



ConnectLA

Louisiana Office of Broadband
Development & Connectivity

GUMBO 2.0

Deployment Toolkit

For Stakeholders

GUMBO 2.0

Deployment Toolkit Overview

A collection of ready-to-use resources developed by ConnectLA to help municipalities coordinate with ISPs and communicate consistently during GUMBO 2.0 broadband deployment.

Who Should Use It?

- Municipal and parish officials
- Permit offices
- Public Works departments
- Communications and public information staff

When Should I Use It?

- Before construction
- During local broadband permitting
- During construction
- When residents have questions

What's Inside

RESOURCE

[Municipality Field Guide](#)

PURPOSE

Answers common questions from residents and municipal staff during broadband deployment.

[Broadband Deployment Lifecycle at a Glance](#)

Explains what to expect before, during, and after construction.

[Key Contacts and Resources](#)

Quick-reference contacts and resources for permitting, construction, and program support.

[Social Media Templates](#)

Ready-to-use messaging before, during, and after construction.

Common Terms

- **Act 161 (2026 Regular Session)** – Requires excavation damage to be reported to the regional notification center, which then notifies all potentially affected utility owners, effective August 1, 2026.
- **Act 632 (2024 Regular Session)** – Requires ISPs to provide municipalities with 30 days' advance written notice before construction and caps local permit and grant-assessment fees at \$1,000 (LA RS 51:2370.35).
- **Act 902 (2026 Regular Session)** – Establishes BEAD-specific excavation requirements, including a separate 30-day Louisiana 811 notice, written coordination agreements, signage, positive response, and expanded mandatory Louisiana 811 membership, effective August 1, 2026.
- **BEAD** – Broadband Equity, Access, and Deployment (BEAD) Program—the federal program funding GUMBO 2.0.
- **ConnectLA** – Louisiana Office of Broadband Development and Connectivity, the state agency administering GUMBO 2.0.
- **GUMBO 2.0** – Louisiana's \$1.36 billion BEAD-funded broadband deployment initiative.
- **ISP** – Internet Service Provider.
- **Louisiana 811** – The utility notification service that must be contacted before excavation begins.
- **ROW** – Right-of-Way.

GUMBO 2.0

Municipality Field Guide

What is happening in my area and who do I call?

A quick reference for local officials during GUMBO 2.0 broadband deployment. Find your situation below. Each entry explains what is happening, what to communicate, and who to contact. If your situation is not listed, contact ConnectLA@hga-llc.com.

A – Construction Activity

QUESTION	ANSWER
I see crews working and don't know who they are.	Look for required signage at the site. Beginning August 1, 2026, all BEAD excavation sites must display the contractor's name, ISP name, and an active phone number or email. ➔ If required signage is missing or you believe excavation may not be in compliance, contact Louisiana 811 or your regional Damage Prevention Coordinator. If you have questions about the GUMBO 2.0 project or ISP deployment, contact ConnectLA@hga-llc.com.
Construction started, but we haven't received a permit application.	ISPs are required to obtain local permits before work begins. If construction begins before a permit is issued, flag it immediately. ➔ Contact ConnectLA@hga-llc.com with the ISP name and location.
A utility line was damaged during construction.	If there is a safety hazard – gas leak, electrical contact, or fire – call 911 first. Then notify the utility operator and ConnectLA Damage Prevention. ➔ ConnectLA Damage Prevention Coordinators: • South LA – Bart Spell, bspell@royal.us. • North LA – Philip Stringer, jpstringer@hga-llc.com.
We have a road project coming up in the same area.	Early coordination helps avoid scheduling conflicts between projects. ➔ Contact ConnectLA@hga-llc.com to share project timelines and coordinate with the relevant ISP.
Construction is complete, but the right-of-way (ROW) has not been restored.	ISPs are responsible for restoring rights-of-way to their pre-construction condition. ➔ Document with photos. Contact ConnectLA@hga-llc.com with ISP name, location, and date construction ended.

B – Resident Questions

QUESTION	ANSWER
A resident asks why crews are digging in their neighborhood.	Broadband infrastructure is being installed as part of GUMBO 2.0. Construction does not mean internet service is available yet – residents must contact the ISP directly to subscribe when service is announced. ➔ Direct them to connect.la.gov/bead to look up their address and identify their ISP.
A resident wants to know when they will get internet service.	Construction and service availability are two different things. Infrastructure must be installed and tested before service becomes available. ➔ Direct them to connect.la.gov/bead to determine whether their address is included in a BEAD-funded project and identify their ISP. Then have them contact the ISP directly about service availability.
A resident wants to know if broadband is coming to their address.	Visit connect.la.gov/bead to determine whether their address is included in a BEAD-funded project and identify the assigned ISP. ➔ Direct them to connect.la.gov/bead.
A resident says the broadband map shows them as served but they have no internet.	Program mapping and service availability may differ as deployment activities progress. ➔ Contact ConnectLA@hga-llc.com with the resident's address and description of the discrepancy.
A resident reports property damage caused during construction.	Property damage should first be reported directly to the ISP or contractor identified on the project signage. ➔ Contact the ISP first. If the issue cannot be resolved or additional assistance is needed, contact ConnectLA@hga-llc.com.
A resident was told they must pay for installation or modify their property.	BEAD-funded providers may not require subscribers to pay for network extension or property modifications as a condition of service. ➔ Flag immediately to ConnectLA@hga-llc.com. This may indicate a program compliance issue requiring ConnectLA review.

C – Permitting & Coordination

QUESTION	ANSWER
An ISP submitted a permit application – what do we need to know?	Process it as you would any other ROW or construction permit. Confirm whether the application is associated with a BEAD-funded GUMBO 2.0 project. ➔ Contact ConnectLA@hga-llc.com with questions about permitting requirements.
What are the permit fee rules for GUMBO 2.0 construction?	Under Act 632 (2024 Regular Session), jurisdictions may require either a one-time grant assessment or a one-time permit fee for GUMBO 2.0 construction, not to exceed \$1,000. GUMBO 2.0 funding cannot be awarded for projects in areas where the city or parish imposes any form of franchise fee on broadband services. ➔ Contact ConnectLA@hga-llc.com with questions about permitting requirements.
We haven't received applications yet but want to be ready.	A surge of permit applications is expected statewide as more ISPs receive Notices to Proceed. Designating a single point of contact now will reduce delays when applications arrive. ➔ Send your permitting contact name and email to ConnectLA@hga-llc.com.
A utility asks about new Louisiana 811 requirements.	2026 Regular Session Act 902 (SB 469), effective August 1, 2026, requires all underground utility owners to be active 811 members. Unregistered utilities cannot receive advance notice of excavation in their area. ➔ Enroll at louisiana811.com. Contact your regional Damage Prevention Coordinator with questions.
We want to know which ISP is building in our parish and when.	The ConnectLA map identifies the ISP assigned to serve BEAD-funded locations. Construction timelines vary by parish and project. ➔ Visit connect.la.gov/bead or contact ConnectLA@hga-llc.com for construction updates.

GUMBO 2.0

Deployment Lifecycle

Broadband Deployment Lifecycle at a Glance

This overview illustrates the major phases of a BEAD-funded deployment, from planning and permitting through resident service availability.

ConnectLA Support Before, During, and After Construction



COORDINATION

Connecting ISPs, municipalities, utilities, and state agencies



RESOURCES

Permitting resources, program requirements, and deployment support



INFORMATION SHARING

Progress updates, ISP contacts, and deployment status



ISSUE RESOLUTION

Escalation support for permitting delays and coordination gaps



BEFORE
CONSTRUCTION



DURING
CONSTRUCTION



AFTER
CONSTRUCTION

Planning and preparation before construction begins

- 1 PLANNING**
ISP receives a subgrant award. Project scope, coverage area, and build strategy are defined. Engineering and design work begins.
- 2 ENGINEERING & DESIGN**
Network design is certified by a professional engineer. Construction route and method are determined.
- 3 ENVIRONMENTAL & HISTORIC CLEARANCE**
Required environmental and historic preservation reviews must be completed before ground disturbance may occur.
- 4 PERMITTING**
Permit applications should clearly identify the project as a BEAD-funded GUMBO 2.0 project, where applicable.
- 5 MUNICIPALITY NOTIFICATION**
ISPs are required to provide the relevant parish or municipality with written notice at least 30 days before construction begins.
- ➔ NOTICE TO PROCEED ISSUED BY CONNECTLA – CONSTRUCTION MAY BEGIN**



**BEFORE
CONSTRUCTION**



**DURING
CONSTRUCTION**



**AFTER
CONSTRUCTION**

Active construction and ongoing coordination activities

1 ACTIVE EXCAVATION

Boring, trenching, and road crossings. Utility marks are verified before ground disturbance. Call 911 first if a safety hazard occurs.

2 FIBER INSTALLATION

Fiber cable is installed in conduit, direct-buried, or aerially on existing utility poles, as applicable.

3 RESTORATION

Rights-of-way and pavement must be restored to pre-construction condition per local requirements.

CONTINUOUS COORDINATION ACTIVITIES

- 811 large project ticket submitted in accordance with 2026 Regular Session Act 902 (SB 469)
- Written coordination agreements with all utilities in place and uploaded to the 811 ticket
- Required site signage posted at all excavation sites in the public right-of-way
- Resident and local official questions addressed through established program contacts



**BEFORE
CONSTRUCTION**



**DURING
CONSTRUCTION**



**AFTER
CONSTRUCTION**

Infrastructure completion and resident service availability

1 TESTING & VALIDATION

Network performance is tested against BEAD speed, latency, and uptime requirements before service is offered. Minimum 100 Mbps download and 20 Mbps upload.

2 SERVICE AVAILABILITY

ISP announces service in the area. Residents can now sign up – but they must contact the ISP directly. ConnectLA does not manage subscriptions.

3 RESIDENT SUBSCRIPTION

Residents contact the ISP directly to subscribe. A low-cost service option must be offered to eligible households.

Construction does not mean broadband service is available.

Residents must contact their ISP directly to subscribe once service is announced.

Use connect.la.gov/bead to look up which ISP is assigned to any address in Louisiana.



GUMBO 2.0

Key Contacts and Resources

Permitting & Program

CONNECTLA PERMITTING SUPPORT

Permit questions, delays, fee concerns, escalations, and general program support

ConnectLA@hga-llc.com

ISP AVAILABILITY MAP

Find which ISP serves any address in Louisiana

connect.la.gov

LOUISIANA 811

Large project tickets, excavator training, utility membership

louisiana811.com

Damage Prevention

SOUTH LOUISIANA

Bart Spell

Damage Prevention Coordinator

bspell@royal.us

Serving Parishes:

Acadia, Allen, Ascension, Assumption, Beauregard, Calcasieu, Cameron, East Baton Rouge, Evangeline, Iberia, Iberville, Jefferson, Jefferson Davis, Lafayette, Lafourche, Livingston, Orleans, Plaquemines, Pointe Coupee, St. Bernard, St. Charles, St. Helena, St. James, St. John the Baptist, St. Landry, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne, Vermilion, Washington, West Baton Rouge, West Feliciana.

NORTH LOUISIANA

Philip Stringer

jpstringer@hga-llc.com

Serving Parishes:

Avoyelles, Bienville, Bossier, Caddo, Caldwell, Catahoula, Claiborne, Concordia, DeSoto, East Carroll, East Feliciana, Franklin, Grant, Jackson, LaSalle, Lincoln, Madison, Morehouse, Natchitoches, Ouachita, Rapides, Red River, Richland, Sabine, Tensas, Union, Vernon, Webster, West Carroll, Winn.

Emergency & Residents

911

Call first for immediate safety hazards – gas leak, electrical contact, fire, or injury during excavation.

Do not wait.

Resident Inquiries

Direct residents to connect.la.gov to look up their ISP. Residents contact their ISP directly to subscribe. ConnectLA does not manage subscriptions.

Under 2026 Regular Session Act 902 (SB 469), effective August 1, 2026, BEAD excavation sites must display the contractor name, ISP name, and active contact information. Contact Louisiana 811 with questions.

NOTE: Annual Louisiana 811 training is required—free at louisiana811.com.

GUMBO 2.0

Social Media Templates

For Municipalities and Local Officials

About These Templates

Under 2024 Regular Session Act 632 (LA RS 51:2370.35), internet service providers (ISPs) receiving GUMBO 2.0 funding are required to provide your parish or municipality with 30 days' advance written notice before beginning any broadband construction activity in your area. When you receive that notice, these templates give you ready-to-use language to share with residents so they know what to expect before crews arrive.

Customize the bracketed fields before posting. These templates are designed for your municipality or parish's official social media accounts.

DOS

- ✓ **Post when you receive your 30 days' advance notice** so residents aren't caught off guard when crews arrive
- ✓ **Direct residents to connect.la.gov/bead** to look up their address and identify their ISP
- ✓ **Direct service questions to the ISP directly** – they are the right contact for pricing, installation, and service availability
- ✓ **Direct construction concerns to the ISP contact** on the project or to ConnectLA@hga-llc.com
- ✓ **Customize bracketed fields** with accurate information before posting

DON'TS

- ✗ **Don't promise a service start date**, the ISPs are expected to make this announcement
- ✗ **Don't speak on behalf of the ISP** regarding pricing, installation timelines, or service details
- ✗ **Don't direct residents to ConnectLA for subscription questions** – ConnectLA does not manage subscriptions
- ✗ **Don't remove bracketed fields** without replacing them with accurate information

PROGRAM RESOURCES

ConnectLA Website
connect.la.gov

Program Questions
ConnectLA@hga-llc.com

POST 1 – Construction Is Coming

Use when you receive your 30 days' advance notice from the ISP

Broadband is coming to [Parish/City Name].

[ISP Name] will soon begin construction in our area as part of GUMBO 2.0, Louisiana's federally funded broadband expansion program. As required by state law, we received advance notice of upcoming construction activity.

Here's what to expect:

- You may see construction crews and equipment working in public rights-of-way
- This is fiber infrastructure being installed to bring broadband to underserved addresses in our area
- Construction does not mean internet service is available yet. Service availability will be announced separately by the ISP.

Visit connect.la.gov/bead to look up your address and identify your ISP.

Questions about the project? Contact [ISP Name] directly at [ISP contact].

POST 2 – Construction Is Active

Use when crews are actively working in your area

Broadband construction is underway in [Parish/City Name] as part of GUMBO 2.0, Louisiana's federally funded broadband expansion program. [ISP Name] is currently installing fiber infrastructure in [general area or neighborhood if known].

A few things to know:

- Seeing crews working in public rights-of-way is normal and part of the permitted construction process.
- Construction does not mean internet service is available yet. Service availability will be announced separately by your ISP.
- If you have concerns about construction activity near your property, contact [ISP Name] directly at [ISP contact] or reach out to ConnectLA at ConnectLA@hga-llc.com.

Visit connect.la.gov/bead to look up your address and identify your ISP.

Broadband Construction Is Coming



Construction is expected to begin soon in your area as part of Louisiana's GUMBO 2.0 broadband expansion program.

- Crews will be working in public rights-of-way.
- Fiber infrastructure will be installed.
- Construction does not mean internet service is available yet.

See if your address is included and identify your ISP:

connect.la.gov/bead



Construction Is Active

Construction is actively underway in our community.

- Seeing crews working in public rights-of-way is normal.
- Construction activity is temporary.
- Construction does not mean internet service is available yet. Service availability will be announced separately by your ISP.

See if your address is included and identify your ISP:

connect.la.gov/bead

Construction concerns?

Contact your ISP or ConnectLA.



POST 3 – Service Is Available

Use when your ISP announces service availability in your area

Broadband service is now available in [Parish/City Name] through [ISP Name].

If your address is included, you can sign up by contacting [ISP Name] directly at [ISP contact or website]. [Parish/Municipality Name] does not manage subscriptions. Your ISP is the right contact for pricing, installation scheduling, and availability at your specific address.

Not sure if your address is covered? Visit connect.la.gov/bead to look up your address and identify your ISP.

This milestone represents years of work to expand high-speed internet access across Louisiana. We are proud to see broadband service reaching [Parish/City Name].

Service Is Available

Broadband service is now available for eligible addresses in your area.

- Contact your ISP to check availability.
- Schedule installation.
- Select the service plan that's right for you.

Find your ISP and get connected:

connect.la.gov/bead



Click to Download All Social Media Graphics

