

Renter Readiness Checklist

Use this checklist to prepare for successful neighborhood internet onboarding. Share with households before install day.

Before signup

- Confirm your full address and best contact number.
- Ask your building manager if there are any rooftop/device restrictions.
- Identify where your router can sit near power and common-use devices.

Install week prep

- Keep one adult household member available for onboarding questions.
- Clear a small space for equipment and power access.
- List priority uses (school, work, telehealth, streaming).

After installation

- Run a speed test in two key rooms and note results.
- Save support contact info and preferred reporting channel.
- Report any repeated drops with date/time so support can escalate quickly.

Template note

Replace bracketed placeholders and distribute as needed.

For co-branded or neighborhood-specific versions, email outreach@connectbuffalo.org.
