

Sponsor Update Packet

Sample quarter view — structure and cadence sponsors receive: operational reliability, rollout progress, and community impact.

1) Snapshot

- Phase: Pilot !' expansion readiness
- Uptime: 99.x% target
- MTTR: under X hours
- Households: ____ · Hotspots: ____

2) Rollout progress

- Core reliability hardening complete
- Pilot hubs and relays deployed
- Digital Navigator cohort launched

3) Service quality

- Incidents by category
- Tickets per 100 households
- Tier-1 resolution; truck rolls avoided

4) Community impact

- Resident: onboarding, training, stability
- Partner: uptime confidence, satisfaction

5) Sustainability

- Redundancy shifts spend from emergency repairs to planned maintenance.

6) Recognition

- Acknowledgement in quarterly packet
- Optional public acknowledgement at hubs

Live metrics come from telemetry, support logs, and Navigator reporting. Public signals: connectbuffalo.org/impact