

# RSP Checklist

**1.** Confirm the address and mobile number.

*\*Chorus will contact the mobile number provided.*

**2.** Confirm the date and time of appointment.

**3.** Ensure someone who can make decisions about the property will be home.

*\*Explain the install process*

**4.** Take note of any special instructions that Chorus will need to be aware of.

**5.** If your customer is a tenant, explain the options around landlord permissions. If the customer lives in an apartment, explain the multi-dwelling unit procedure.

**6.** Explain how and when they will be contacted by Chorus.

**7.** Ensure the modem is received before their appointment.

**8.** Let the customer know how they can change their appointment if needed.