VATI 2021 Project

8th Webinar

July 1st, 2022

Jason Inofuentes
Michael Culp

Agenda

- Welcome
- Introductions
- VATI and DHCD
- Advance Mills and Milton Hills
- Review Q.com Process
- Splitting Project Areas
- Questions and Answers

Q&A Function

Throughout today's webinar, please use the Q&A function of Zoom to ask questions. After our presentation we will open up to a question and answer period.

Introductions

- Michael Culp, Director of Broadband Accessibility and Affordability Office (BAAO)
- Jason Inofuentes, Program Manager of BAAO
- Steve Brewer, Director State & Local Government Affairs
- Heather Lee, Public Policy & Implementation
- Deloris Carrol, Director of Regulatory Policy
- Nancy Devinay, Field Marketing Manager

VATI and DHCD

- Virginia Telecommunications Initiative
- Requires partnership between public body and private service provider

Albemarle Broadband Authority

VATI and DHCD

- DHCD has committed $2.3M state funding towards the VATI 2021 partnership with Lumen
- Ten project areas, involving >1600 new passings

Albemarle Broadband Authority

Advance Mills and Milton Hills

Advance Mills:

- All construction work has been completed
- Residents may place orders at Q.com
- Installations should begin soon

Milton Hills:

- Construction work will be completed shortly
- Residents in this area will be able to place orders soon

Incomplete Orders

- Residents in some previously launched project areas have experienced extended delays
- Per Lumen, some of these delays are the result of the same system issue that affected a number of Gilbert Station residents
- Crews are working through a back log of fiber drops and tech visits

VATI 2021: Albemarle County

Community Meetings and Q&A

July 1, 2022

Presented by:

Heather Lee

Deloris Carroll

Nancy Devinay

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VATI 2021: Fiber Product

The Virginia Telecommunication Initiative (VATI) extends broadband service to currently unserved areas.

VATI prepares communities to build, utilize, and capitalize on telecommunications infrastructure with the goal of creating strong, competitive communities.

This project was funded/supported in collaboration with the Commonwealth of Virginia Telecommunication Initiative.

Investing in the future and our communities
Enhancing property value
Advantage over cable, 5G, and satellite internet technologies

CenturyLink → Quantum FIBER

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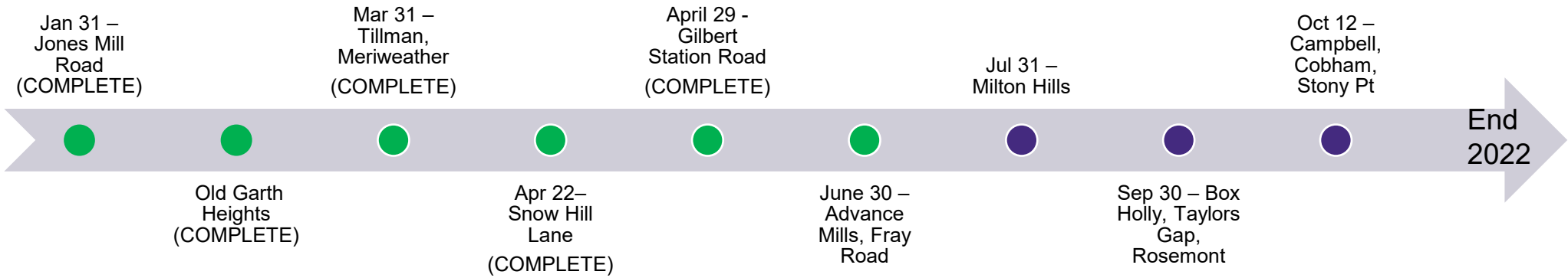
Community Webinars
Fridays at Noon

- 12/3/2021
- 1/7/2022
- 2/4/2022
- 3/4/2022
- 4/1/2022
- 5/6/2022
- 6/3/2022
- 7/1/2022
- 8/5/2022
- 9/1/2022
- 10/7/2022
- 11/4/2022

ABBA CenturyLink VATI 2021 Work Schedule

Calendar Year 2022 Subscriber Install Order Dates



- COMPLETE

All open dates are estimates and subject to change based on equipment availability and other factors

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2021 VATI Locations & Estimated Launch Dates

2022

Jan 31 – Jones Mill Road and Old Garth Heights (COMPLETE)

March 31- Tillman, Meriweather

April 22 - Snow Hill Lane**

April 29 - Gilbert Station Road**

June 30 – Advance Mill, Fray Road**

Jul 31 – Milton Hills

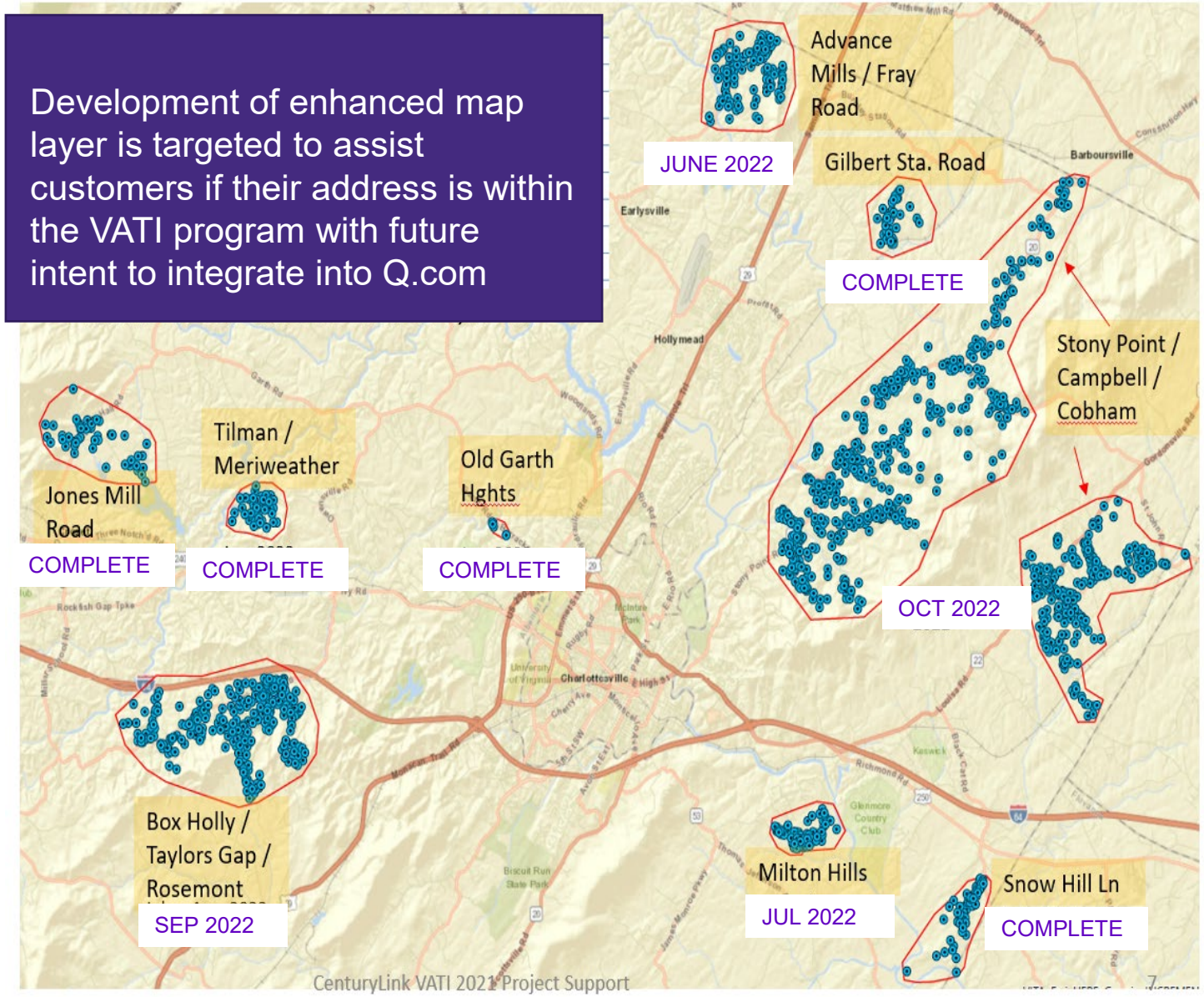
Sep 30 – Box Holly tranches

- Taylors Gap 8/19/22
- Rosemont 9/9/22
- Murray 9/30/22

Oct 12 – Campbell, Cobham, Stony Pt

Estimated Schedule as of June 2022

Development of enhanced map layer is targeted to assist customers if their address is within the VATI program with future intent to integrate into Q.com



*** When our engineering team designs for a build, things that might affect timelines are taken into consideration. We do our best to plan ahead but surprises still happen. Locally, we've encountered material shortages caused by global supply chain issues, as well as faced delays caused by buried water line locate issues. We're committed to expediting the completion of this project and we appreciate your patience.*

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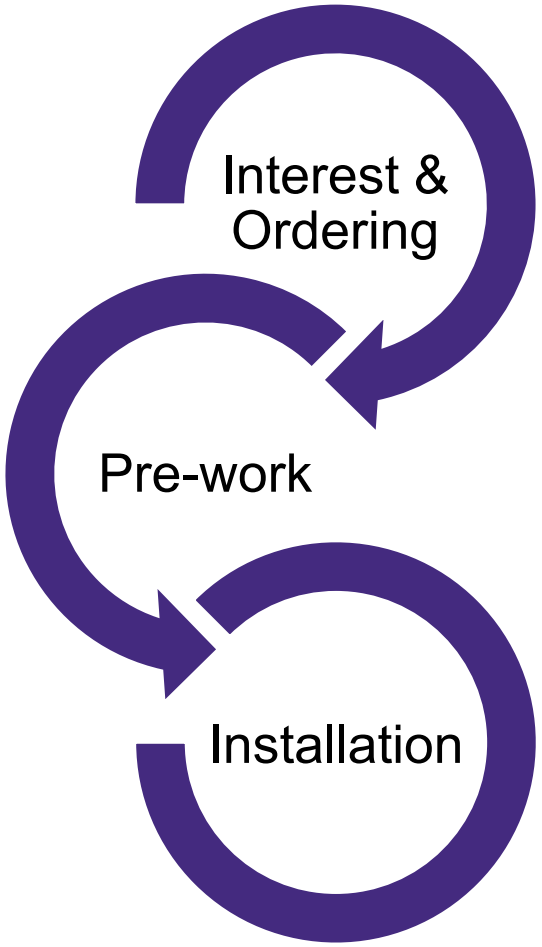
Ordering to Installation- What to Expect



Interest & Ordering

- Quantum Fiber offers a fully digital online experience
- Let us know you're interested prior to Launch date at http://www.q.com
- Orders for Quantum Fiber are currently being taken as construction work is complete

Pre-Work

- Initial due date will be 10 business days out for Buried Site Check to measure for your Fiber Drop
- Miss Utility 811 Service; Utility locates are performed by a 3rd Party (allow up to 3 days excl weekends)
- You are responsible to locate private facilities such as electric dog fence or sprinkler system etc.
- Bury the fiber drop to your home (generally, performed within 10 business days by a 3rd Party)

Installation

- 2hr Appt Arrival Windows; actual installation could take up to 4 hours
- Communication updates on installation and tech activity
- Quantum Fiber technician will install your services
- Requires access to your home during the installation

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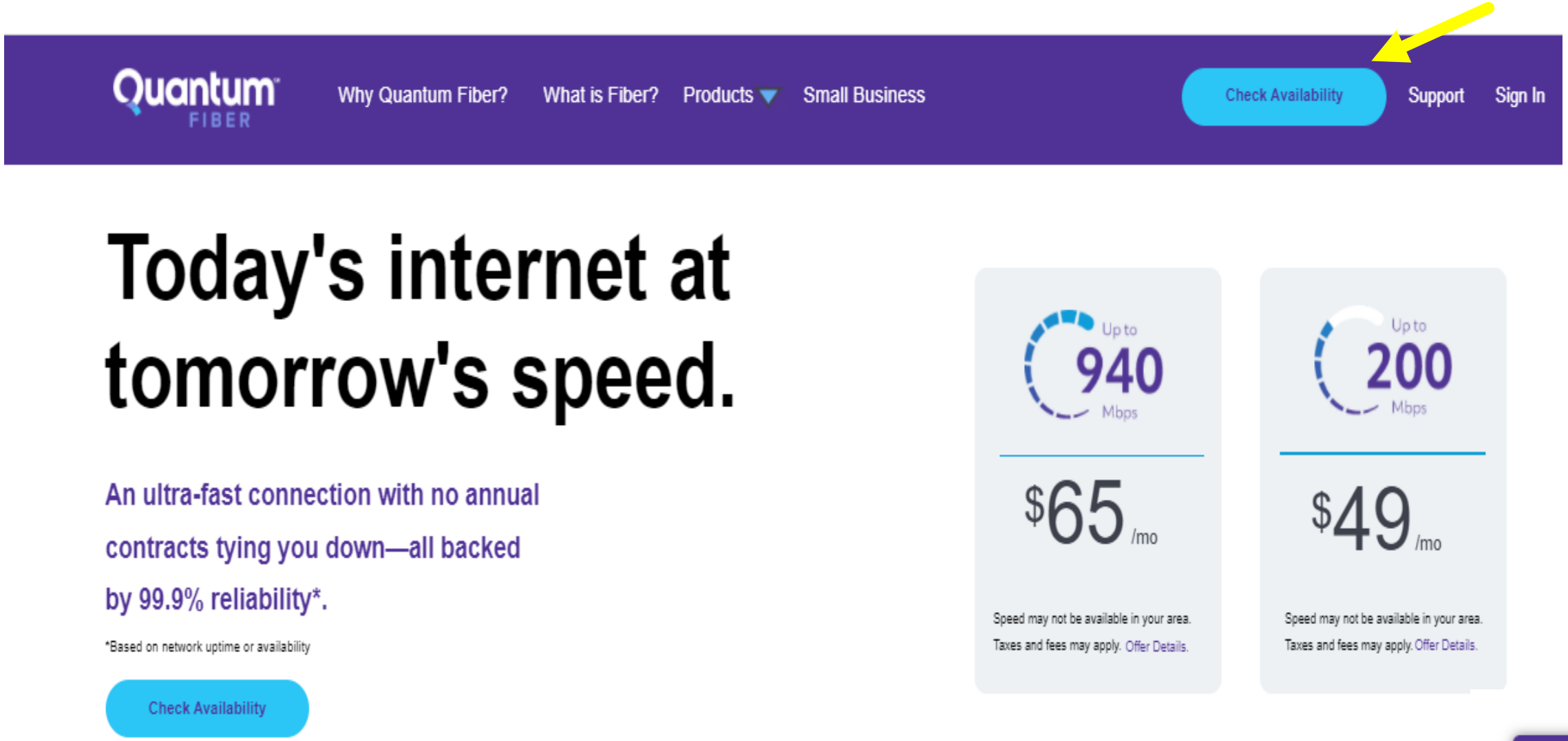
Get Started: Go to http://www.q.com



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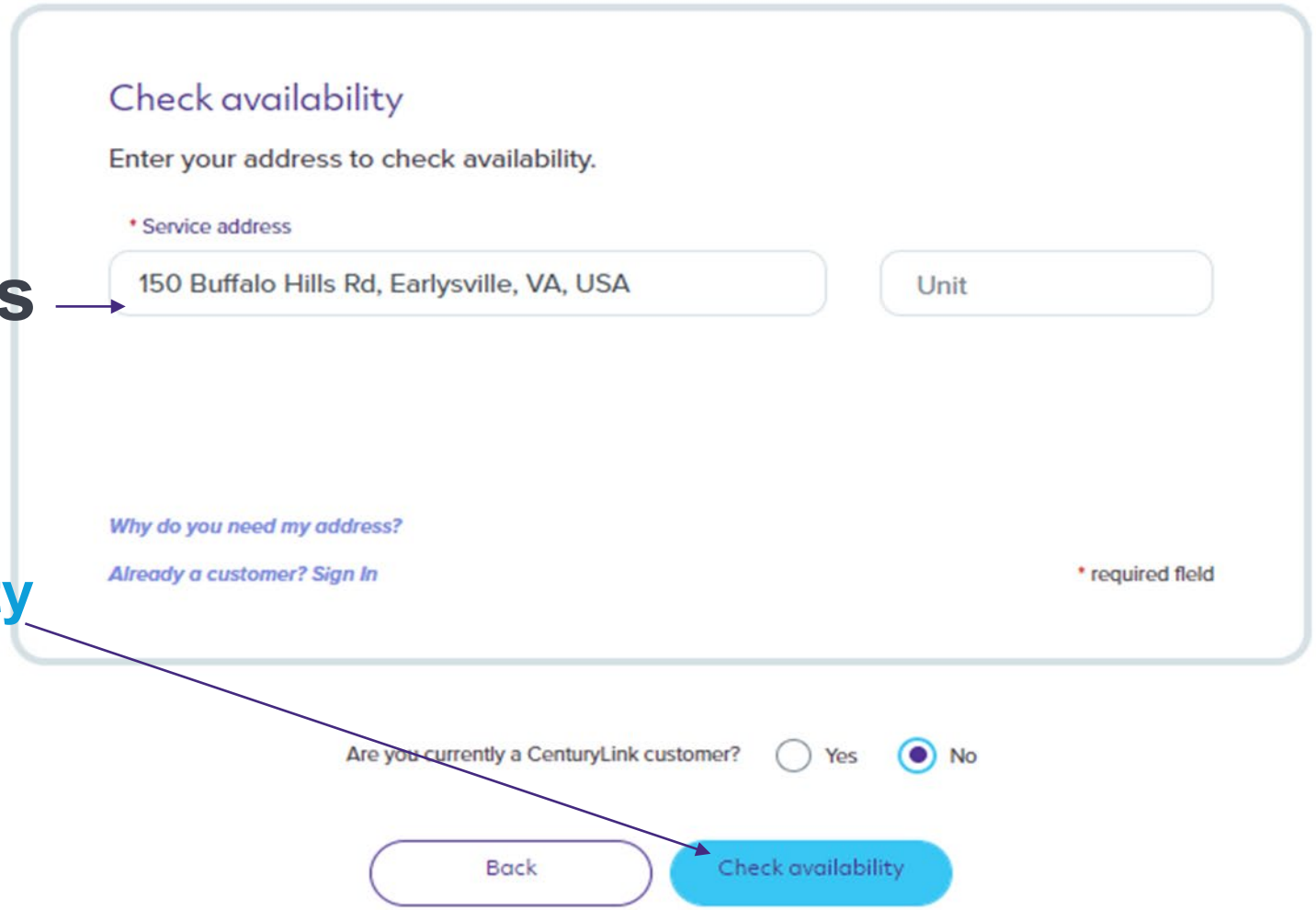
Great! Let's get started

Enter your address

Select Check Availability



Chat

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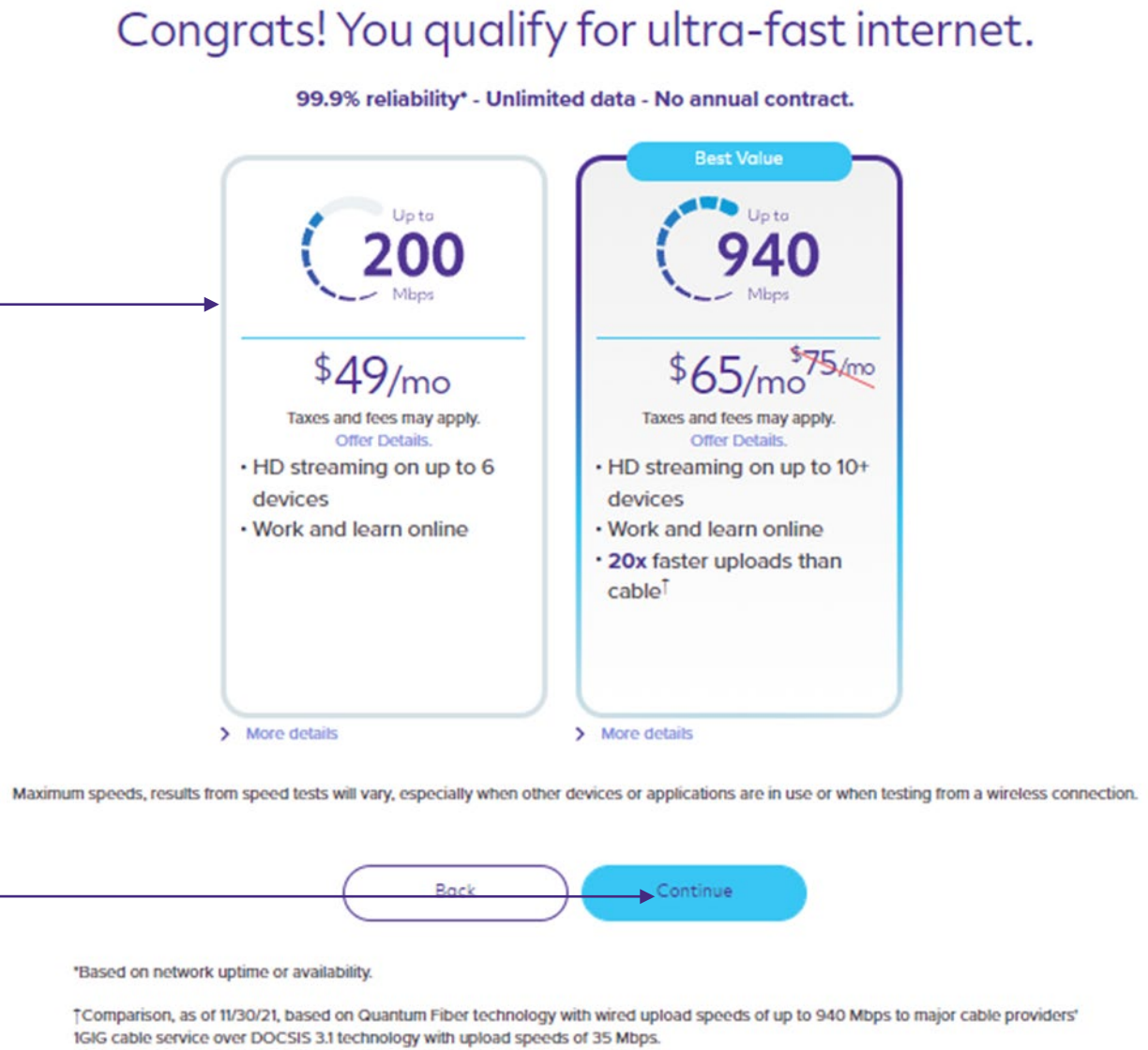
Select speed



Select continue

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Select Modem

Select continue

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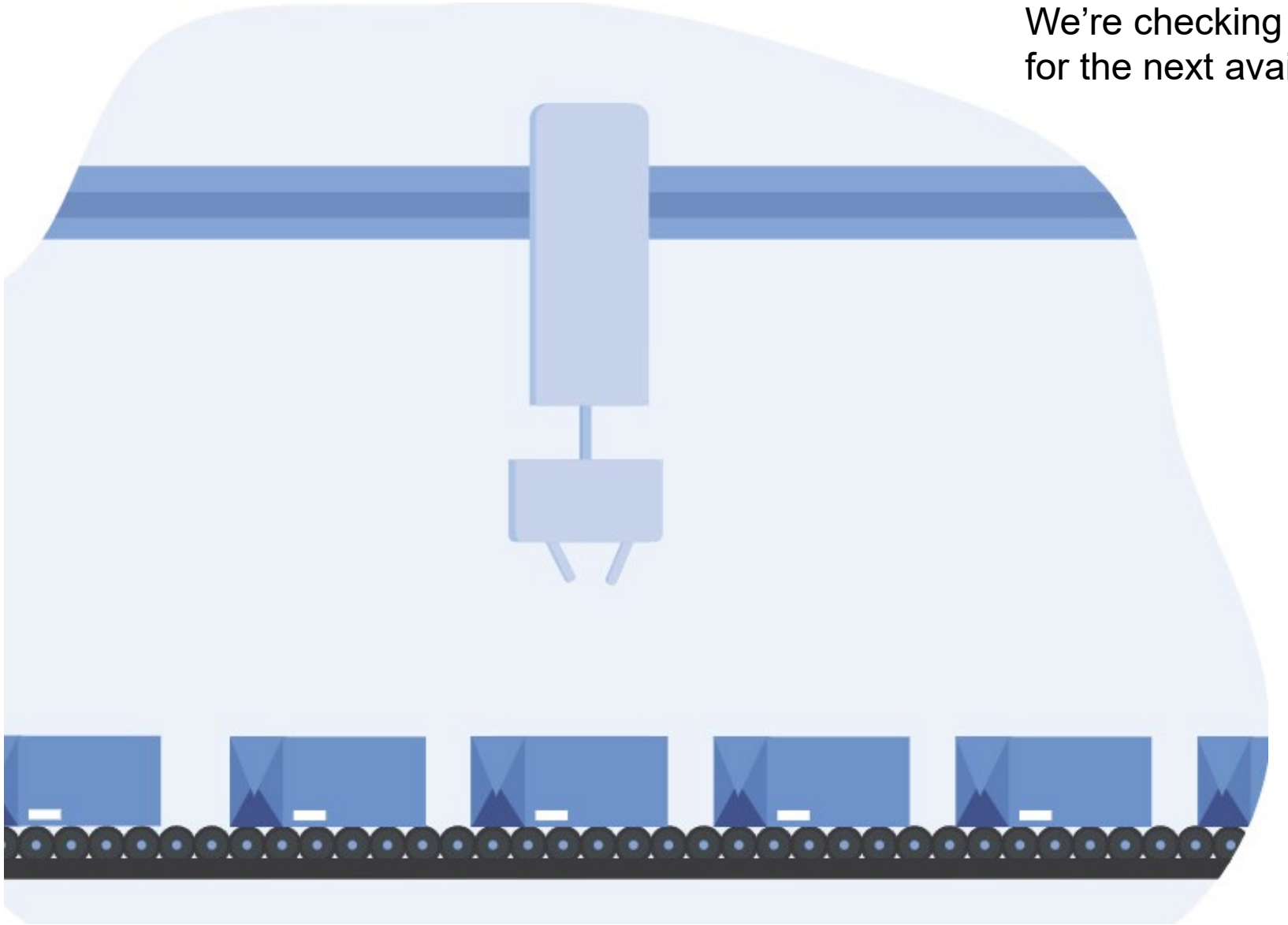
We’re checking your address for the next available due date



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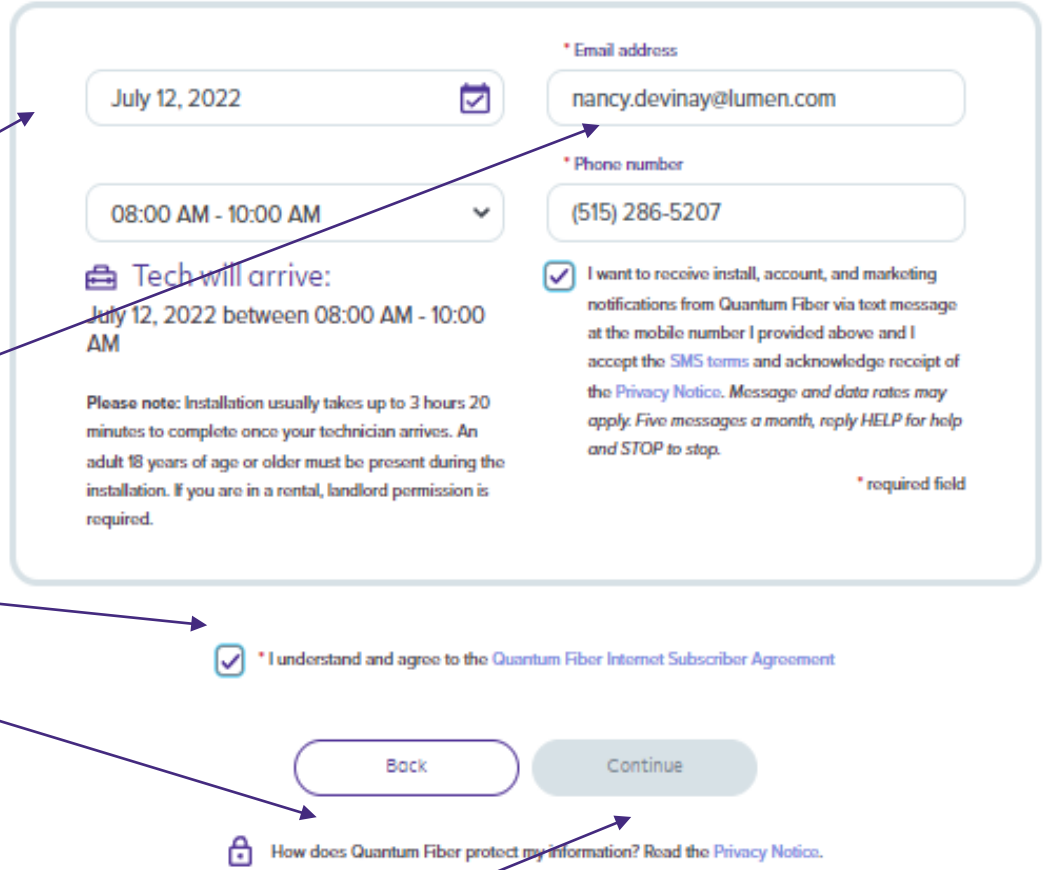
Accept or change installation date

Fill out email address and phone number review available information and check box to proceed



Select continue

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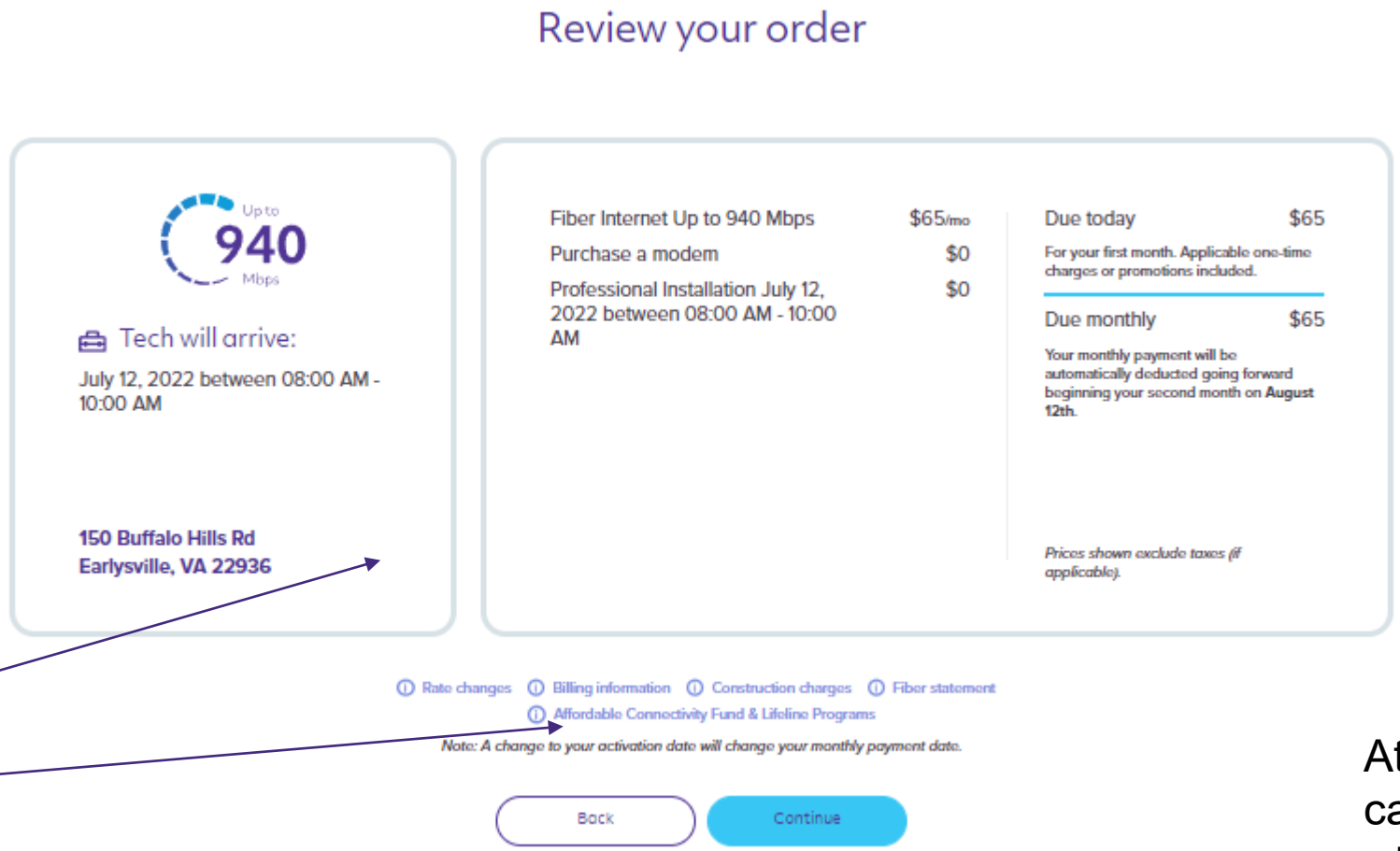

Review order and available information

Select continue

At anytime you can click to chat with an agent

Chat

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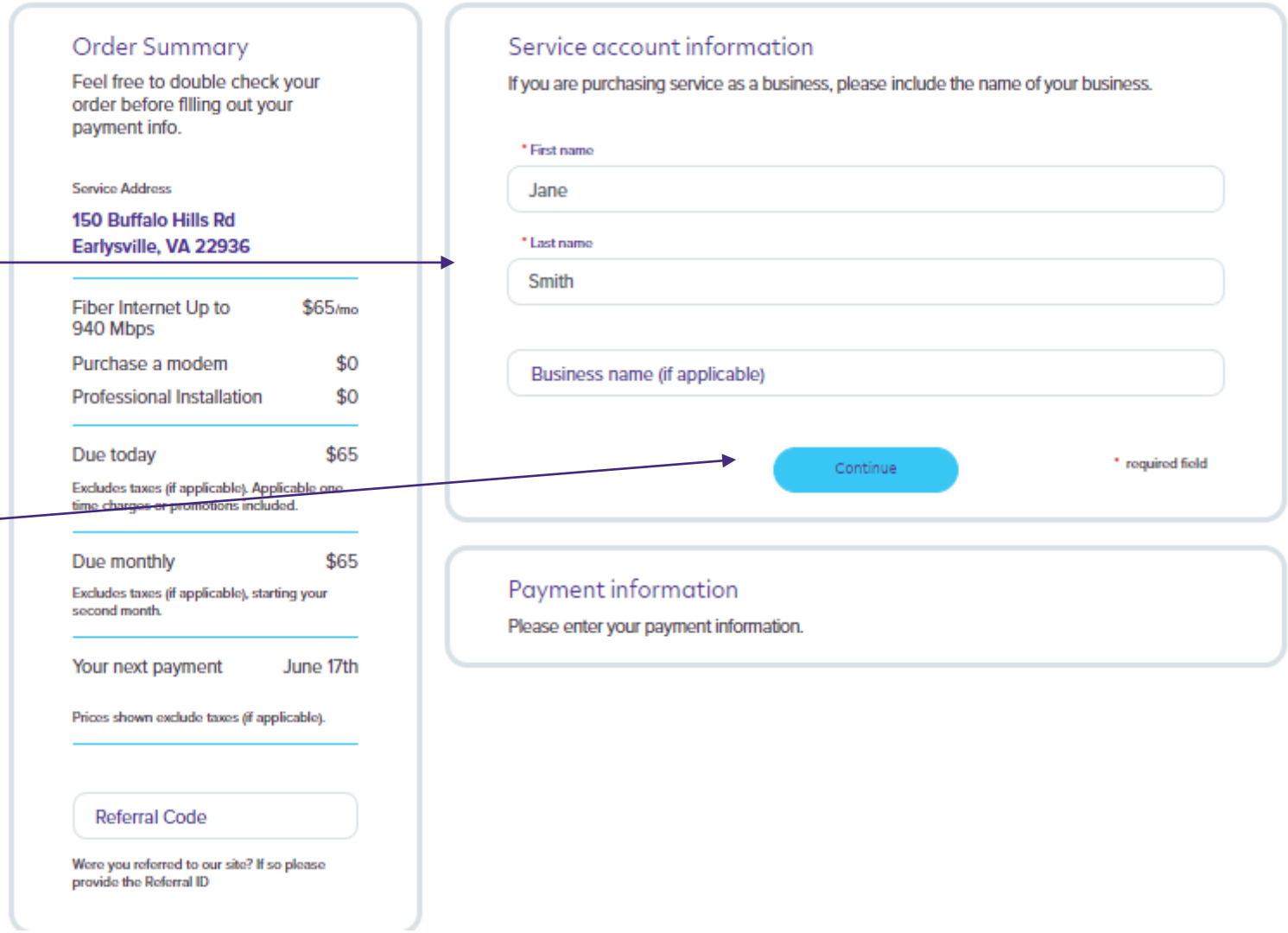
Enter your payment information

Enter your account and payment information

Select continue



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QF New Customer Internet Order Confirmation Page

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Thanks for choosing Quantum Fiber!

Your installation has been scheduled and a confirmation will be sent to: tg@mailinator.com

Tech will arrive:

March 01, 2022 between 08:00 AM - 10:00 AM

Please note: Installation usually takes up to 3 hours 20 minutes to complete once your technician arrives. An adult 18 years of age or older must be present during the installation. If you are in a rental, landlord permission is required.

Add to Calendar

Voice service available

If you are interested in adding voice service, please visit the Shop page when you sign in to the Account Management portal. There you can find more information on the great service available.

See additional offers

Purchase additional products and services through the Quantum Fiber marketplace.

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Confirmation email

Sent on: 2/1/2022 12:12:34 AM
From: "Quantum Fiber" <Notifications@q.quantumfiber.com>
To: <danl_b@hotmail.com>
CC:
BCC:
Subject: Your Quantum Fiber order confirmation

View in browser window.

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Your Quantum Fiber order confirmation

Dear Daniel,

Your installation has been scheduled — you're ready to go!

Thank you for choosing Quantum Fiber!

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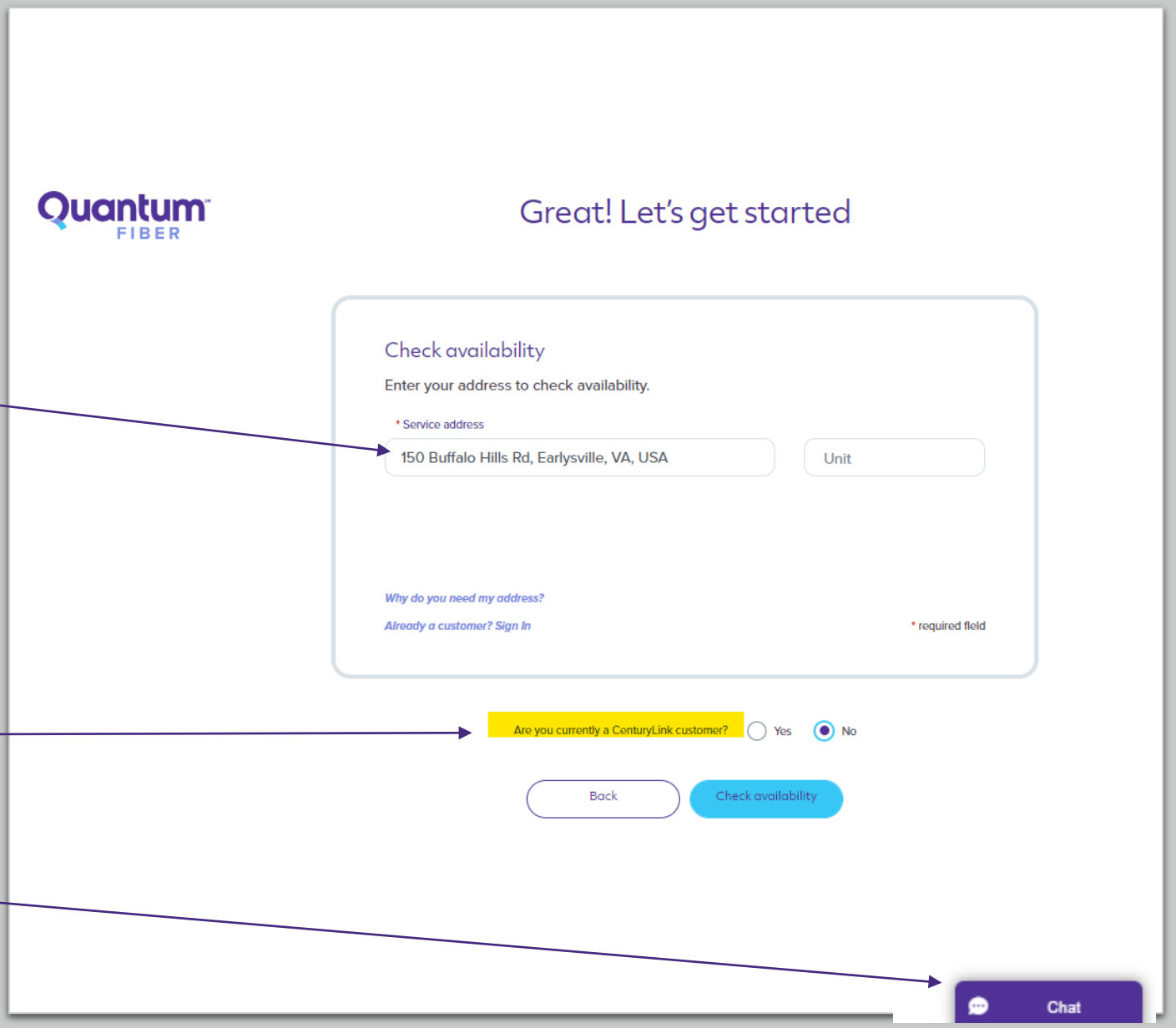
Existing customers

- Enter your address

Select yes if you are currently a CenturyLink customer

Select: **click to chat**
An agent will send you further instructions



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We're not available at your address yet.

Good news, though. You still have options.

Get notified!

Our network is growing!

Share your contact information, and we'll reach out as soon as Quantum Fiber is available at:

1715 Deer Valley Ct
Charlottesville, VA 22902

Use a different address

Notify me

For now, here's another option.

Other high-speed internet offers may be available at your address right now, from our friends at CenturyLink.

CenturyLink

Visit CenturyLink

Back

Explore options

Chat

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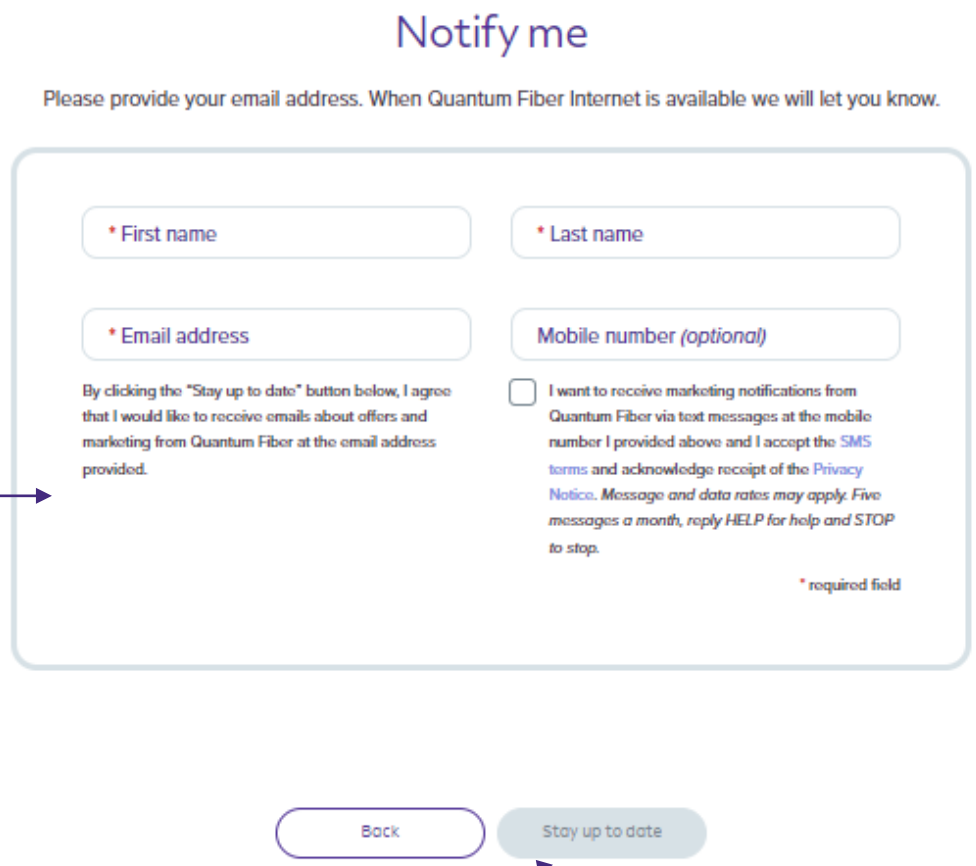
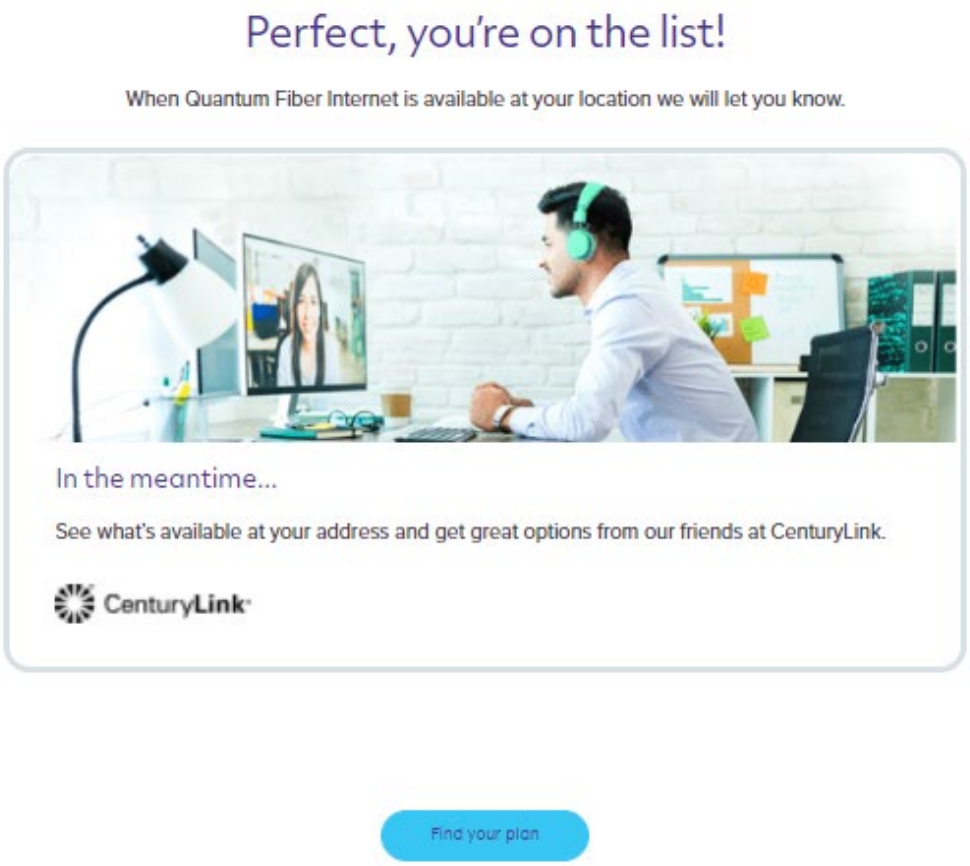
Enter your contact information



Select Stay up to date

Chat

You’re on the list and will receive communication when Quantum Fiber internet is available at your home



Chat

QF New Customer Shopping

https://internet.quantumfiber.com/connected-voice/

Quantum FIBER | Why Quantum Fiber? | What is Fiber? | Products | Small Business | Check Availability | Sign In | Help

Connected Voice.

Ready for the digital tool that can transform how you communicate? You've made the right call. Connected Voice is designed with your connected life in mind. No matter how you message, meet, or call, get everything you need on one amazing platform.

Start Now

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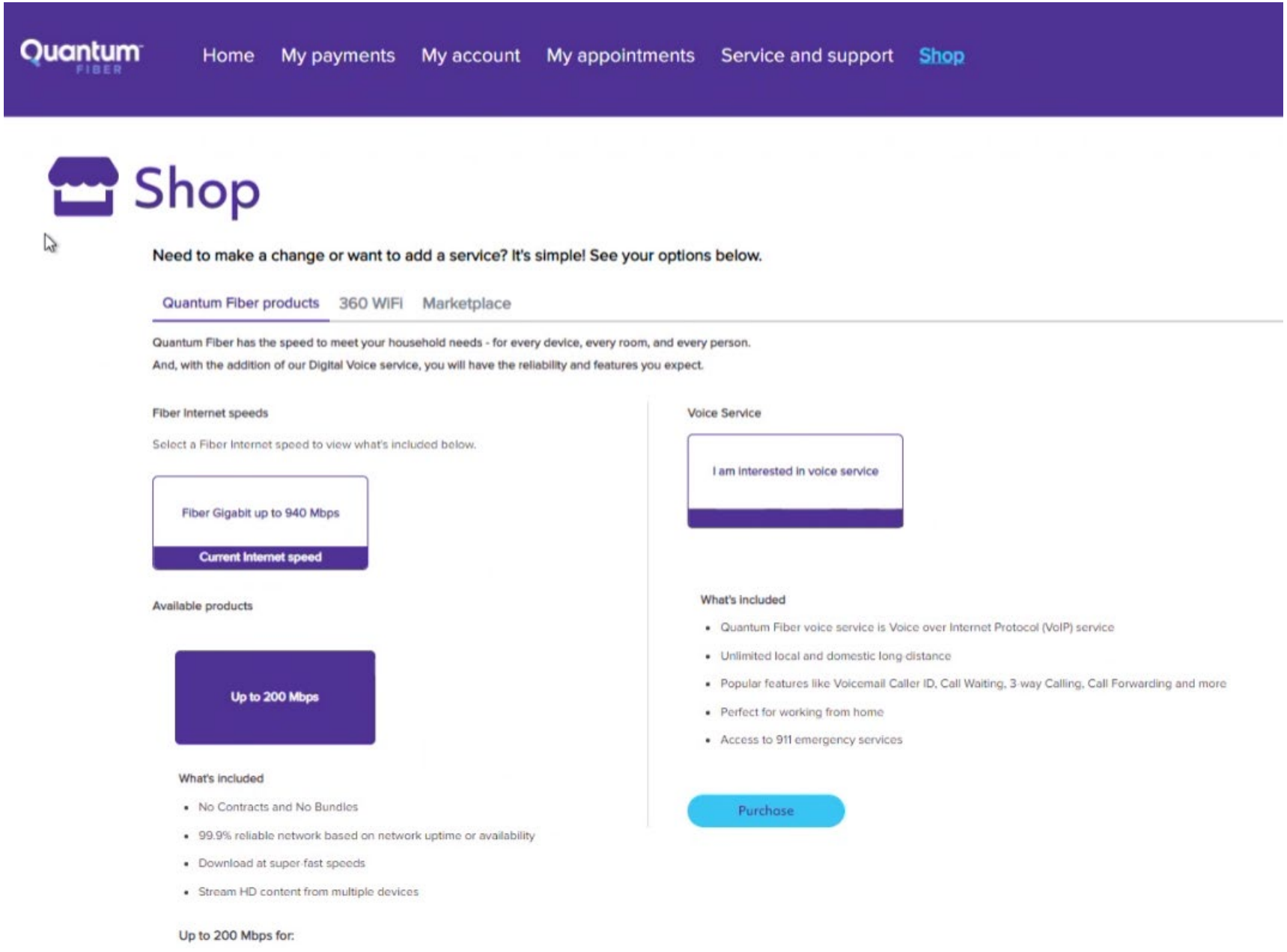
QF Existing Customers – Add Voice



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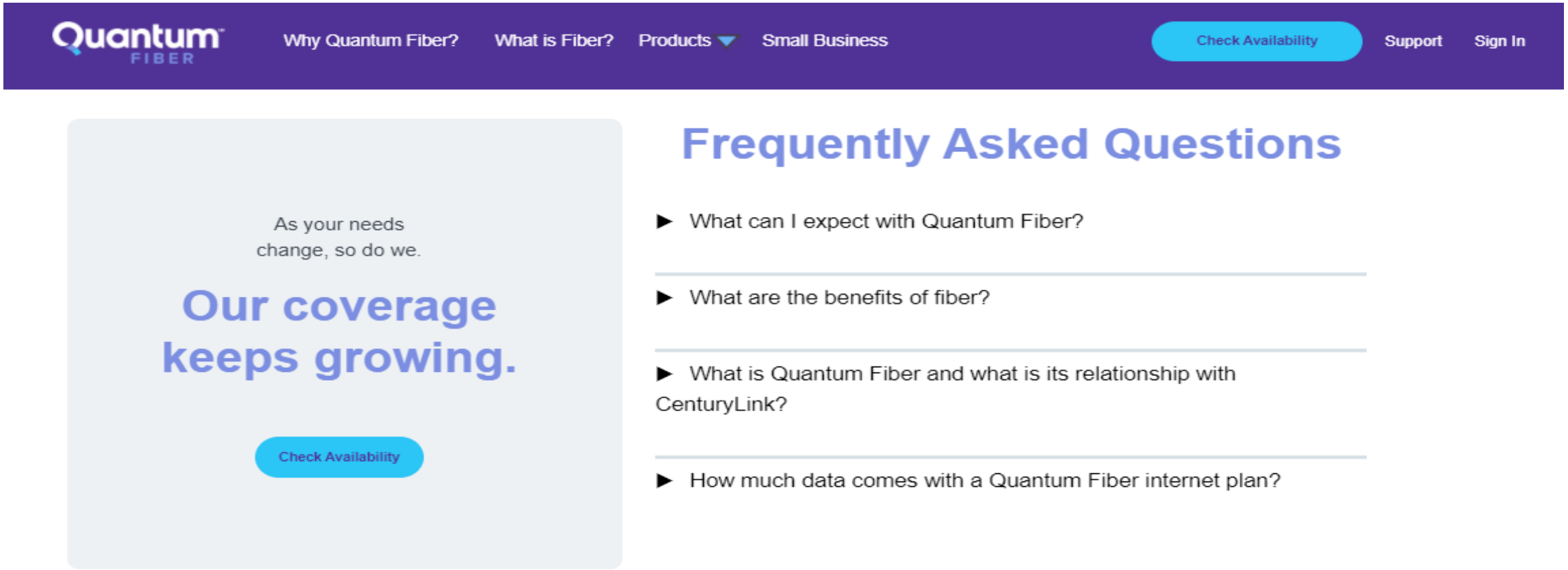
Frequently Asked Questions



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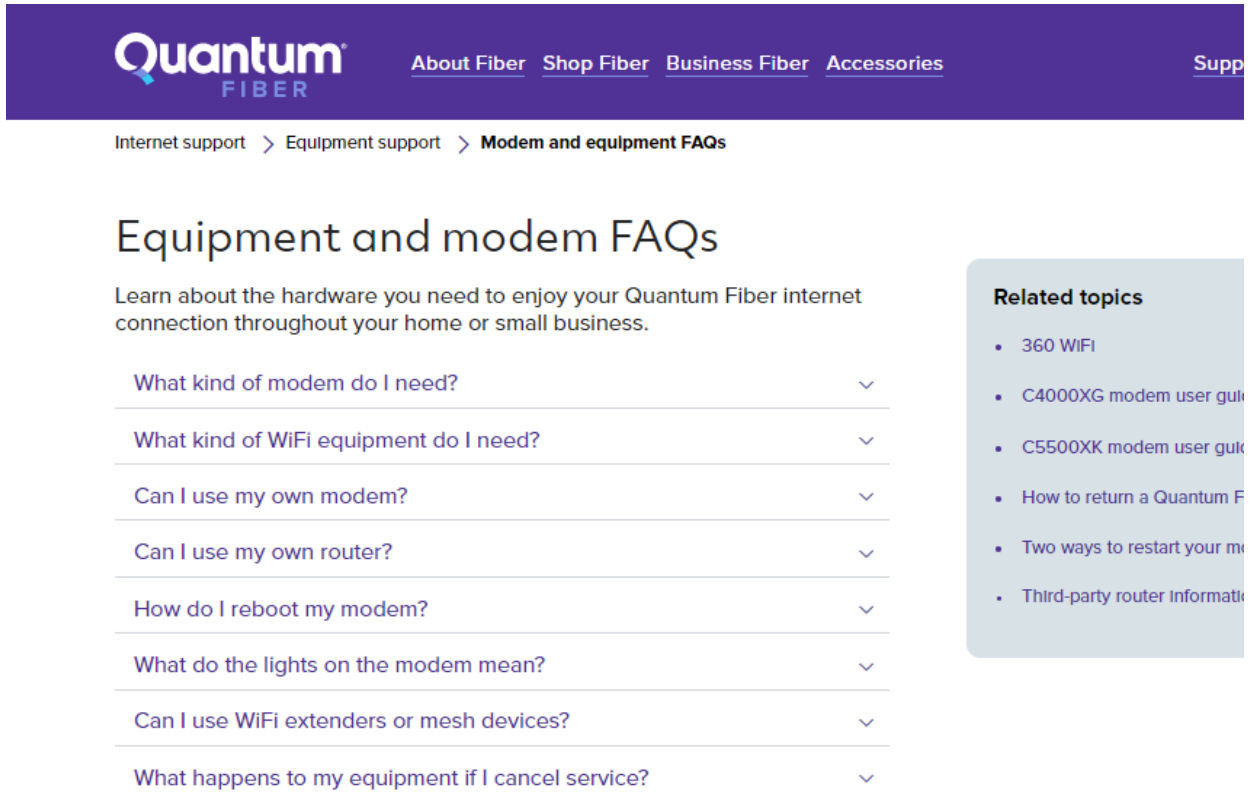
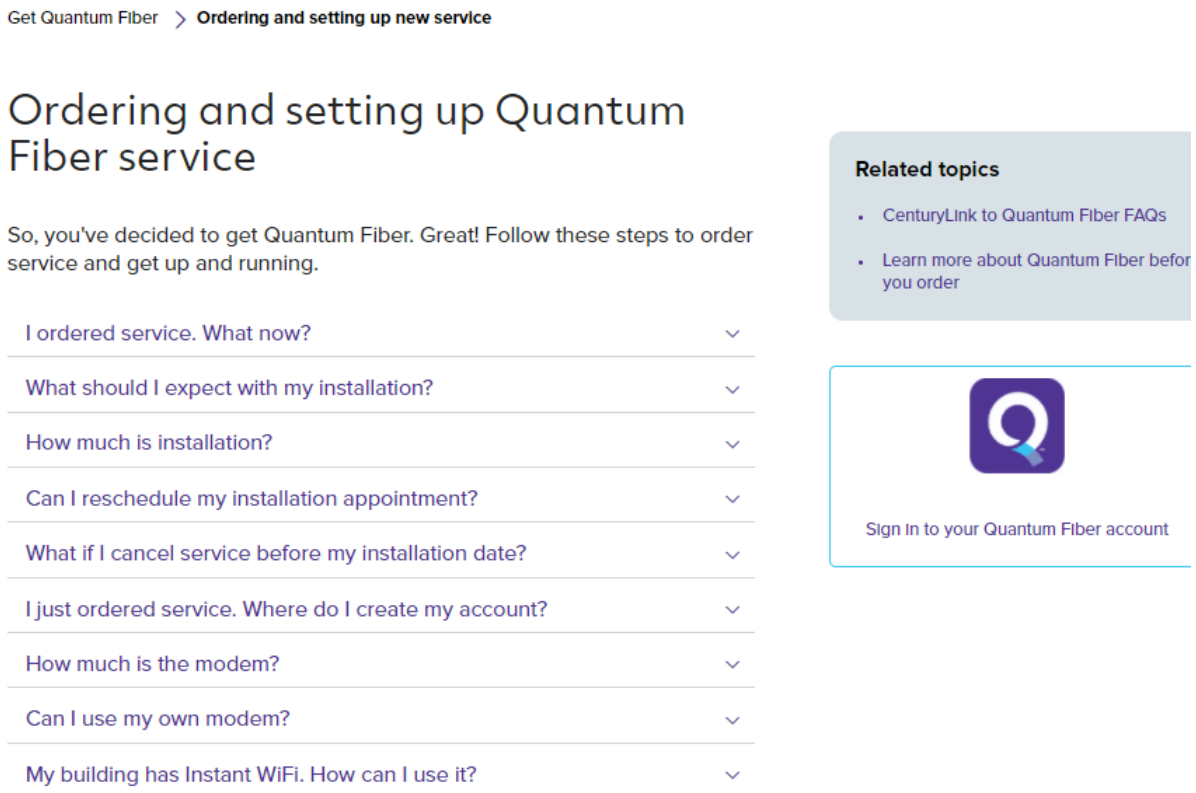
Support





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Support - Equipment

Equipment and modem FAQs

Learn about the hardware you need to enjoy your Quantum Fiber internet connection throughout your home or small business.

What kind of modem do I need?

When you first became a Quantum Fiber customer (depending on your location and when you signed up), you either leased a stand-alone Quantum Fiber modem or had one installed in your home.

The **modem** is the device that connects your home or small business to the Internet. It receives signals from the Internet provider (that's us!) and translates them into data that all the devices on your network can understand.

If you have a Quantum Fiber modem, you will have one of these:

C4000XG C3000A or Z C3510XZ C5500XK

To use WiFi, you will also need the 360 WiFi mesh system or a wireless router.

Related topics

- 360 WiFi
- C4000XG modem user guide
- C5500XK modem user guide
- How to return a Quantum Fiber modem
- Two ways to restart your modem
- Third-party router information

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VATI - Frequently Asked Questions

This project was funded/supported in collaboration with the Commonwealth of Virginia Telecommunication Initiative.

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VATI 2021: General Info

Q: Lumen, CenturyLink, Quantum Fiber – Can you help explain all the names?
A: Lumen is the parent company name of CenturyLink. Lumen is also the brand name for our global business and enterprise products and services. CenturyLink is our brand for phone and high-speed internet services primarily served by copper cables. If you have service in VATI grant area today, then you are under the CenturyLink brand. Quantum Fiber is our latest, new Fiber product using next generation systems for Fiber ordering and inventory system along with a new digital platform under the Lumen umbrella of products.

Q: Will different sections of the project area be activated before others?
A: The answer depends on which project area you are in. Some project areas will be activated in phases; others will be activated "all at once". Plan now to attend future webinars and keep an eye on our web version of these FAQs as we near activation phase.

Q: I have an empty or partially "build ready" lot on which I plan to build. How do I proceed with making certain a "drop" is available for the lot?
A: Quantum Fiber is designing and building the network to accommodate additional homes and businesses that have not been built. Once an e-911 address has been established with the County you can contact the Broadband Accessibility and Affordability Office (baao@albemarle.org).

Q: Is 1Gig the speed I should expect if I'm connected wirelessly?
A: While surfing the web, streaming services is still incredibly fast on Quantum Fiber, the 940Mbps is measured as a wired service to your gateway.

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VATI 2021: Ordering Service

Q: What are the details of the current speed offerings, will they be metered like my satellite connection?
A: Currently Quantum Fiber offers two speed packages: 200 Mbps and 940 Mbps. These speeds are symmetrical, so you have the same upload and download speed. Current offers may be found at **www.q.com.**

Q: How is the on-premise equipment for my connection powered?
A: The equipment you will receive is all powered by a normal household 110v power outlet and as an inside placement.

Q: I am considering future construction on an undeveloped parcel. How do I make sure a fiber drop is available for that parcel?
A: The fiber network is being built to accommodate additional homes and businesses that have not been built yet. Prior to the completion of the project, but after an e-911 address has been established, consider contacting the Broadband Authority office (baao@albemarle.org) to coordinate possible inclusion in this project. Please allow up to two weeks for a response.

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VATI 2021: Voice Service

Q: Will voice services be offered?
A: Customers signing up for Quantum Fiber Internet can also order voice services, known as Connected Voice, over the same advanced fiber technology. Connected Voice Uses Voice over Internet Protocol (VOIP) to carry voice calls and allows you to use traditional home phones, or you can install software on a computer (Mac or Windows) or smartphone (available for iOS and Android) to make calls from your Connected Voice service.

Q: Will our current CenturyLink provided phone numbers stay the same if we change to Connected Voice with Quantum Fiber?
A: Yes, you can keep your current CenturyLink phone number when you switch to Quantum Fiber.

Q: If I want to keep my CenturyLink DSL and landline service will I need to change anything?
A: There's no obligation to transition to Quantum Fiber; current customers can remain on their current plan. Lumen will communicate directly with impacted customers if there are any changes to service.

Q: I don't have reliable cell coverage at my location, will this project improve cell coverage?
A: Cell coverage will not be impacted by this project, but you could have improved service through your home wireless network with Quantum Fiber. If your cellular service provider offers a service typically called "Wi-Fi calling"; you may be able to set this up at no or some additional cost. Please contact your cellular service provider for more information.

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VATI 2021: Voice Service

Q: Will all the same features be available with Connected Voice service?

A: In addition to traditional phone features, Connected Voice includes additional call management features. You can find more information about available features at https://www.quantumfiber.com/support/connected-voice.html

Q: Will Connected Voice be available during a power outage like a landline?

A: Connected Voice service will not be available during a power outage unless the customer purchases a battery backup unit from Quantum Fiber or furnishes their own battery backup or uses an existing alternate power source during a power outage. Additional details can be found at: https://www.quantumfiber.com/support/connected-voice.html or https://precisionpowersolutions.com/product/pp36pb-12bbu-2-24d-shop/

Q: Can I keep my landline and use the Fiber for internet only?

A: If customers choose to purchase a faster internet speed, we will transition both phone and Internet services to Quantum Fiber.

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VATI 2021: Fiber Drops *(as of May 5, 2022)*

Q: What's the next step after I order service?
A: A technician will visit your house to complete a site survey to review and measure the line from the terminal along the road to the side of your house. The technician will put in the request for our contractor to bury the drop, which takes approximately 2 weeks.

Q: What happens if I have private utilities on my property (propane lines, electric fence, private well, lighting, etc.)?
A: It is the homeowner's responsibility to contact Miss Utility by calling 811 to request **private utilities be located**. When Quantum Fiber locates are submitted to Miss Utility, they will only locate and mark for public utilities such as (electric, gas, cable, phone and only the lines along the road and going directly to your house).

Q: Are there extra charges to install Fiber drop to my home?
A: For certain, new installations only, construction charges may apply. We will absorb the first $1500 of these charges. You are responsible for additional amounts, which usually do not exceed $2,000. However, in very limited circumstances, construction charges may exceed this amount for reasons like extensive work is required or your premises are a significant distance from our network. Before starting work, we will assess the property, review charges with you for approval, and either you or we may cancel with no further obligations.

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VATI 2021: Fiber Drops *(as of May 5,2022)*

Q: What will be the depth of the "plowed in" fiber lines?
A: Generally, fiber drops going to your residential home will be at 12" inches deep.

Q: When will we know the locations of the fiber terminals?
A: We are currently working on construction plans; final placement will not be known until construction is under way. Lumen does not provide network maps containing our highly proprietary confidential critical infrastructure information with exception of government agencies under NDA.

Q: What does a fiber drop look like?
A: There are (2) types of fiber drops used today in our pre installation work. For shorter drop lengths, a small black fiber wire is used and may have multiple connections to make the entire length. If the drop length is much longer, we may opt to use an orange-colored wire that allows us to make a customized fiber drop length for your location.

Q: If a drop is cut, damaged by the homeowner or 3rd party, do I get a free replacement?
A: We know accidents happen but that's why we encourage everyone to contact Miss Utility to locate buried utilities public or private. If a damage does occur, Lumen will charge the responsible party for the damages.

Q. is it possible to provide service before my drop is buried ?
A. Yes in some circumstances, if the drop is less than 250' and can be safely laid on the ground we can complete the installation for your service and have the drop buried later.

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Questions