

Resident Support Log Template

Structured format for tracking support requests, escalations, and closures across neighborhood rollout phases.

Required log fields

- Ticket date, resident contact, and neighborhood/block.
- Issue category: power, router, line-of-sight, device setup, billing question.
- Severity and impact: single household vs multi-household.

Resolution tracking

- Tier assignment (Tier 1, Tier 2, Tier 3 escalation).
- Actions taken and whether issue resolved same day.
- Follow-up date and owner for unresolved requests.

Reporting notes

- Mark trends that repeat across addresses/buildings.
- Use weekly roll-up totals for partner and sponsor updates.

Template note

Replace bracketed placeholders and distribute as needed.
For co-branded or neighborhood-specific versions, email outreach@connectbuffalo.org.

