**ISP Conversation Guide**

**Instructions: Use these questions**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name of ISP: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Who was at this meeting?

From the ISP:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

From our committee/team\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Script** (if needed) Note – this does not have to be delivered one after the other. This is a conversation – use the prompts below as a guide, not a step-by-step process:

*Thank you for taking the time to meet with me/us. We would like to have a conversation about our team’s focus and priorities, learn about your business, and explore possible shared goals.*

*Our team’s purpose is...: (tell them about your team)*

*We have so far identified the following initial priorities...: (tell them a little about your priorities)*

*We have a few questions to start with that will help guide the conversation and help us understand more about you. (***NOTE: if they sent you answers via email, you can just ask follow up questions, or ask where they see some potential for partnerhips with you. If they did not send you answers via email, then ask the following and take notes so you can compare!)**

1. In what areas in the county/community does your company currently provide service? Do you have any plans to expand or upgrade service to other parts of our county/community that you can share?

**NOTES**:

1. How do you think all sectors of the community might work together to deploy affordable broadband services, and what steps do you think we could all take to increase adoption of internet-based technologies, particularly those that would foster accessibility, education, job training, healthcare, and economic opportunities?

**NOTES**:

1. Do you know of State, federal, or nonprofit funding that could help accelerate the equitable deployment of broadband infrastructure, including affordability, adoption, and accessibility? Would your company be willing to join with (our county/community/neighborhood) to apply for that funding?

**NOTES**:

1. What do you think are the biggest challenges our community will face as it works to expand broadband infrastructure?

**NOTES**:

1. Do you have any views regarding the type of internet technologies (both wired and wireless) that might work best in our community, considering available resources, deployment costs and projected future growth in the demand for bandwidth?

**NOTES**:

***Again, we appreciate your time and welcome opportunities to work together.***

*Adapted from: National Digital Equity Extension Team (NDEET), 2022.*

