



# VATI 2021 Project

11<sup>th</sup> Webinar

October 7<sup>th</sup>, 2022

Jason Inofuentes  
Michael Culp



# Agenda

- Welcome
- Request for Extension
- Letter of Finding
- Impact on residents
- Welcome to Brightspeed
- Q&A



# 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.

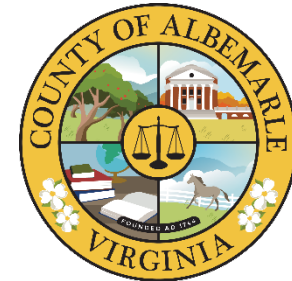


# VATI and DHCD

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



Albemarle  
Broadband  
Authority



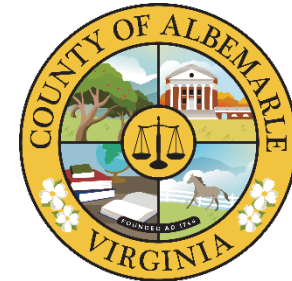


# VATI and DHCD

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



Albemarle  
Broadband  
Authority





# VATI and DHCD

- Our office serves as the public liaison for this project, bringing resident concerns to Brightspeed, ABBA, and DHCD
- If you have questions or concerns you should reach out to us at [baao@albemarle.org](mailto:baao@albemarle.org)
- We are not merely an intermediary



# Delayed Project Areas

- Milton Hills has launched
- Taylor's Gap and Rosemont will launch soon, please wait to place orders until we reach out
- Murray Ln has not launched, the new launch date is 10/30
- 12/1+ dates are placeholders, you should receive a new date once your area has launched



# Request for Extension

Jones Mill Road	Launched
Old Garth Heights	Launched
Tilman & Meriweather	Launched
Snow Hill Lane	Launched
Gilbert Station Road	Launched
Advance Mill	Launched
Milton Hills	Launched
Box Holly/Taylor's Gap/Rosemont	TBD
Stony Point Road	TBD
Campbell and Cobham	TBD

- Fiber projects come in three phases:
  - Design and engineering
  - Construction
  - Installation





# Request for Extension

Jones Mill Road	Launched
Old Garth Heights	Launched
Tilman & Meriweather	Launched
Snow Hill Lane	Launched
Gilbert Station Road	Launched
Advance Mill	Launched
Milton Hills	Launched
Box Holly/Taylor's Gap/Rosemont	TBD
Stony Point Road	TBD
Campbell and Cobham	TBD

- Construction delays were reported and extensions received in several Capital Improvement Plan projects this year
- Material and labor shortages
- Specialized equipment for geologic conditions



# Request for Extension

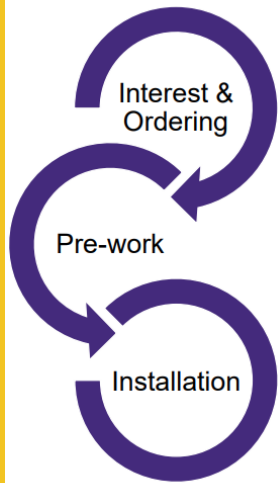
Jones Mill Road	Launched
Old Garth Heights	Launched
Tilman & Meriweather	Launched
Snow Hill Lane	Launched
Gilbert Station Road	Launched
Advance Mill	Launched
Milton Hills	Launched
Box Holly/Taylor's Gap/Rosemont	TBD
Stony Point Road	TBD
Campbell and Cobham	TBD

- Box Holly Projects should be on schedule
- Stony Point and Keswick will be divided into tranches and a new schedule prepared
- Over 500 passings are planned between now and December 5th



# Letter of Finding

## 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 3<sup>rd</sup> 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 3<sup>rd</sup> Party)

### Installation

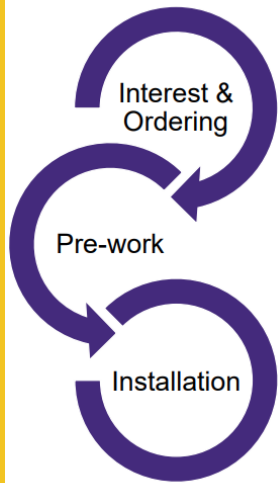
- 2hr Appt Arrival Windows; actual installation could take up to 4 hours
- Communication updates on installation and tech activity
- Quantum Fiber technician will install your services
- Requires access to your home during the installation

- Ahead of VATI 2020 plans were made for DHCD to perform site visits for each project
- COVID eliminated that option
- This year DHCD resumed that and has now completed site visits with each VATI 2021 project
- Our site visit occurred on September 8th



# Letter of Finding

## 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 3<sup>rd</sup> 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 3<sup>rd</sup> Party)

### Installation

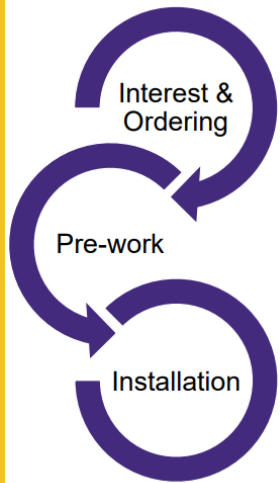
- 2hr Appt Arrival Windows; actual installation could take up to 4 hours
- Communication updates on installation and tech activity
- Quantum Fiber technician will install your services
- Requires access to your home during the installation

- A Letter of Finding was received on September 26th
- Two deficiencies were found:
  - Lack of full and transparent communications
  - Residential installations without regard to homeowner's property
- Installation issues



# Letter of Finding

## 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 3<sup>rd</sup> 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 3<sup>rd</sup> Party)

### Installation

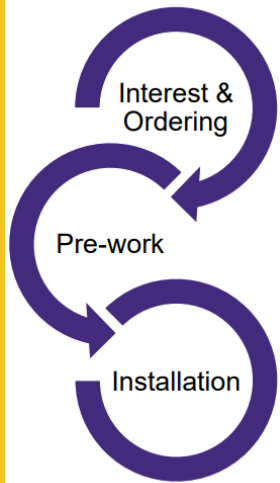
- 2hr Appt Arrival Windows; actual installation could take up to 4 hours
- Communication updates on installation and tech activity
- Quantum Fiber technician will install your services
- Requires access to your home during the installation

- DHCD requests:
  - A Corrective Action Plan to address the outstanding issues
  - A list of all affected customers, a justification for the issue and a plan for resolution
  - A description of the previous installation process and an amended process intended to remedy these issues



# Letter of Finding

## 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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

- BAAO will work with Brightspeed to prepare this response
- The response will be provided to ABBA ahead of its Oct 26<sup>th</sup> regular meeting
- Residents who have been impacted but had not previously reached out to us, please e-mail us at [baao@albemarle.org](mailto:baao@albemarle.org)



# Impact on residents

- As noted, the extension covers Construction issues, the Letter of Finding covers Installation issues.
- The extension will not have an impact on areas that have launched or are about to launch.
- Stony Point and Keswick are the largest project areas, representing 1,000+ passings.
- The timeline for these areas will be extended to accommodate the new schedule



# Impact on residents

- The Letter of Finding cites
  - the failure to inform customers of installation rescheduling and cancellation
  - the failure to take customer interest in consideration in determining line placement
  - The failure to regard property during installations





# Impact on residents

- If you have experienced any of these circumstances, especially if it has not been resolved and you have not previously reached out to us, please contact our office with details about your issue at [baao@albemarle.org](mailto:baao@albemarle.org)
- This information will inform the corrective action plan and the response to the Letter of Finding



# Welcome to Brightspeed

- Earlier this week, Lumen's sale of local assets to Brightspeed were completed
- VATI 2021 staff conveyed with the sale
- Brightspeed has made assurances to DHCD of its intent to complete this project
- This sale brings with it opportunities to make substantive process changes to improve the customer experience



*As of October 3<sup>rd</sup>, we are now operating as Brightspeed.*

*In 2023, we expect to deliver over 60,000 fiber passings in the Commonwealth. Brightspeed will add over 70,000 fiber passings across Virginia in subsequent years.*

*In the near future you will see rebranded trucks, uniforms and more. Committed to providing reliable products and services, expert and caring employees, and a streamlined, easy-to-use approach to customer service*

# [Transition to Brightspeed FAQs \(lumen.com\)](https://lumen.com)

## What will change

- **Summary of changes that will take place on or after October 3, 2022**

No Change	Change
Account Number	Company name and logo on bill
Account username	Account password
Billing date & bill format	Company support site
Stored payment information	App & account management site
Current pricing & offers	
Equipment	

### **Q. How will I access my account online?**

You will continue to use your Quantum Fiber account until you receive a notice from Brightspeed that you can sign in to your new Brightspeed account. Watch for emails from them with further updates.

### **Q. Will I still be able to sign into my account by going to CenturyLink or Q.com after I become a Brightspeed customer?**

Starting around October 3, you'll need to use the Brightspeed customer website or download the Brightspeed app to access your account. **Brightspeed will notify you when this change takes place.**

Please add [brightspeed@notifications.brightspeed.com](mailto:brightspeed@notifications.brightspeed.com) to your approved senders lists to keep it from going to your spam or junk folders.



New and existing customers are encouraged to visit [www.brightspeed.com](http://www.brightspeed.com), or call 1-833-MYBRSPD (1-833-692-7773) for more information about the company and the services currently available in their area

# VATI 2021: Albemarle County

---

## Community Meetings and Q&A October 7, 2022

**Presented by:**  
Steve Brewer  
Heather Lee  
Deloris Carroll  
Nancy DeVinay

Community Meetings and Q&A  
October 7, 2022

Presented by:  
Steve Brewer  
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*

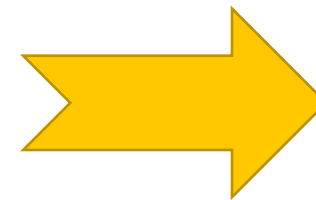
*Enhancing property value*

*Advantage over cable, 5G, and satellite internet technologies*



Century**Link**

Quantum<sup>™</sup>  
FIBER

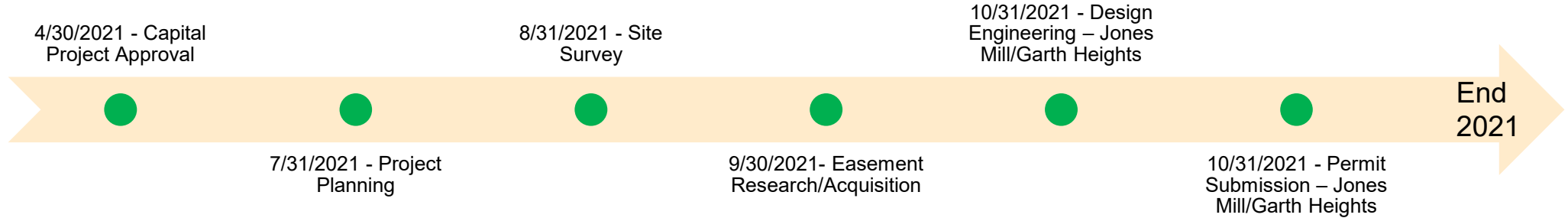


**brightspeed**

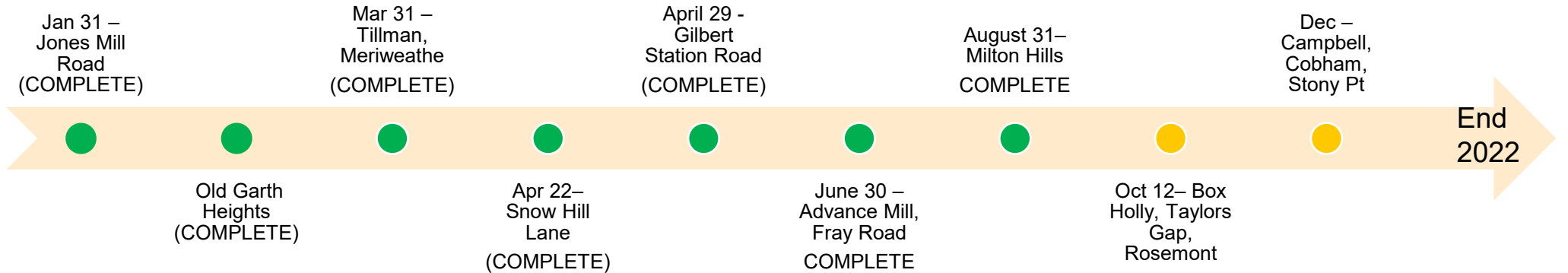
Community Webinars  
Fridays at Noon

- 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\*\*

Sept 30 – Milton Hills

Oct 12 – Box Holly tranches

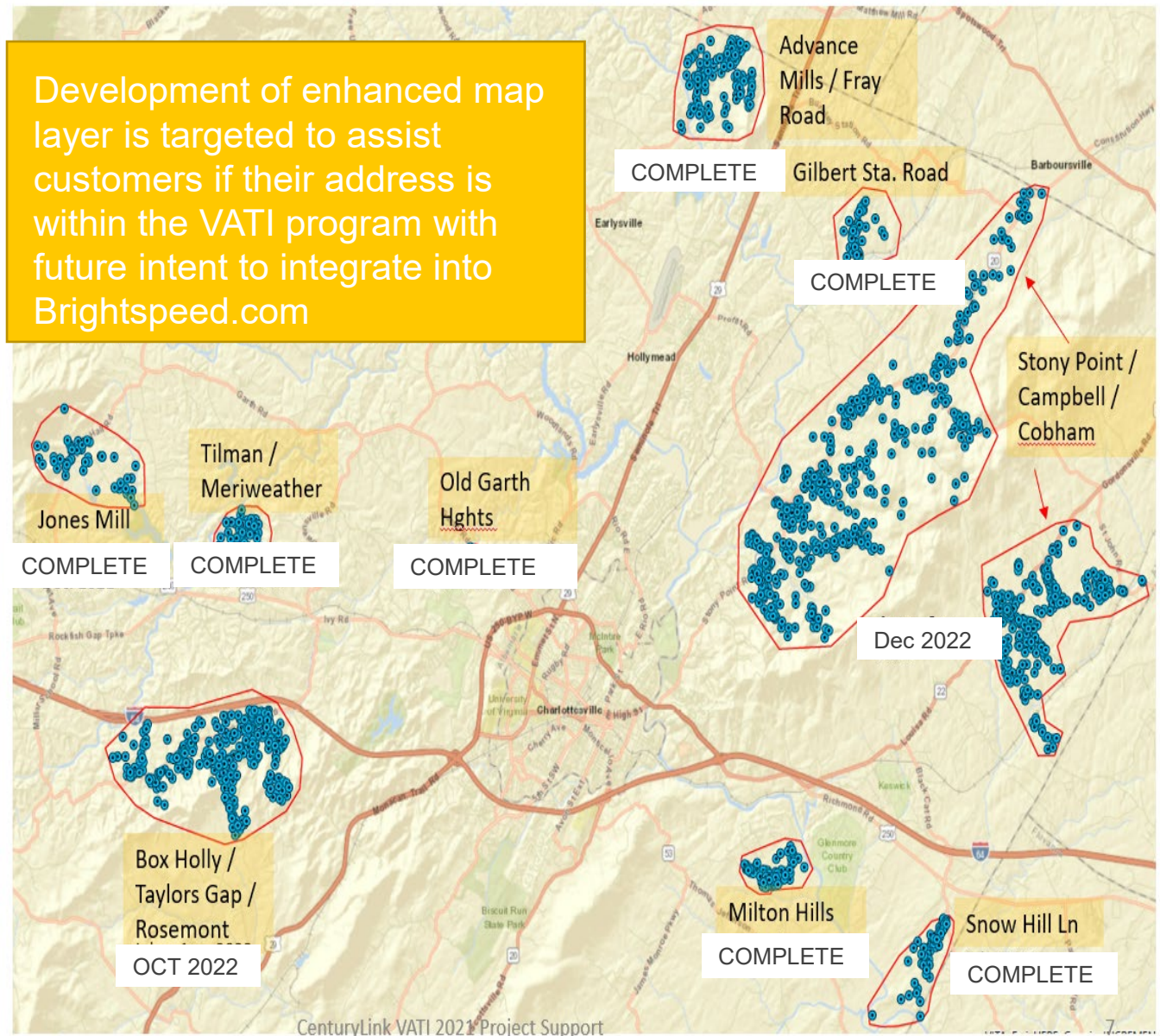
- Taylors Gap 10/12/22
- Rosemont 10/12/22
- Murray 10/30/22

Dec 2022– Campbell, Cobham, Stony Pt

**Estimated Schedule as of October 2022**

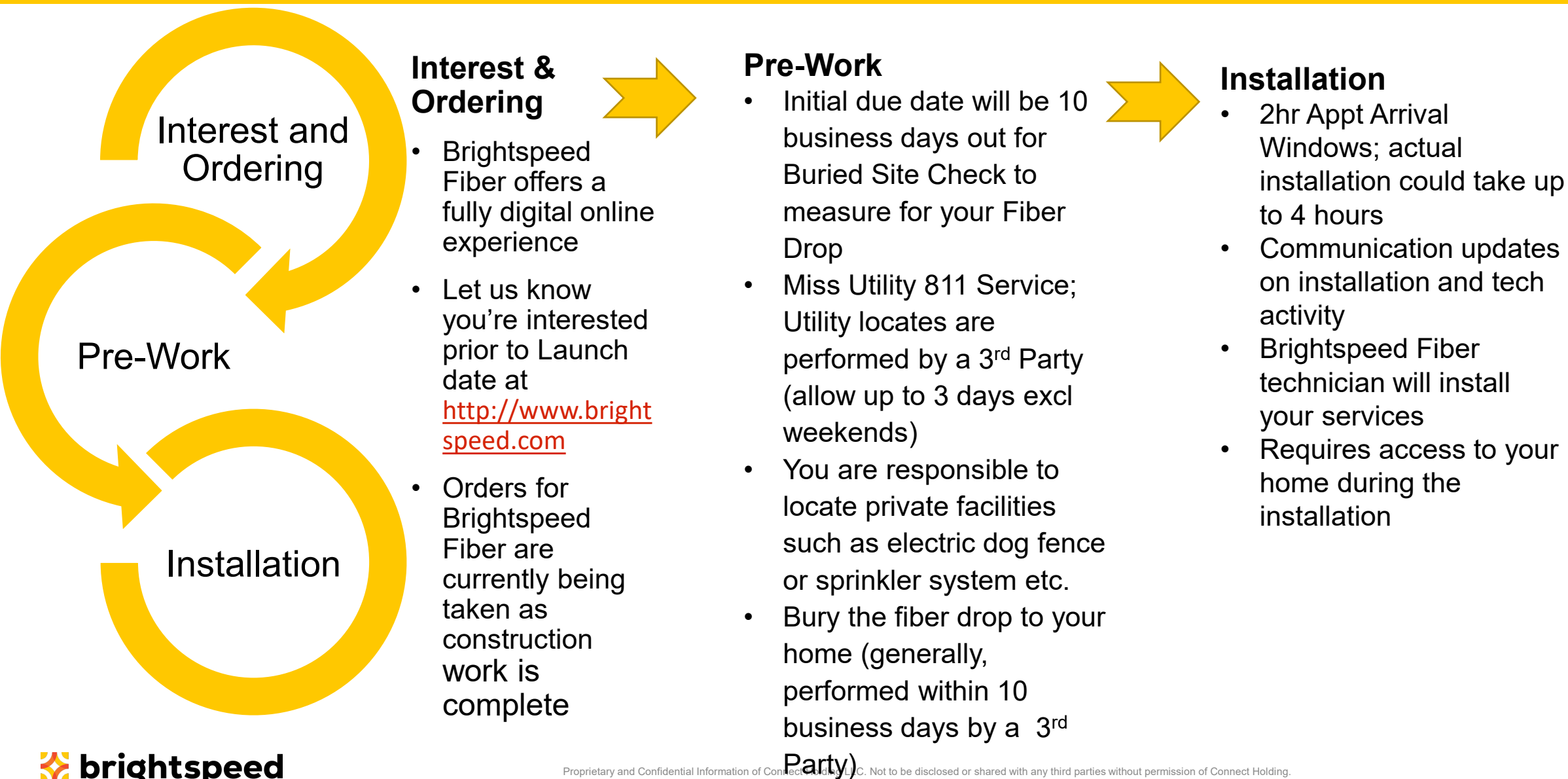


Development of enhanced map layer is targeted to assist customers if their address is within the VATI program with future intent to integrate into Brightspeed.com



\*\* 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

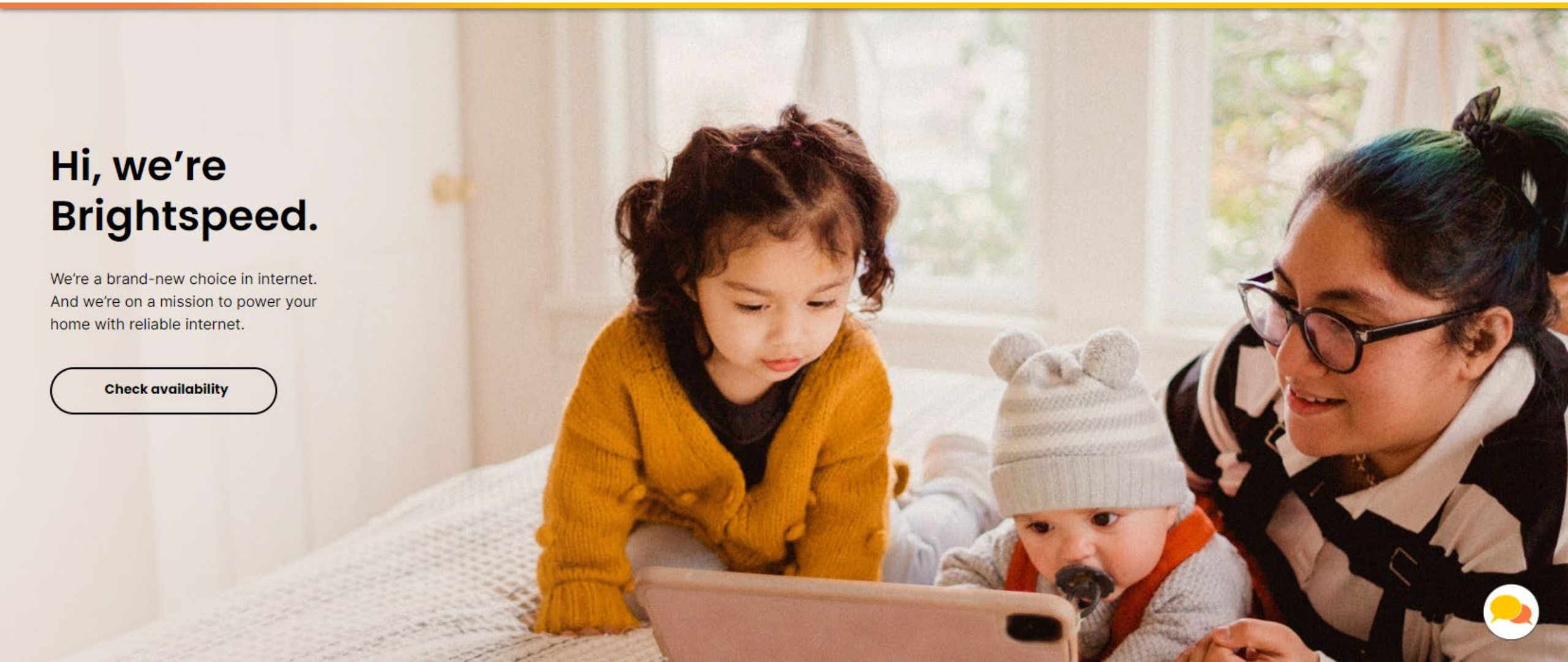




# Hi, we're Brightspeed.

We're a brand-new choice in internet.  
And we're on a mission to power your  
home with reliable internet.

[Check availability](#)



# Ordering Fiber Internet



Great. Let's get started

**Check availability**  
Enter your address to check availability.

\* Service address

150 Buffalo Hills Road, Earlysville, VA, USA      Unit

Why do you need my address?  
Already a customer? Sign In      \* required field

Are you a current Brightspeed customer with service at this address?  Yes  No

Back      Check availability

Select Check Availability

NOTE: If you are a current customer select Yes



# Speed Options



## Select your fiber internet speed

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

	Best Value
Up to <b>200</b> Mbps	Up to <b>940</b> Mbps
<b>\$49/mo</b>	<b>\$65/mo</b> <del>\$75/mo</del>
Taxes and fees may apply. <a href="#">Offer details.</a>	Taxes and fees may apply. <a href="#">Offer details.</a>
<ul style="list-style-type: none"><li>• No Contracts and No Bundles</li><li>• 99.9% reliable network based on network uptime or availability</li><li>• Download at super-fast speeds</li><li>• Stream HD content from</li></ul>	<ul style="list-style-type: none"><li>• Free professional installation</li><li>• 20x faster uploads than cable</li><li>• Free premium modem</li></ul>
<a href="#">More details</a>	<a href="#">More details</a>

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

[Back](#) [Continue](#)

\*Based on network uptime or availability.


Select your speed and click continue



# Modem



Select the best option for you




Purchase a modem

---

**\$0** ~~\$200~~

Taxes may apply.

- Advanced security
- 24/7 tech support
- Lifetime replacement
- Includes standard WiFi



No thanks

---

I already have a compatible modem.

Leased Equipment

[Back](#) [Continue](#)

Select the modem option and click continue



# Installation date and time



Choose your installation date and time.

October 18, 2022

12:00 PM - 02:00 PM

**Tech will arrive:**  
October 18, 2022 between 12:00 PM - 02:00 PM

**Please note:** Installation usually takes up to 2 hours 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.

\* Email address  
nancy.devinay@brightspeed.com

\* Phone number  
(515) 988-1561

I want to receive install, account, and marketing notifications from Brightspeed 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.

\* required field

\* I understand and agree to the [Brightspeed Fiber internet subscriber agreement](#)

Back

Continue

How does Brightspeed Fiber protect my information? Read the [Privacy notice](#).

You can keep the installation date and time or change it here (the soonest available will be displayed)  
You will need to include an email address and phone number and agree to the subscriber agreement before you can continue



# Review your order



## Review your order

Up to **940** Mbps

**Tech will arrive:**  
October 18, 2022 between 12:00 PM - 02:00 PM

150 Buffalo Hills Rd  
Earlysville, 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 October 18, 2022 between 12:00 pm - 02:00 pm	\$0	Due monthly	\$65

Your monthly payment will be automatically deducted going forward beginning your second month on **November 18th**.

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](#)

Brightspeed Support

Review your order, including installation date and time

Review additional information here. At anytime you can chat with Brightspeed support





# Payment Information



## Enter your payment information

### Order summary

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

**150 Buffalo Hills Rd  
Earlysville, 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 **November 18th**

Prices shown exclude taxes (if applicable).

---

Referral code

### Service account information

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

\* First name

\* Last name

Business name (if applicable)

Continue \* required field

### Payment information

Please enter your payment information.

Enter your name and review your order summary  
If you are a business, enter the name of your business here



# Final review



Enter your payment information

Enter your payment information and click Submit

You'll receive a confirmation email after you've submitted your order.

### Order summary

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

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

Fiber internet up to 940 mbps	\$65 <sup>mo</sup>
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 November 18th**  
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: Nancy  
Last name: DeVinay  
Business:

### Payment information

Please enter your payment information.

Select payment type

Card type

Card number

Expiration date  - Select One  - Select One

CVV

Cardholder name

Country

State  - Select One -

Address 1

Address 2

City

Postal code

| = Required Field



# VATI - Frequently Asked Questions

- **Q: Lumen, CenturyLink, Quantum Fiber – Can you help explain all the names?**
- **Update : as of October 3, 2022, Lumen’s sale of local assets to Brightspeed was completed.**
- **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](mailto: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 Brightspeed 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.brightspeed.com](http://www.brightspeed.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](mailto:baao@albemarle.org)) to coordinate possible inclusion in this project. Please allow up to two weeks for a response.

**Q: I am a current customer. How can I transfer my account to Brightspeed Fiber?**

A: You can reach out to our Fiber Customer Success Team by calling 1-833-692-7773. They'll give you a unique link for you to transfer your account and will answer any questions that pop up during the change.

# VATI 2021: Voice Service

---

**Q: Will voice services be offered?**

A: Customers signing up for Brightspeed 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 phone numbers stay the same if we change to Connected Voice with Brightspeed Fiber?**

A: Yes, you can keep your current phone number when you switch to Brightspeed Fiber.

**Q: If I want to keep my DSL and landline service will I need to change anything?**

A: There's no obligation to transition to Brightspeed Fiber; current customers can remain on their current plan. Brightspeed 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 Brightspeed 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.brightspeed.com/help/home-phone/connected-voice/>

**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 Brightspeed 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 Brightspeed Fiber.

# VATI 2021: Fiber Drops *(updated Sept 1, 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 Brightspeed 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: If additional charges apply, they will be communicated with you prior to placement of the fiber drop.

# VATI 2021: Fiber Drops *(updated 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. Brightspeed 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 3<sup>rd</sup> 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, Brightspeed 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.



# Transition to Brightspeed FAQs (lumen.com)

## What will change

- **Summary of changes that will take place on or after October 3, 2022**

No Change	Change
Account Number	Company name and logo on bill
Account username	Account password
Billing date & bill format	Company support site
Stored payment information	App & account management site
Current pricing & offers	
Equipment	

### **Q. How will I access my account online?**

You will continue to use your Quantum Fiber account until you receive a notice from Brightspeed that you can sign in to your new Brightspeed account. Watch for emails from them with further updates.

### **Q. Will I still be able to sign into my account by going to CenturyLink or Q.com after I become a Brightspeed customer?**

Starting around October 3, you'll need to use the Brightspeed customer website or download the Brightspeed app to access your account. **Brightspeed will notify you when this change takes place.**

Please add [brightspeed@notifications.brightspeed.com](mailto:brightspeed@notifications.brightspeed.com) to your approved senders lists to keep it from going to your spam or junk folders.



New and existing customers are encouraged to visit [www.brightspeed.com](http://www.brightspeed.com), or call 1-833-MYBRSPD (1-833-692-7773) for more information about the company and the services currently available in their area



# Questions