Broadband Sign-Up & Help Event Checklist

Help residents ask questions, compare options, get connected and build confidence

GOAL: Residents should leave knowing what service is planned or available, what it may cost, what help they qualify for, and who to contact next.

Before the Event

- ☐ Choose an accessible location
- ☐ Bring current BEAD map access
- ☐ Prepare Lifeline information
- ☐ Advertise through churches / schools / civic groups
- ☐ Prepare sign-in / follow-up sheet
- ☐ Invite relevant providers
- ☐ Invite library / digital skills helpers
- ☐ Plan device / computer help
- ☐ Arrange tables, Wi-Fi and power
- ☐ Name a person to record unresolved issues

At the Event

- ☐ Help residents look up their address
- ☐ Ask providers about low-cost options
- ☐ Offer digital-skills / device help
- ☐ Protect personal information
- ☐ Explain planned technology/provider
- ☐ Help eligible households find Lifeline
- ☐ Record locations with unanswered questions
- ☐ Give every resident a next step / contact

After the Event

- ☐ Follow up on unanswered provider questions
- ☐ Contact residents who requested follow-up
- ☐ Share next event / workshop date
- ☐ Add unresolved issues to Task Force tracker
- ☐ Report counts at the next Task Force meeting
- ☐ Record lessons for the next event

Event Results

Date / location	
Residents assisted	
Addresses checked	
Provider questions referred	
Lifeline / affordability referrals	
Digital skills / device referrals	
Unresolved issues added to tracker	
Next follow-up date	

PRIVACY: Do not collect Social Security numbers, passwords, bank information or other sensitive personal information on Task Force forms.