CenturyLink VATI 2020 ABBA Projects FAQ

The Albemarle Broadband Authority is working with CenturyLink to update these Frequently Asked Questions about the fiber broadband projects underway in Albemarle County and funded by the Albemarle County Board of Supervisors appropriates, Commonwealth of Virginia funding through the Virginia Telecommunication Initiative (VATI), and CenturyLink. These answers are not a commitment of work to be completed by the Albemarle Broadband Authority or the County of Albemarle. Current and future CenturyLink customers are encouraged to contact CenturyLink for more information. The resulting service offerings and contracts are strictly between the customer and CenturyLink.

1. Q: How many distinct broadband projects is CenturyLink working due to VATI and ABBA funds?
   A: 8

2. Q: How many homes/businesses to be offered service in total?

3. Q: Will all projects start and finish at the same time?
   A: No, different start and finish times depending on terrain and other complexities. As of May 10, 2020 all projects must be providing service by mid-March 2021. Some will offer service sooner.

4. Q: How can I keep track of when I might be offered service at my home?
   A: Keep an eye on this web page and as we receive updates per project we will provide an update.

5. Q: Is my address included?
   A: The best way to answer this is look through the project maps linked here. If you don’t see your address, email or call Mike Culp and he will get back to you with an answer.
   mculp@albemarle.org 434-296-5891

6. Q: My home seems to be included in the maps, however the length of my driveway is significant, how can I find out if CenturyLink will charge me more because of it?
   A: Up to ~650’ of fiber is covered at no cost. The 650’ is measured from the side of your house to the closest fiber terminal. Final engineering will determine the locations beyond a typical no cost install.

Voice (Telephone) Services FAQs.
   a. Q: Will voice services be improved?
      A: Customers signing up for CenturyLink Fiber Optic Internet can also order traditional voice services (not VoIP) over the same advanced fiber technology.

   b. Q: Will VOIP be an option and available during a power outage as our landline is today?
      A: Phone service will not be available during a power outage unless the customer purchases a battery backup unit from CenturyLink, or furnishes their own battery backup or alternate power source during a
power outage. Additional details can be found at: https://www.centurylink.com/home/help/home-phone/digital-home-phone/battery-backup-units.html

c. Q: Can I keep my landline and use the Fiber for internet only?
A: If customers choose to purchase higher speed internet access, we will transition both voice and Internet to the CenturyLink Fiber Optic Internet connection.

d. Q: If I want to keep my DSL and landline service will I need to change anything?
A: At this time current customers can remain on their current plan. If this were to change in the future CenturyLink will communicate directly with impacted customers.