

Sponsor Update Packet

Sample quarter view

This sample demonstrates the cadence and structure sponsors receive each quarter: operational reliability, rollout progress, and community impact signals.

1) Snapshot

- Phase status: Pilot -> expansion readiness.
- Uptime target: 99.x% (pilot telemetry).
- MTTR target: under X hours.
- Households connected: ____ | Community hotspots live: ____.

2) Rollout progress

- Core reliability hardening complete (power continuity + failover posture).
- Pilot hubs and relays deployed to planned sequence.
- Digital Navigator cohort launched with support handoffs.

3) Service quality dashboard

- Incidents by category: Power, Upstream, Hub Radio, Relay, CPE.
 - Tickets per 100 households and Tier-1 resolution rate.
 - Truck rolls avoided through spares and playbooks.
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Quarterly packet sections

4) Community impact

- Resident outcomes: onboarding completion, training participation, and stability.
- Partner outcomes: uptime confidence and service satisfaction.

5) Sustainability outlook

- Redundancy shifts spending from emergency repairs to planned maintenance, keeping support scalable as the footprint expands.

6) Sponsor recognition

- Acknowledgement inside quarterly reporting packet.
- Optional public acknowledgement at supported hubs and related update posts.

Delivery note

Final packet metrics are generated from live telemetry, support logs, and Navigator reporting windows.

