



VATI 2021 Project

13th Webinar

December 2nd, 2022

Jason Inofuentes
Michael Culp



Agenda

- Welcome
- VATI and DHCD
- Gigabit Experience
- Update on Project Areas
- Ordering & Installation
- 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.

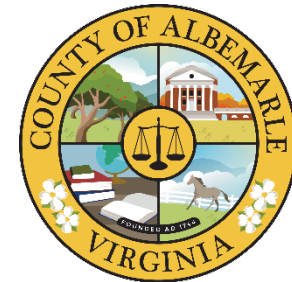


VATI and DHCD

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



Albemarle
Broadband
Authority



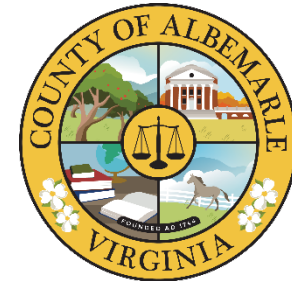


VATI and DHCD

- 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



Gigabit Experience

- Gigabit doesn't mean gigabit speeds all the time, no matter what
- Broader than gigabit connections are shared from the GPON
- Demand impacts supply
- Home networks impact experience
- Internet services are structured around less than gigabit speeds



Update on Project Areas

- Installations are occurring in Taylor's Gap
- Orders are being placed for Rosemont
 - Place new orders on-line
 - Premature orders should be addressed by phone
 - Pending resolution of some locations not being released
- **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**



Update on Project Areas

- Stony Point and Keswick tranches released
 - Street lists for these tranches are being prepared
 - Construction is ongoing in ALL Stony Point tranches
 - Awaiting additional capacity coming from Polo Grounds
 - We will announce when construction in Keswick begins
- **Stony Point**
 - *Eastham*
 - *Stony Point (school)*
 - *Bell's Store*
 - **Keswick**
 - *Cismont/Campbell*
 - *Cobham*

The Virginia Telecommunication Initiative (VATI) and Brightspeed

VATI 2021: Albemarle County

Dec 2, 2022

Presented by:

Rich Schollmann

Heather Lee

Nancy DeVinay

Community Meetings and Q&A

October 7, 2022

Presented by:

Steve Brewer

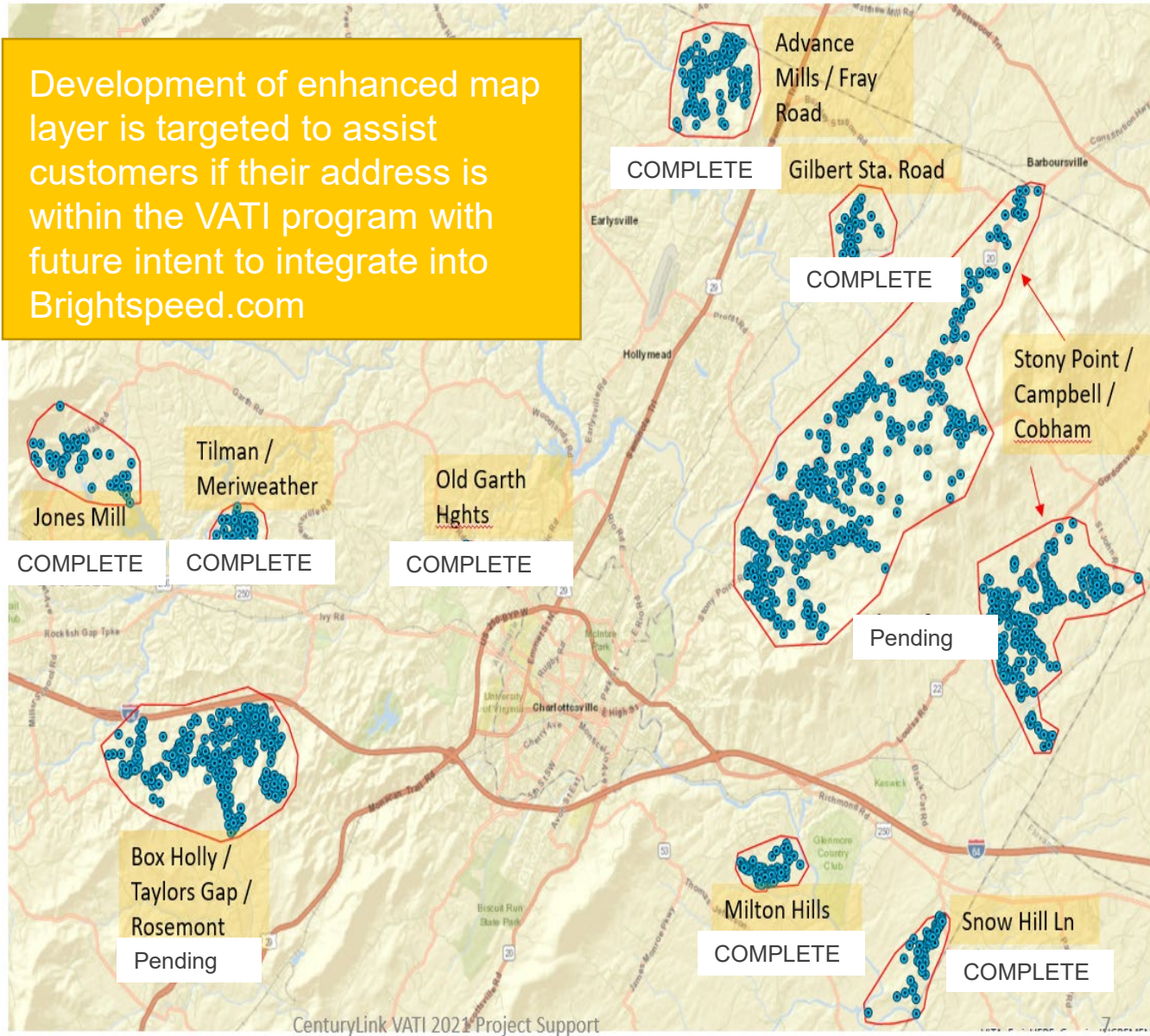
Heather Lee

DeLoris Carroll

Nancy DeVinay

2021 VATI Locations

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



2022

Complete:

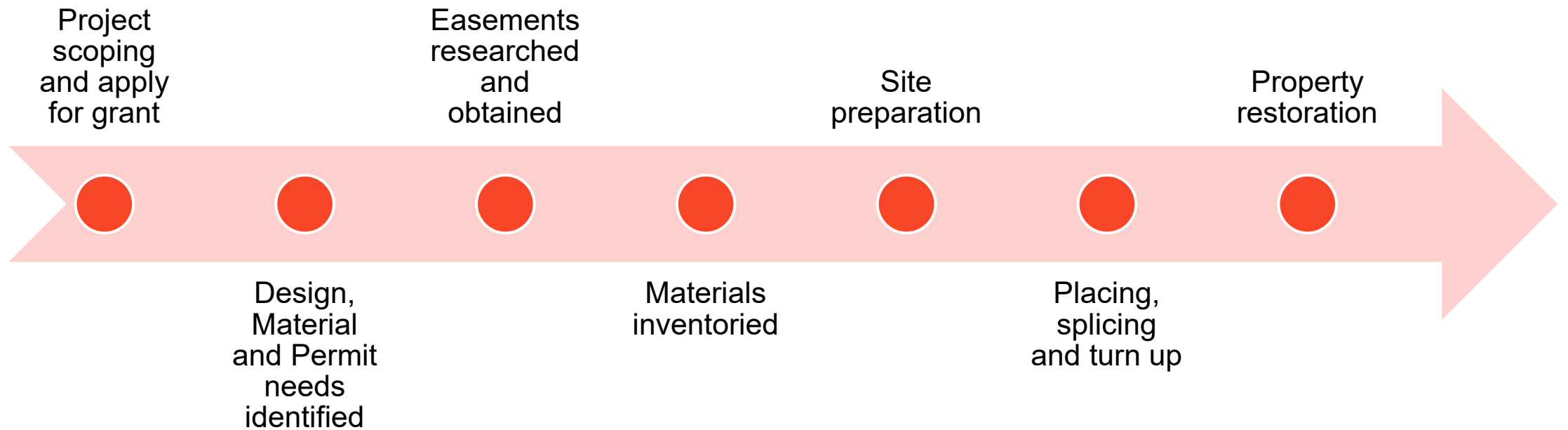
- Jones Mill Road and Old Garth Heights
- Tillman
- Meriweather
- Snow Hill Lane
- Gilbert Station Road
- Advance Mill, Fray Road
- Milton Hills
- Taylors Gap

Pending:

- Box Holly
- Rosemont
- Murray
- Eastham
- Stony Pt
- Bell's Store
- Cismont/Campbell
- Cobham

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.

VATI 2021 Site Prep. Process Overview

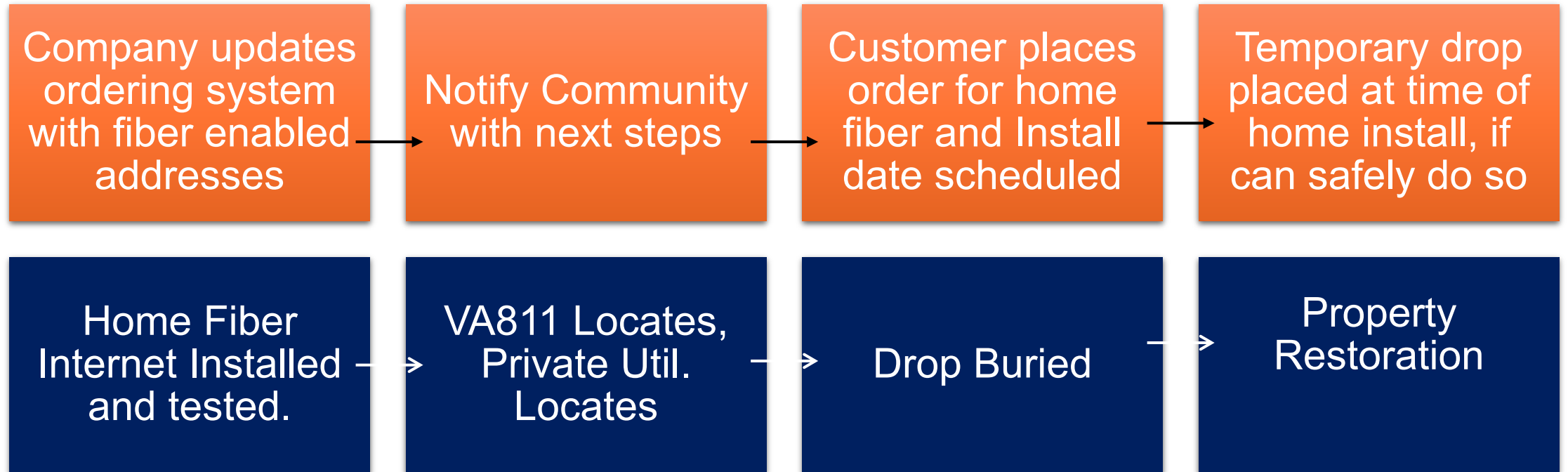


Brightspeed Order & Installation Process (rev 112922)

Action	Brightspeed/ABBA	Resident
Broadband service becomes available for an area	Brightspeed updates systems to allow for resident orders and notifies ABBA that service is available. ABBA updates it 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 resident can be present.
Installation day	<p>If Installation date cannot be met by Brightspeed, resident will be notified in advance and Rescheduling will be attempted 3 times by phone and if unsuccessful an email will be sent. Resident must be present for installation, so if installation date cannot be met by resident, resident will be contacted by Brightspeed to reschedule. Attempts will be made by telephone on 3 separate days.</p> <p>Brightspeed contacts resident when on route to resident's location. When on site, placement of facilities is discussed with resident. If resident requests alternate arrangements that will incur additional costs, resident is advised. Temporary drop is placed unless (1) resident 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 will be 3 attempts to notify the resident 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 resident that all equipment has been installed, a speed test has been conducted and that the resident knows the website to manage their account and get support.</p>	<p>If resident requests installation path that incurs more than regular costs, resident will be responsible for those costs.</p> <p>Resident must communicate to tech if there is a reason why resident cannot use a temporary drop and will work with tech to schedule a permanent drop.</p>
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 resident'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	<p>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 bury the drop. The resident does not have to be present. If there are access issues, the contractor will attempt to reach the resident 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>	<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>
Additional damages uncovered by resident	<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 resident.</p>	<p>Resident informs Brightspeed of newly discovered damages. In cases where damages cannot be repaired by Brightspeed, resident may file a claim for damages. Resident 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 resident (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 resident 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>

Order and Installation Process

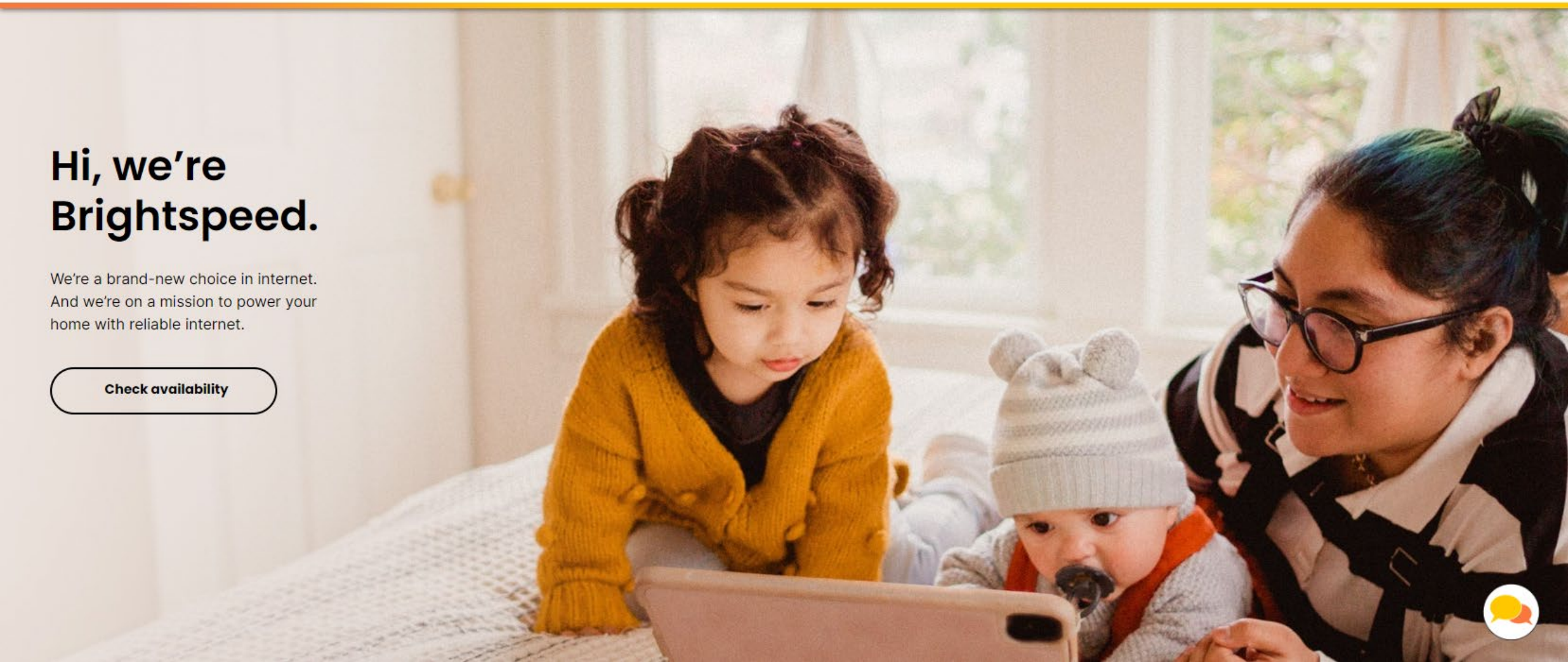




Hi, we're Brightspeed.

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.

Up to 200 Mbps	Best Value Up to 940 Mbps
\$49/mo Taxes and fees may apply. Offer details. <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	\$65/mo \$75/mo Taxes and fees may apply. Offer details. <ul style="list-style-type: none">• Free professional installation• 20x faster uploads than cable• Free premium modem
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.

[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

* 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.

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.

* 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

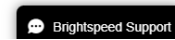
Your monthly payment will be automatically deducted going forward beginning your second month on **November 18th**.

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](#)



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).

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)

* 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



Speed Tests and Company contact information

Our technicians speed test your fiber internet before they leave your premise on company provided equipment. Your computer or other devices connected to the fiber internet could impact your speed. Troubleshooting assistance can be found here:

[Why is my internet slow? | Brightspeed](#)

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.

At any time if you need assistance while on our website click on the Brightspeed chat button



Appendix

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 come 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.

Connected voice user guide | Brightspeed



Residential

Small Business

Support Sign In



Search topics, keywords, or phrases

Search

Customer support center > Home phone support > Connected Voice support > **Connected voice user guide**

How to use Connected Voice

This user guide will walk you through the basics of your Connected Voice service.

Making and receiving calls



Set up and use voicemail



Calling features



Long distance



Battery backup



Still have questions? [Contact us](#). We're here to help!



Sign in to your Connected Voice account

Top tools



Internet Speed Test



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.



Questions