



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

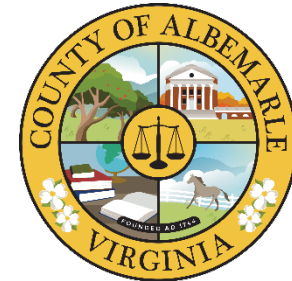


VATI and DHCD

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



Albemarle
Broadband
Authority



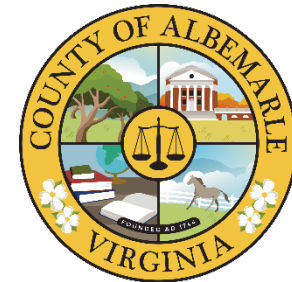


VATI and DHCD

- 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

VATI 2021: Fiber Product

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

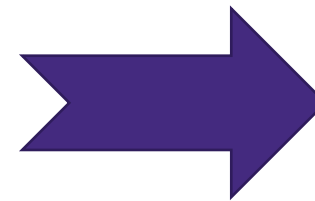
VATI prepares communities to build, utilize, and capitalize on telecommunications infrastructure with the goal of creating strong, competitive communities.

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



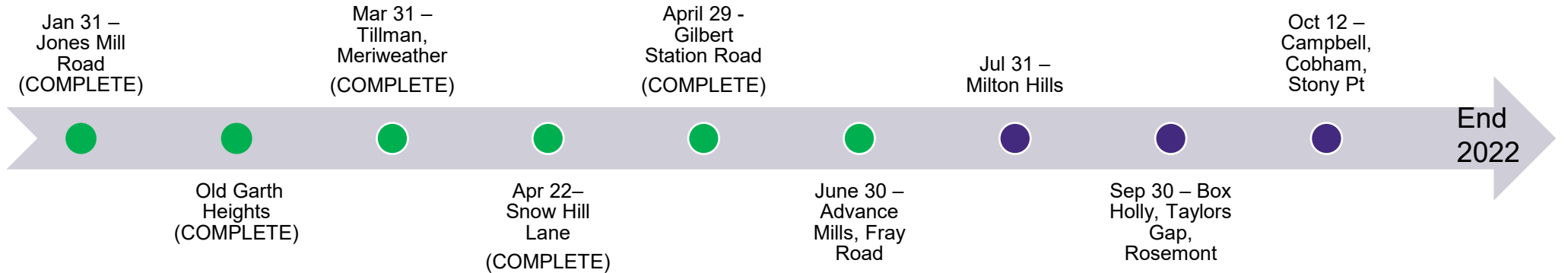
Community Webinars
Fridays at Noon

- 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

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

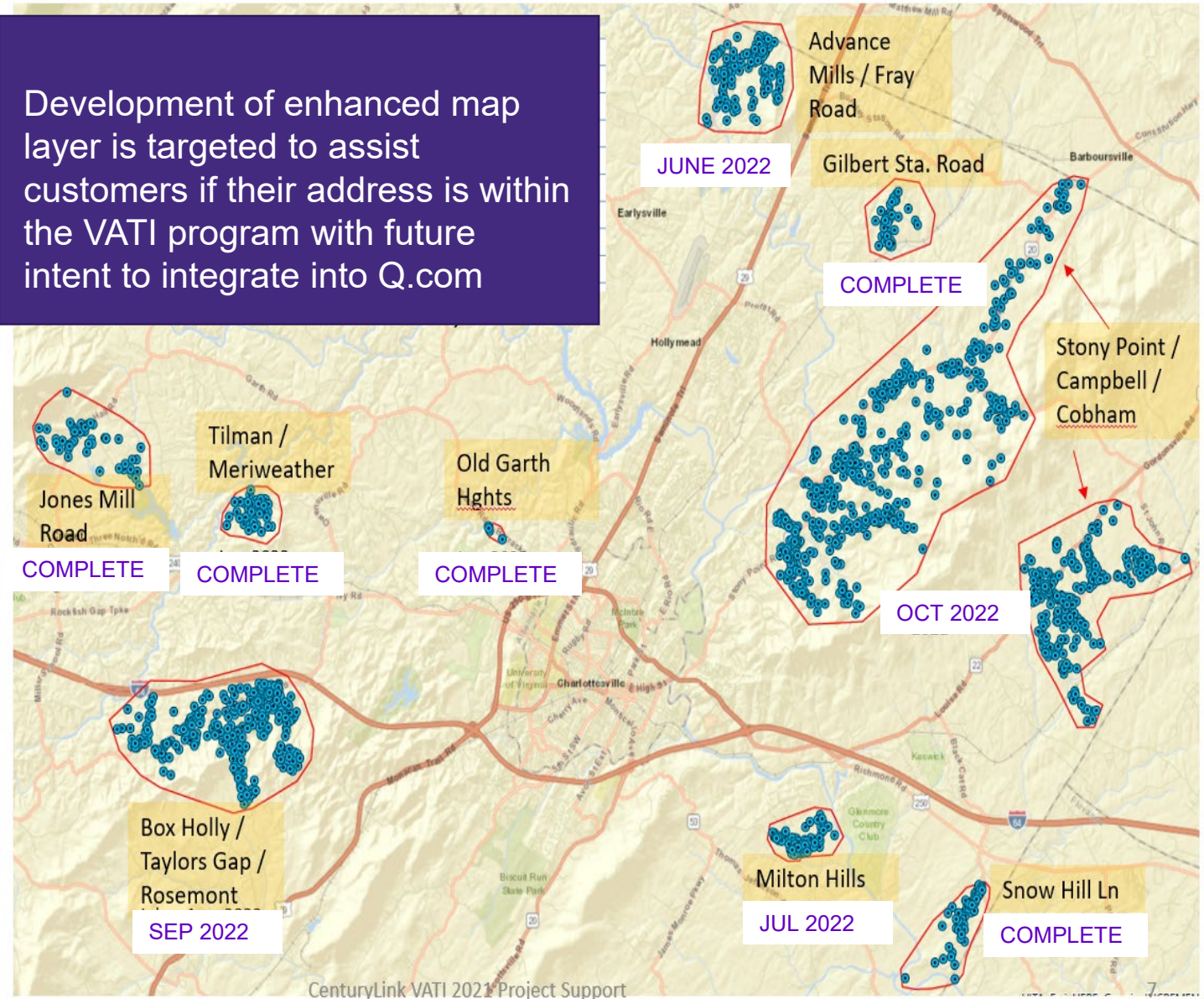
Sep 30 – Box Holly tranches

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

Oct 12 – Campbell, Cobham, Stony Pt

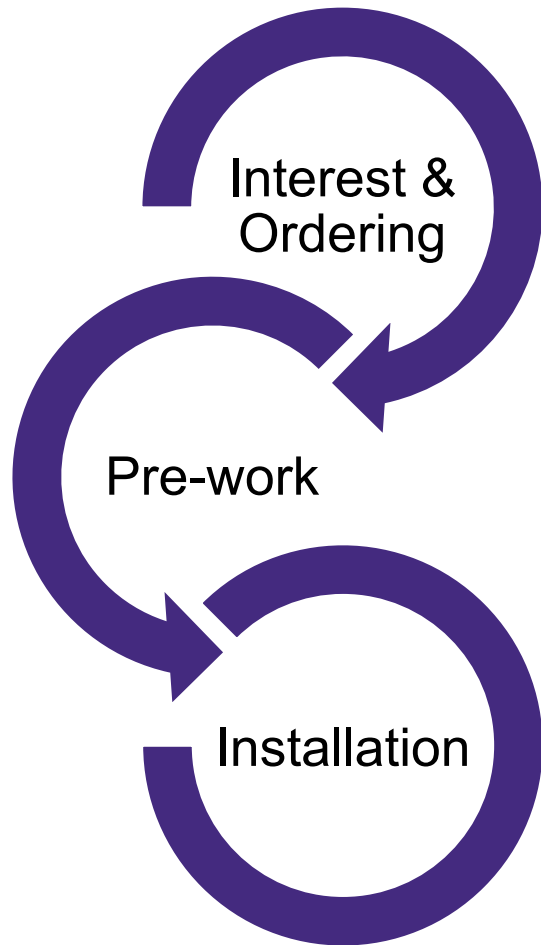
Estimated Schedule as of June 2022

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.**

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

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

Quantum FIBER

Why Quantum Fiber? What is Fiber? Products ▾ Small Business

Check Availability Support Sign In

Today's internet at tomorrow's speed.

An ultra-fast connection with no annual contracts tying you down—all backed by 99.9% reliability*.

*Based on network uptime or availability

Check Availability

Up to 940 Mbps

\$65 /mo

Speed may not be available in your area. Taxes and fees may apply. Offer Details.

Up to 200 Mbps

\$49 /mo

Speed may not be available in your area. Taxes and fees may apply. Offer Details.

Great! Let's get started

Enter your address →

Check availability

Enter your address to check availability.

* Service address

150 Buffalo Hills Rd, Earlysville, VA, USA

Unit

Why do you need my address?

Already a customer? Sign In

* required field

Select **Check Availability** →

Are you currently a CenturyLink customer? Yes No

Back **Check availability**

Chat

Congrats! You qualify for ultra-fast internet.

99.9% reliability* - Unlimited data - No annual contract.

Select speed



200 Mbps	940 Mbps (Best Value)
Up to 200 Mbps	Up to 940 Mbps
\$49/mo	\$65/mo (was \$75/mo)
Taxes and fees may apply. Offer Details.	Taxes and fees may apply. Offer Details.
<ul style="list-style-type: none">• HD streaming on up to 6 devices• Work and learn online	<ul style="list-style-type: none">• HD streaming on up to 10+ devices• Work and learn online• 20x faster uploads than cable†
> More details	> More details

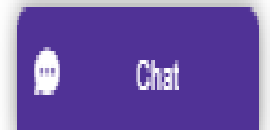
Maximum speeds, results from speed tests will vary, especially when other devices or applications are in use or when testing from a wireless connection.

Select continue



*Based on network uptime or availability.

†Comparison, as of 11/30/21, based on Quantum Fiber technology with wired upload speeds of up to 940 Mbps to major cable providers' 1GIG cable service over DOCSIS 3.1 technology with upload speeds of 35 Mbps.



Select Modem

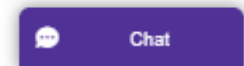
Select the best option for you

The screenshot shows two selection options. The left option, 'Purchase a modem', is highlighted with a blue border and a blue header 'Included w/ Offer'. It features a modem icon, a price of '\$0' (with '\$200' crossed out), and a list of benefits: 'Advanced security', '24/7 tech support', 'Lifetime replacement', and 'Includes standard WiFi'. The right option, 'No thanks', features a modem icon with a checkmark and the text 'I already have a compatible modem.'.

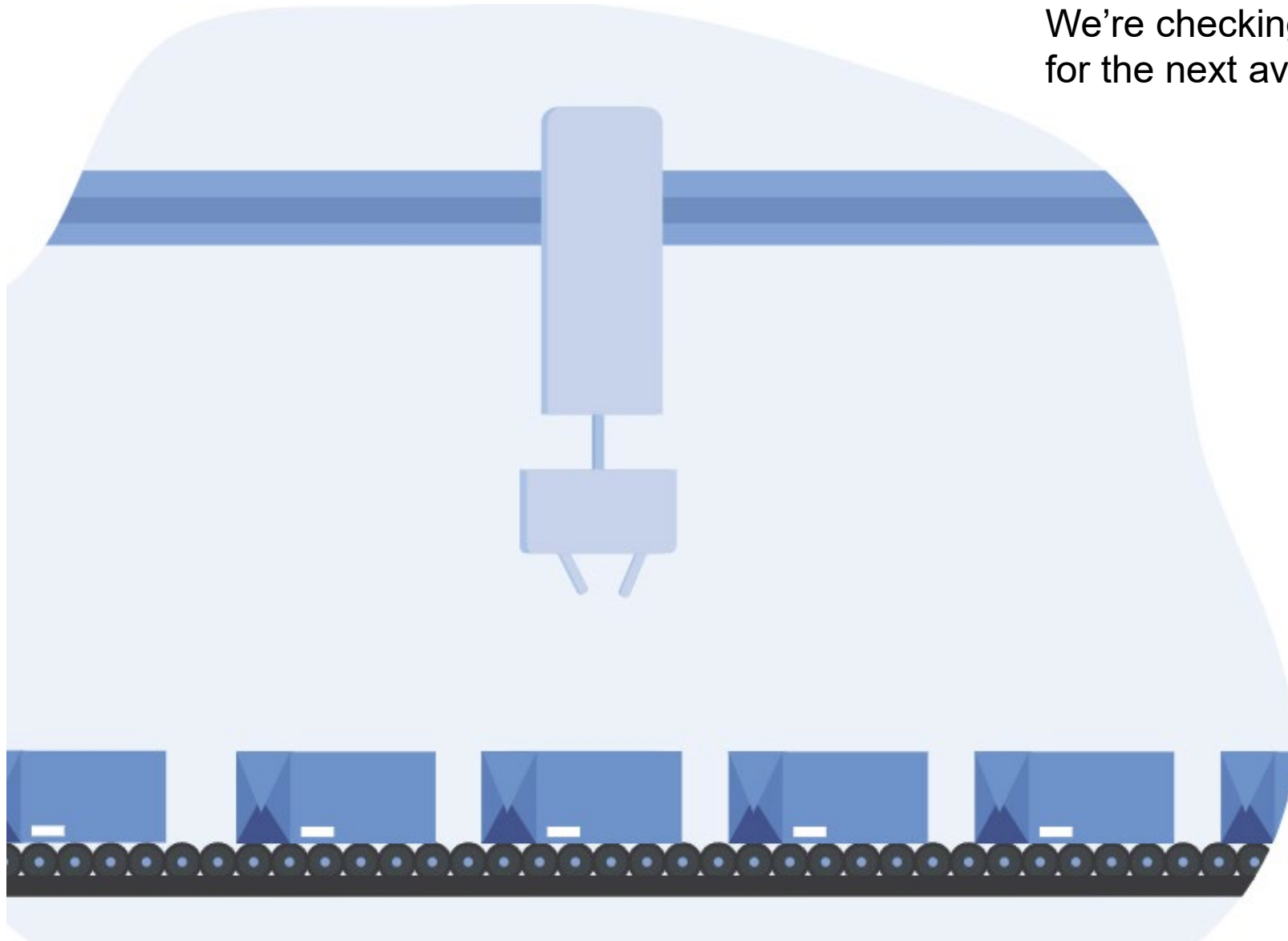
Select continue

Leased Equipment

Back Continue



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



Choose your installation date and time

July 12, 2022

* Email address
nancy.devinay@lumen.com

08:00 AM - 10:00 AM

* Phone number
(515) 286-5207

Tech will arrive:
July 12, 2022 between 08:00 AM - 10:00 AM

I want to receive install, account, and marketing notifications from Quantum Fiber via text message at the mobile number I provided above and I accept the SMS terms and acknowledge receipt of the Privacy Notice. Message and data rates may apply. Five messages a month, reply HELP for help and STOP to stop.

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. * required field

Accept or change installation date

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

* I understand and agree to the Quantum Fiber Internet Subscriber Agreement

Back Continue

How does Quantum Fiber protect my information? Read the Privacy Notice.

Select continue

Chat

Review your order

Up to 940 Mbps

Tech will arrive:
July 12, 2022 between 08:00 AM - 10:00 AM

**150 Buffalo Hills Rd
Earlsville, VA 22936**

Fiber Internet Up to 940 Mbps	\$65/mo	Due today	\$65
Purchase a modem	\$0	For your first month. Applicable one-time charges or promotions included.	
Professional Installation July 12, 2022 between 08:00 AM - 10:00 AM	\$0	Due monthly	\$65

Your monthly payment will be automatically deducted going forward beginning your second month on August 12th.

Prices shown exclude taxes (if applicable).

- Rate changes
- Billing information
- Construction charges
- Fiber statement
- Affordable Connectivity Fund & Lifeline Programs

Note: A change to your activation date will change your monthly payment date.

Back Continue

Review order and available information

Select continue

At anytime you can click to chat with an agent



Enter your payment information

Enter your account and payment information

Select **continue**

Order Summary

Feel free to double check your order before filling out your payment info.

Service Address
**150 Buffalo Hills Rd
Earlsville, VA 22936**

Fiber Internet Up to 940 Mbps	\$65/mo
Purchase a modem	\$0
Professional Installation	\$0

Due today **\$65**

Excludes taxes (if applicable). Applicable one-time charges or promotions included.

Due monthly **\$65**

Excludes taxes (if applicable), starting your second month.

Your next payment **June 17th**

Prices shown exclude taxes (if applicable).

Referral Code

Were you referred to our site? If so please provide the Referral ID

Service account information

If you are purchasing service as a business, please include the name of your business.

* First name

* Last name

* required field

Payment information

Please enter your payment information.

QF New Customer Internet Order Confirmation Page



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.



 Chat



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.](#)



Your Quantum Fiber order confirmation

Dear Daniel,

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

Thank you for choosing Quantum Fiber!

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

Quantum FIBER

Great! Let's get started

Check availability

Enter your address to check availability.

* Service address

150 Buffalo Hills Rd, Earlysville, VA, USA

Unit

Why do you need my address?

Already a customer? Sign In

* required field

Are you currently a CenturyLink customer? Yes No

Back Check availability

Chat

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**

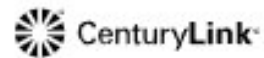
[Use a different address](#)

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.



Visit CenturyLink

Back

Explore options

Chat

Notify me

Please provide your email address. When Quantum Fiber Internet is available we will let you know.

* First name

* Last name

* Email address

Mobile number (optional)

By clicking the "Stay up to date" button below, I agree that I would like to receive emails about offers and marketing from Quantum Fiber at the email address provided.

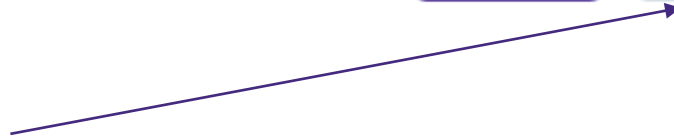
I want to receive marketing notifications from Quantum Fiber via text messages at the mobile number I provided above and I accept the [SMS terms](#) and acknowledge receipt of the [Privacy Notice](#). Message and data rates may apply. Five messages a month, reply HELP for help and STOP to stop.

* required field

Enter your contact information



Back Stay up to date



Select Stay up to date

Chat

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

Perfect, you're on the list!

When Quantum Fiber Internet is available at your location we will let you know.



In the meantime...

See what's available at your address and get great options from our friends at CenturyLink.



Find your plan

Chat

QF New Customer Shopping

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



[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](#)



QF Existing Customers – Add Voice

Shop

Need to make a change or want to add a service? It's simple! See your options below.

[Quantum Fiber products](#) [360 WIFI](#) [Marketplace](#)

Quantum Fiber has the speed to meet your household needs - for every device, every room, and every person. And, with the addition of our Digital Voice service, you will have the reliability and features you expect.

Fiber Internet speeds

Select a Fiber Internet speed to view what's included below.

Fiber Gigabit up to 940 Mbps

Current Internet speed

Available products

Up to 200 Mbps

What's included

- No Contracts and No Bundles
- 99.9% reliable network based on network uptime or availability
- Download at super-fast speeds
- Stream HD content from multiple devices

Up to 200 Mbps for:

Voice Service

I am interested in voice service

What's included

- Quantum Fiber voice service is Voice over Internet Protocol (VoIP) service
- Unlimited local and domestic long distance
- Popular features like Voicemail Caller ID, Call Waiting, 3-way Calling, Call Forwarding and more
- Perfect for working from home
- Access to 911 emergency services

Purchase

Frequently Asked Questions

[Why Quantum Fiber?](#)[What is Fiber?](#)[Products](#) ▼[Small Business](#)[Check Availability](#)[Support](#)[Sign In](#)

As your needs
change, so do we.

**Our coverage
keeps growing.**

[Check Availability](#)

Frequently Asked Questions

- ▶ What can I expect with Quantum Fiber?

- ▶ What are the benefits of fiber?

- ▶ What is Quantum Fiber and what is its relationship with CenturyLink?

- ▶ How much data comes with a Quantum Fiber internet plan?

[Get More Answers](#)

Support



[About Fiber](#) [Shop Fiber](#) [Business Fiber](#) [Accessories](#)

[Support](#)

[Internet support](#) > [Equipment support](#) > **Modem and equipment FAQs**

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?
- What kind of WiFi equipment do I need?
- Can I use my own modem?
- Can I use my own router?
- How do I reboot my modem?
- What do the lights on the modem mean?
- Can I use WiFi extenders or mesh devices?
- What happens to my equipment if I cancel service?

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](#)

[Get Quantum Fiber](#) > **Ordering and setting up new service**

Ordering and setting up Quantum Fiber service

So, you've decided to get Quantum Fiber. Great! Follow these steps to order service and get up and running.

- [I ordered service. What now?](#)
- [What should I expect with my installation?](#)
- [How much is installation?](#)
- [Can I reschedule my installation appointment?](#)
- [What if I cancel service before my installation date?](#)
- [I just ordered service. Where do I create my account?](#)
- [How much is the modem?](#)
- [Can I use my own modem?](#)
- [My building has Instant WiFi. How can I use it?](#)

Related topics

- [CenturyLink to Quantum Fiber FAQs](#)
- [Learn more about Quantum Fiber before you order](#)



[Sign in to your Quantum Fiber account](#)

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](#)

VATI - Frequently Asked Questions

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

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.

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.

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.

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.

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.

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.



Questions