ENROLLMENT EVENT DAY-OF SCRIPT:

ENROLLMENT STEPS AND IMPACT TRACKER

Use this script to provide event staff with an easy plug-and-play script to engage with community members while collecting attendee contact information which will be used to both provide follow-up support and track overall event impact.

Copy and paste the questions into your preferred survey tool and provide access to event staff to be used with community members. Customize questions to fit your community's needs and the data you wish to track.

> **GOOGLE DOC**
> Make a copy of the file and save
> it to your organization's drive

QUESTIONS & SCRIPT:

Hi, my name is _____. I'm here with [Organization Name] helping people get enrolled in the Affordable Connectivity Program. Have you heard about this program? It's sometimes called the "ACP."

☐ Yes

☐ No

The Affordable Connectivity Program (or "ACP") is a federally funded program that pays up to $30 a month toward your Internet bill. Depending on the internet plan you choose, the ACP benefit may actually make your internet completely free! Are you interested in applying to this program?

☐ Yes

☐ No

☐ Already applied/has the benefit

Great! Let's get you started then. Can I have your name, email address and phone number so we can contact you for any additional support after this event?

☐ Full name [Insert Name]

☐ Phone number [Insert Phone Number]

☐ Email address [Insert Email Address]

Education
SUPERHIGHWAY

What language support does this individual need?

☐ English

☐ Spanish

☐ Mandarin

☐ Cantonese

☐ Other [Insert Other]

Okay, let's get started by creating your National Verifier account! We're going to visit the ACP site and you can start applying right now. I'm here to support you as you go along the journey!

bit.ly/ACP-App
Bookmark this link

How far did the individual get in the ACP application process?

☐ Account created

☐ Application started

☐ Application pending review

☐ Application rejected

☐ Application approved

☐ Applied ACP Application code to ISP plan

If application **has not** been approved:	If application **has** been approved:
Okay! Since we are still waiting on your ACP approval, we do not recommend talking to an internet service provider yet. Instead, check back on the site within the next hour to see if you have been approved - approval can take as fast as 20 minutes or a few days.Once approved, you'll have 90 days to apply the ACP Application code, so make sure to check back! We will also contact you soon to follow up and see how we can best support you. Do you have any last questions?	Here is some info about available plans. Provide Internet Speeds Postcard and Available Plans Postcard. Are you interested in any of these plans or do you plan to stick with your current plan (if previously connected)? Okay! Make sure to call your internet service provider within the next 90 days so you can apply your ACP Application code and start using the ACP benefit!

Education
SUPERHIGHWAY

EVENT STAFF NOTE SECTION: PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT YOUR WORK WITH THAT INDIVIDUAL

Did this individual experience any issues while applying? Choose all that apply:

☐ No issues
☐ Website issues
☐ Account setup
☐ ID verification
☐ Uploading documents
☐ Other [Insert Other]

Please share any additional notes when you follow up with this person.
[Insert Follow-Up Notes]