






# Broadband Provider Checklist

 INTERNET	COMPANY A	COMPANY B	COMPANY C
100% underground Fiber infrastructure to the home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10 Gig capable network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Symmetrical internet speeds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Built-in contractual speed upgrades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whole-home managed WiFi (mesh network)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Network security included (not just free anti-virus software)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upload speeds provided	_____	_____	_____
Download speeds provided	_____	_____	_____
 VIDEO	COMPANY A	COMPANY B	COMPANY C
Live HD TV and streaming apps all-in-one platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice Remote with Google Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4K capability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cloud DVR with innovative functionality to capture and manage content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A fully-integrated streaming app for use on phones, TVs, Firesticks (take video wherever you go)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video on-demand libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility in agreement (remove video from bulk package)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of channels included in package	_____	_____	_____
 TELEPHONE	COMPANY A	COMPANY B	COMPANY C
Home Phone Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International Calling Plans with Pricing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 BASE BULK PRICE	COMPANY A	COMPANY B	COMPANY C
What are broadcast surcharges?	_____	_____	_____
What are sports fees?	_____	_____	_____
What are taxes?	_____	_____	_____
 CONTRACT TERMS	COMPANY A	COMPANY B	COMPANY C
Dedicated phone number and Dedicated Account Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Two call centers for disaster recovery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Redundant circuit design in and out of community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Same day/next day in-home service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contractually guaranteed internet speeds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One minute or less answer times for customer service & Tech support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Performance reports available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>