

**BRAMBLETON COMMUNITY ASSOCIATION  
AD HOC TECHNOLOGY COMMUNITY SERVICES COMMITTEE  
Meeting Minutes  
December 19, 2017**

A meeting of the Ad Hoc Technology Community Services Committee was convened at the Brambleton Community Center located at 42645 Regal Wood Drive, Brambleton, Virginia 20148.

**COMMITTEE MEMBERS IN ATTENDANCE:**

Jordan Crotty – Chair  
Prasad Badiganti  
Doug Deitterick  
\*Kirk Kalvar - Alternate  
Mark Kram  
Phillip Milliken  
Jennifer Myers - Alternate  
Jennifer Reagen  
John Warren

**OTHERS IN ATTENDANCE:**

Ram Sattigeri – Resident  
Tom Reiman – The Broadband Group, President  
Meryl Bisaga – BCA, Secretary/Treasurer, Board of Directors  
Rick Stone – BCA, General Manager  
Rosemarie Linder – BCA, Director of Administration & Services  
Bill King – Verizon, Business Development Manager  
Mark Harrington, Verizon, Sales Manager

**CALL TO ORDER**

At approximately 7:00 p.m., Mr. Crotty called the meeting to order.

## **RESIDENT FORUM**

Mr. Crotty offered residents in attendance the opportunity to address the committee during the forum period. No residents in attendance opted to speak during the resident forum period.

## **ADOPTION OF MINUTES**

Mr. Badiganti moved to approve the September 19, 2017 and the November 21, 2017 minutes as presented. The motion was seconded by Mr. Deitterick and passed unanimously (7-0, Mr. Crotty, Mr. Badiganti, Mr. Deitterick, Mr. Kram, Mr. Milliken, Ms. Reagen and Mr. Warren voting).

## **UNFINISHED BUSINESS**

Mr. Crotty noted that the committee had not achieved consensus outside of a meeting on a recommendation for the vendor to be selected to perform the resident survey. After brief review of the process for actions outside of a meeting and the differences between the two proposals, Mr. Crotty moved to recommend RVA as the firm to perform the survey. The motion was seconded by Ms. Reagen and passed unanimously (7-0, Mr. Crotty, Mr. Badiganti, Mr. Deitterick, Mr. Kram, Mr. Milliken, Ms. Reagen and Mr. Warren voting).

Ms. Linder reviewed the Communication Plan with note of the updated information for the rescheduled January meeting to Tuesday, January 23, 2018. She confirmed that both the January and February meetings were scheduled to occur at the Community Center to accommodate the committee members and allow for space for resident attendees. There was a brief discussion regarding the process for resident input at these meetings and Ms. Linder confirmed that she would provide additional information to the committee members in advance of the meeting.

She confirmed that staff would immediately begin working with RVA to refine the survey and would keep the committee informed of progress and preview information as practical.

Mr. Milliken requested that the committee be provided with the raw data from the survey. After brief discussion, it was understood that any personally identifying information would not be made available but that RVA would be asked to provide the raw data without this information.

Mr. Warren requested that care be given to the length of time necessary to complete the survey, stating that it would be beneficial to provide an estimated time for completion, and that the time provided be accurate for maximum participation. He also suggested that space be provided for additional comments and that the participants be offered the opportunity to request follow up to provide more detail. These requests were noted.

## VERIZON DISCUSSION

Mr. Harrington and Mr. King began by providing a brief introduction of their role with Verizon and their experience working with Verizon Enhanced Communities, including Brambleton noting that Brambleton was Verizon's first fiber/enhanced community. They both expressed their appreciation for the opportunity to meet with the committee and their recognition of Brambleton as a valued customer for Verizon. Mr. Harrington explained that Verizon was aware that committing 100% of a communities business to Verizon was significant and in return, Verizon was committed to being a good partner.

In response to questions from committee members, they shared the following information:

- o Verizon's current footprint extends from Virginia to Massachusetts
- o Today, Verizon Enhanced Communities serves approximately 40,000 residences
- o Verizon's gigabit internet product offering is 940 down/880 up
- o Verizon's network expansion is ongoing and includes support of their one fiber architecture which supports FIOS residential, business and future 5g

Mr. Harrington noted that for Verizon Enhanced Community customers, Verizon has retained 100% of the renewal contracts. The most commonly renegotiated items were related to speed, equipment and adding services. In no instances that he could recall had customers removed services from the bulk agreement, noting that at 100% subscribership, Verizon is able to negotiate valuable incentives for content.

In response to a question from Mr. Badiganti regarding Verizon's ability to maintain competitive pricing through the term of a bulk agreement, Mr. Reiman shared that in contracts negotiated more

recently, the parties had agreed to annual benchmarking to preserve the level of discounting offered by the bulk agreement.

In response to several committee member follow up questions regarding value for price as it relates to the bulk agreement, Mr. Harrington shared that Verizon understood the challenge of demonstrating the value of the bulk agreement as compared to limited time promotional offerings. Noting that it was important to realize that those offerings were substantially different to a bulk agreement offering in that bulk customers realize savings through waived initial activation fees, waived fees for the router, and receive additional enhanced services like a full featured community television channel, dedicated call center and point of escalation.

In response to a question from Mr. Milliken about building flexibility into a bulk agreement for equipment advancements, Mr. Harrington explained that it was difficult for Verizon to anticipate the technology more than a couple years in advance and that when signing an agreement, the basis is the technology available, not future technology.

In response to a question regarding Verizon's capability to meet requests for gigabit service from Brambleton residents today and if Verizon would be able to offer gigabit service as a bulk service, Mr. Harrington explained that Verizon had committed to continually upgrading services in the community. In addition to a current migration project within the Residences condominiums that was pending approval, upgrades had been made to the wire center serving Brambleton to accommodate gigabit service at the current rate of requests. If there were to be a decision on behalf of Brambleton to partner with Verizon to offer gigabit service through a bulk agreement, then Verizon would work to expedite the already in the pipeline projects to accommodate this. Mr. Harrington was not able to offer a specific timeline for this at the meeting.

In response to a question from Mr. Crotty regarding Verizon's position on network neutrality, Mr. Harrington advised that he, and Verizon's customers, had not experienced a change when the regulations changed approximately 2.5 years ago, and that there had not been a change within the last few days when the regulations were reversed. He stated that Verizon is a committed, consumer focused, network company and has gone on record to state that Verizon does not believe that it is beneficial to restrict or slow down consumer traffic. He clarified that Verizon may offer enhancements to their customers using their products or services.

At approximately 8:25 p.m., Mr. Kalvar departed the meeting.

Mr. Harrington agreed to review and seek to provide additional information requested by the committee regarding Brambleton specific utilization and metrics in the aggregate, noting that no personal identifying/customer specific information would be provided.

- Percentage/Number of Brambleton residents purchasing upgraded equipment/services from Verizon, broken down by equipment type (upgraded router/set-top equipment, cable card) and service (upgraded internet – broken down by speed, upgraded tv packages, other ancillary services).
- A current rate sheet for equipment options, upgrades, and ancillary services.
- A timeline for the various scenarios being considered by the community including; Discontinuing the bulk agreement all together, continuing a portion of the bulk agreement (data or tv) and discontinuing the other portion (data or tv), enhancing the services offered through the bulk agreement to include gigabit internet.

At approximately 8:35 p.m., Ms. Reagen departed the meeting.

In response to questions about the types of services available to be included in a bulk agreement, Mr. Harrington outlined the following services:

Cable Television programming and equipment

Digital Voice Service

Internet Service

Premium Tech Support/Technology Concierge Services

Antivirus – Security Services

Mr. Harrington shared that standard term offerings for bulk agreements were currently offered at 5 year, 7 year, and 10 year increments.

In response to a question from Mr. Warren about the ability to offer tiered services, Mr. Harrington explained that for video, to obtain the maximum discounting available, 100% subscriber service was essential.

In response to a question from Mr. Kalvar regarding the provisioning of 5g, specifically in Brambleton, Mr. Harrington explained that Verizon was navigating a change in their architecture and leading the standard on 5g. They have determined to build as a one fiber solution which supports business, residential and 5g service. Verizon's vision does not contemplate these services as either/or, rather both are supported by their dense fiber network.

Mr. Crotty asked the committee members if there were any further questions. There being no further questions, Mr. Crotty thanked Mr. Harrington and Mr. King for attending the meeting.

**ADJOURN**

After confirming there was no additional business, the meeting was adjourned by acclamation at approximately 8:45 p.m.

Attest: John King, 2/20/18 Attendee / Date