



VATI 2021 Project

12th Webinar

November 4th, 2022

Jason Inofuentes
Michael Culp



Agenda

- Welcome
- VATI and DHCD
- Follow-up
- Update on Project Areas
- Process Changes
- 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.

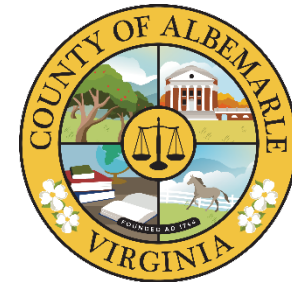


VATI and DHCD

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



Albemarle
Broadband
Authority



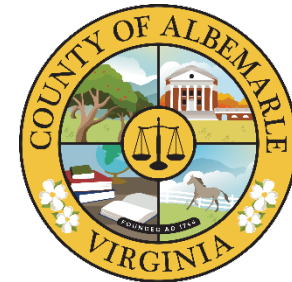


VATI and DHCD

- 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
- We are not merely an intermediary



Follow-up – Request for Extension

- Since the last webinar, DHCD has approved the request for extension
- Construction for this project must have been completed by March 31, 2023
- This reflects delays the impact of delays that are typical of construction projects



Follow-up – Letter of Finding

- Letter of Finding received in September
 - Lack of full and transparent communications
 - Residential installations without regard to homeowner's property
- On October 26th, ABBA approved the Corrective Action Plan and additional materials provided by Brightspeed
- The changes proposed and accepted by DHCD represent an opportunity to improve communication and process



Update on Project Areas

- Taylor's Gap residents received word that they have launched and can place orders
- Rosemont will be completed soon
- The Stony Point and Keswick areas will be broken out and sequenced
- **Future guidance will advise which locations are under construction**
- **Residents will receive a notification a day prior to being able to place orders for service**



Process Changes

Brightspeed Order & Installation Process		
Action	Brightspeed/ABBA	Resident/Customer
Work beginning in a project area	Brightspeed notifies ABBA that project is being worked with estimated completion date. ABBA updates its website with anticipated availability date. Brightspeed and ABBA communicate weekly to update the anticipated date to provide as much notice as possible to the public to manage their expectations.	Residents can check the ABBA website regularly for the status of a project in their area.
Broadband service becomes available for an area	Brightspeed updates systems to allow for customer orders and notifies ABBA that service is available. ABBA updates its website. Brightspeed and ABBA announce availability for new project areas on next webinar.	Places order on Brightspeed website and selects installation date and time window when customer can be present. The Brightspeed ordering website notifies the customer that installations usually take 3 hours and 20 minutes to complete after tech arrival.
If installation date cannot be met by Brightspeed	Brightspeed contacts customer in advance to reschedule date. Rescheduling will be attempted 3 times by phone and if unsuccessful an email will be sent.	Resident selects new date/time window.
Installation day	Brightspeed contacts customer when on route to customer's location. When on site, placement of facilities is discussed with customer. If customer requests alternate arrangements that will incur additional costs, customer is advised. Temporary drop is placed unless (1) customer objects, (2) safety issues don't allow a temp or (3) other circumstances (e.g., access to neighbor's property or street crossing). If temp line cannot be placed, the Brightspeed tech will submit a buried drop request and once the request is complete there	If customer requests installation path that incurs more than regular costs, customer will be responsible for those costs. Customer must communicate to tech if there is a reason why customer cannot use a temporary drop and will work with tech to schedule a permanent drop.



Process Changes

	<p>will be 3 attempts to notify the customer for rescheduling of the installation day and a final attempt by email.</p> <p>After install, but before closing out the visit, tech will confirm with customer that all equipment has been installed, a speed test has been conducted and that the customer knows the website to manage their account and get support.</p>	
If customer is not present at installation	Customer will be contacted by Brightspeed to reschedule, as installation cannot occur without customer present. Attempts will be made by telephone on 3 separate days.	Resident will reschedule when called by Brightspeed
Public utilities marked	Typically 10 days after installation of the temporary drop, VA811 is contacted by Brightspeed to request marking of public utilities in advance of burying customer's fiber line.	<p>If resident has private utilities (such a water) or other underground facilities (such as an irrigation system), the resident should have those facilities located and marked with flags no later than when VA811 marks public utilities, which is usually noted by paint marks on the property.</p> <p>Resident can contact BAAO@albemarle.org for assistance in hiring a private utility locator and communities can coordinate obtaining service for communities under a single contract.</p>
Fiber buried	Currently, a Brightspeed contractor completes the drop burial. The contractor will attempt to contact the resident prior to or on the day of the burial just to ensure that there are no access issues to the property, such as locked gates or animals. If the resident cannot be reached, the contractor will still attempt to	<p>Resident does not have to be present for the drop burial. If there are access issues to the property, resident will need to provide access on the day of drop burial.</p> <p>If resident notices damages or restoration work, resident notifies the installation crew so that repairs can be made at that time.</p>



Process Changes

	<p>bury the drop. The customer does not have to be present. If there are access issues, the contractor will attempt to reach the customer to ensure that the next available attempt will be successful.</p> <p>Brightspeed contractor repairs any damages caused during installation.</p> <p>Brightspeed monitors work done by contractors and takes corrective action if work is not acceptable.</p>	
Additional damages uncovered by customer	<p>Brightspeed inspects and determines if it (or its contractor) is responsible for damages. If damages are verified, Brightspeed will coordinate with its contractor for repair and resolution. The contractor, on Brightspeed's behalf, will communicate and make agreed upon repairs to satisfy the customer.</p>	<p>Customer informs Brightspeed of newly discovered damages. In cases where damages cannot be repaired by Brightspeed, customer may file a claim for damages. Customer can call Sedgwick, the claims management company, at 303-713-6059. A claims adjuster will take their information and create a new claim to resolve any issues associated with the damages.</p>
Comments and complaints	<p>Brightspeed receives comments, concerns or complaints and has dedicated personnel to investigate, track, manage resolution and report back to the customer (or ABBA if ABBA requested) on the resolution of the issue. Brightspeed will track the number of communications-related issues to be able to measure improvements in customer communications, which should decrease the number of complaints.</p>	<p>Resident should first use the Brightspeed support process using the numbers provided and included on the Brightspeed website. If service is down, attempts should be made from a cellphone or alternative phone is possible. If that attempt is unsuccessful or unanswered, then resident may contact BAAO at BAAO@albemarle.org or by calling 434-296-5891.</p>



As of October 3rd, 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)

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 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, 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

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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

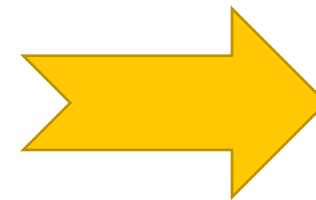
Enhancing property value

Advantage over cable, 5G, and satellite internet technologies



Century**Link**

Quantum[™]
FIBER



brightspeed

Community Webinars
Fridays at Noon

ABBA CenturyLink VATI 2021 Work Schedule

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

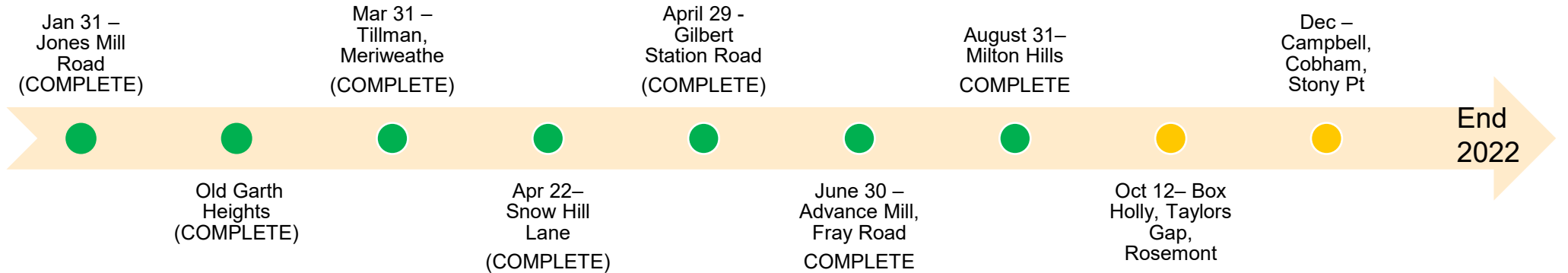
9/1/2022

10/7/2022

11/4/2022



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

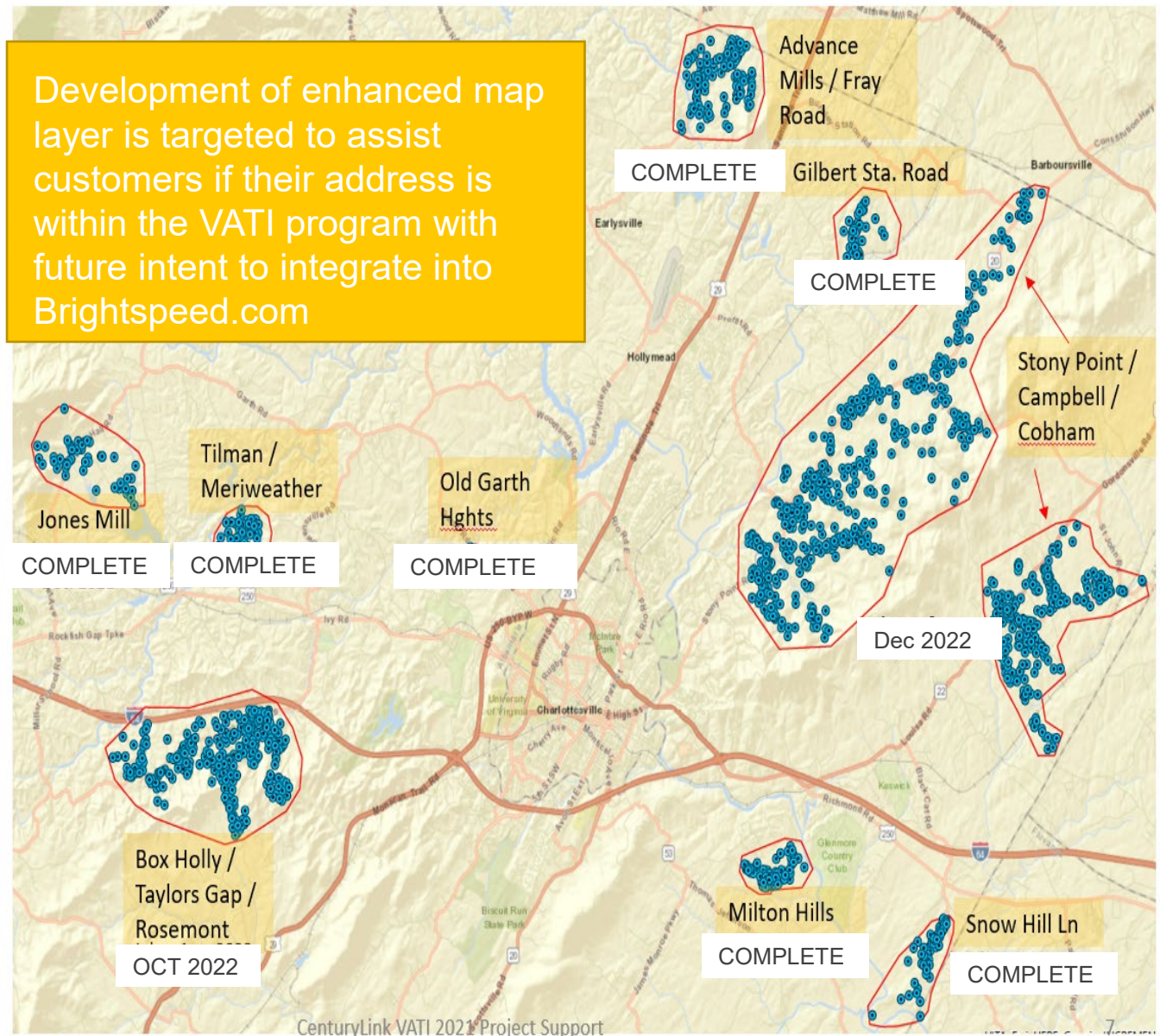
- Taylors Gap 10/12/22
- Rosemont 10/12/22
- Murray 10/30/22

Dec 2022– Campbell, Cobham, Stony Pt

Estimated Schedule as of October 2022

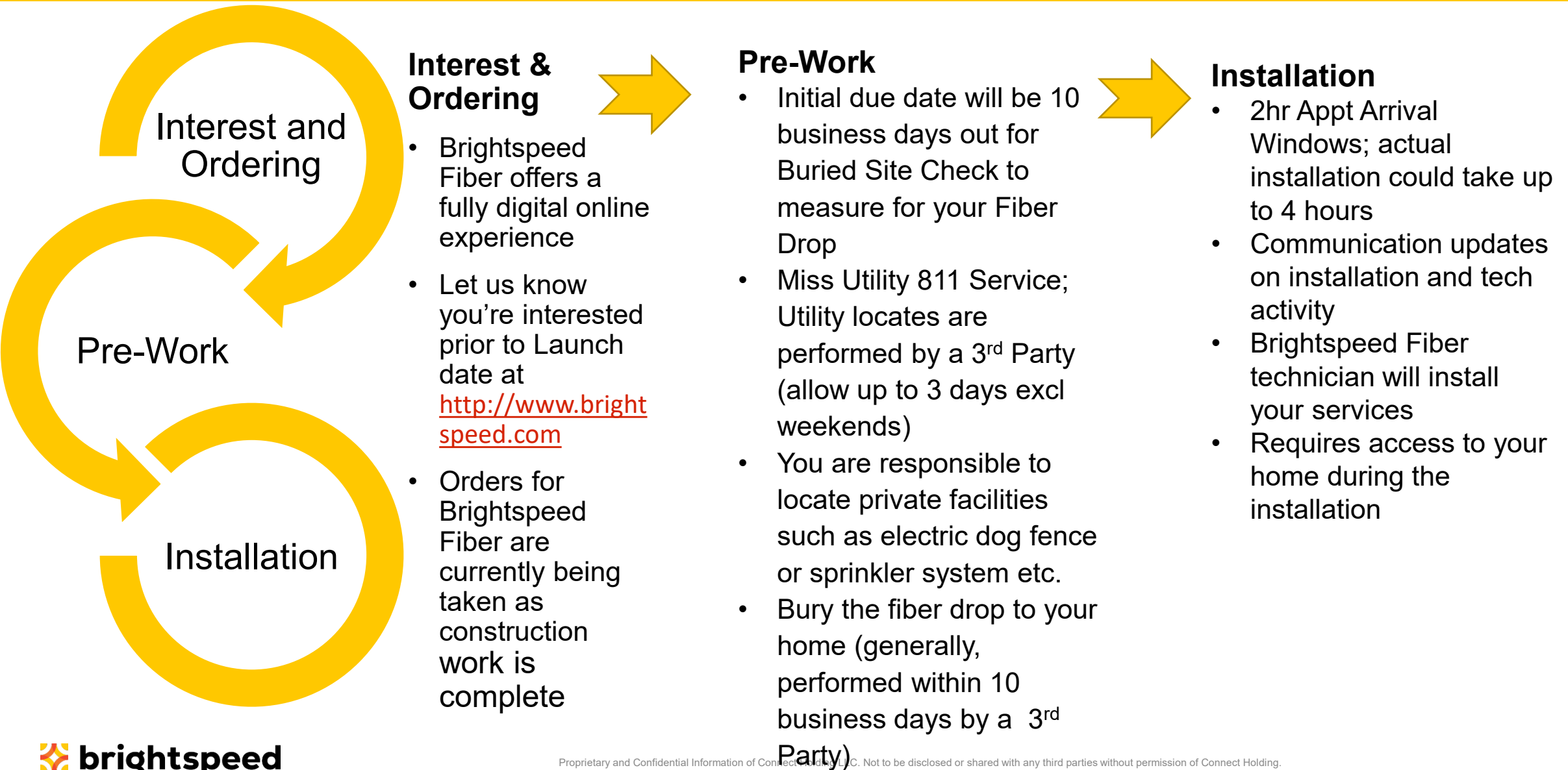


Development of enhanced map layer is targeted to assist customers if their address is within the VATI program with future intent to integrate into Brightspeed.com



** 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.

<p style="text-align: center;">Up to 200 Mbps</p> <hr/> <p style="text-align: center;">\$49/mo</p> <p style="text-align: center;"><small>Taxes and fees may apply. Offer details.</small></p> <ul style="list-style-type: none">• No Contracts and No Bundles• 99.9% reliable network based on network uptime or availability• Download at super-fast speeds• Stream HD content from <p style="text-align: center;"><small>> More details</small></p>	<p style="text-align: center; background-color: black; color: white; border-radius: 5px; padding: 2px;">Best Value</p> <p style="text-align: center;">Up to 940 Mbps</p> <hr/> <p style="text-align: center;">\$65/mo \$75/mo</p> <p style="text-align: center;"><small>Taxes and fees may apply. Offer details.</small></p> <ul style="list-style-type: none">• Free professional installation• 20x faster uploads than cable• Free premium modem <p style="text-align: center;"><small>> More details</small></p>
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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.

[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 ^{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

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).
- **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

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.

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 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, 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 \(lumen.com\)](https://lumen.com)

What will change

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

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Questions