



# FiOS in Brambleton: Shifting Gears

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The Verizon ONT and wiring conversion is almost complete in Brambleton, and Verizon is gearing up to take the final step. Migration to the upgraded equipment and services provided by the new Verizon agreement is tentatively scheduled to begin during the last week of September 2019. Two things will occur during this migration: data speeds will increase to 500/500 Mbps, and discounts for upgraded internet speeds, HD set top boxes, and DVR services will be applied to resident accounts. These updates will occur in batches of 300-400 addresses at a time, and if the migration proceeds as expected, then the entire community should be phased into the new equipment and services by early October 2019.

**What to Expect:**

- Residents should not experience any service interruptions during the migration.
- Residents who have been notified to call Verizon and schedule their ONT and/or wiring conversion appointments, but have not done so before migration occurs, will not be able to maximize the new internet speeds. These residents will not receive the 500/500 Mbps speed upgrade until the ONT and wiring equipment is updated.
- Prices related to set top boxes and data speeds will vary based on the data speed that the resident has, the

number of set top boxes, and when those boxes were received. The set top box pricing structure is dependent on when the customer signed up, so bill pricing will vary from resident to resident.

- All residents are entitled to one (1) HD set top box (STB) with basic DVR service and one (1) Quantum Gateway Router (all black). As of August 2019, Verizon is in the process of evaluating and determining the best way to fulfill the STB requirement, as some residents have the correct STB and others may not.
- Residents without the Quantum Gateway Router will be issued one that will be shipped to the home.

As with any large-scale change, it is expected that certain challenges will be encountered during the migration

process. In this case, changing services and equipment for 6,000 customers with different account setups may lead to billing issues, order fallouts, etc. Verizon has assured Brambleton Community Association that they will be running account analyses and clean-ups proactively after the migration, and that any known issues will be communicated to the call center. In the meantime, if you have any questions or concerns regarding your account, please call (800) 501-1172 to speak with a Verizon Bulk Specialist.

BCA appreciates your patience and understanding during this time. For information regarding FiOS in Brambleton, please visit our Technology Information page at [www.brambletonhoa.com/fios](http://www.brambletonhoa.com/fios), or contact Ara Galang at (703) 542-6263 or [Ara.Galang@brambleton.org](mailto:Ara.Galang@brambleton.org).

2020 Brambleton Verizon Package	
<b>Video</b>	Verizon FiOS HD Extreme Package, which provides local channels and over 300 digital channels (including HD and music channels) 1 HD DVR set top box with basic DVR service
<b>Data/Internet</b>	FiOS Broadband 500/500 Mbps Upgraded Router: FiOS Quantum Gateway (BHR4)
<b>Technology Portion of HOA Assessment</b>	Will decrease slightly (Tentative 2020 rate: \$93.28)
<b>Length of Contract</b>	7-year agreement for Internet and Video w/option to terminate Video after 2 years