines prior to the announcement of successful participants may not make references to the current program's results.

Use of Logo: Logos remain the property of ATSI and must not be shared, nor can it be altered in any way.

ETHICS, INTEGRITY & RULES OF THE PROGRAM

The ATSI Award of Excellence program was designed as a tool of measurement of your customer service levels. The success of the program has not been based on "winning" the Award, but in the internal training and quality control each participating office puts in place to achieve the 80% average score across the total calls. For the integrity of the program it is very important that participants do not identify to their agents which accounts have been entered into the program.

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We realize with modern technology many things are possible, such as:

- Highlighting
- Priority distribution
- Creating special accounts groups



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Businesses use these for internal purposes, but accounts used for the ATSI Award of Excellence should not be distinguished specifically as these. These practices done solely for identifying to agents the ATSI Award of Excellence test clients are not acceptable. We assume any such behavior in the past was done without intent to violate the spirit of the program. However, these will not be allowed and evidence of infractions will disqualify the offending office from participation in the next program year.

Initials: _____

The undersigned AOE Program Registrant consents to the Program providers recording the test calls and agrees, to the best of its ability, to inform employees who may answer test calls that the caller will be recording such calls.

Initials: _____

USE OF LOGO / PROMOTIONAL MATERIALS

- Participants that have earned the award receive a logo indicating the year and level of achievement which can be used on company and promotional materials
- Logos remain the property of ATSI and must not be shared or altered
- Successful participants may refer to their company as a recipient of the ATSI Award of Excellence for any advertising, marketing, and promotion within 12 months following the announcement by ATSI
- The year(s) in which the participant was successful MUST be referenced
- Non-members must cease from using any reference to the Awards program
- If a non-member rejoins ATSI, the program starts from the beginning
- Participants who earn top scores agree to allow ATSI to use recorded calls for future training materials i.e. Digital recordings of the top-rated calls
- Advertising must reflect the current status of the program and must not contain misleading information
- Any reference to earning the award must include the year(s) the award was earned and, if desired, the number of total years the company has received the Award

Initials: _____

ENFORCEMENT

The participant agrees to pay to ATSI Five Hundred Dollars (\$500.00) liquidated damages per violation for any violations of the foregoing obligations by participant. Participant acknowledges that damages for violations of the foregoing obligations are difficult to ascertain and that the \$500.00 per incident amount is a reasonable estimate of the actual damages. Participant further agrees that it shall be liable to ATSI for reasonable attorney's fees and costs incurred by ATSI in enforcing participant's compliance with the foregoing obligations. Compliance shall include, but not be limited to, withdrawal and correction of advertising which is not in compliance with the foregoing obligations. Any disputes concerning participant's compliance with the foregoing obligations shall be resolved by arbitration before the American Arbitration Association, according to its commercial rules, in Alexandria, Virginia.

Initials: _____



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PAYMENT INFORMATION

Payment must be received prior to deadline to participate in this program.

The Award of Excellence is available to ATSI members for \$675 per company, per location.

Deadline: Friday, September 30, 2022.

Check amount: _____

Credit Card: ___ Visa ___ MasterCard ___ AMEX

Credit Card # _____

Exp. Date: _____ CVV Code: _____

Cardholder Name: _____

Billing Address (if different from company address)

Signature: _____ Date: _____

Please Send Completed Application & Payment to:

ATSI Headquarters
1000 Westgate Dr. Suite 252
St. Paul, MN 55114

or fax to 651-290-2266 or email to admin@atsi.org