



# VERIZON FIOS UPDATES

## FREQUENTLY ASKED QUESTIONS (FAQ'S)

To assist you, we have created answers to the most frequently asked questions.

### What is FIOS, non-technical?

- FIOS is the most modern service option available from Verizon. This new “pipe” is faster, allowing more vibrant TV and blazingly fast Internet searches. This pipe can also carry phone calls.

### What is FIOS, technical?

- FIOS is a fiber optics-based technology that allows Verizon to “leapfrog” from old-fashion copper wires today, over the co-axle wires used by cable companies.
- FIOS is a “node to node” technology, which means that it is unshared, dedicated pipe from Verizon directly to your home, unlike cable which is a shared pipe.
- Can you give us an analogy? Comcast’s cable service is like a big boiler in a large apartment building. While it may provide lots of hot water, if you want a share when 80% of your neighbors are also taking a shower, you could get lukewarm water. This is why Comcast and other cable providers produce varied speeds, as their systems used shared pipes. This is also why FIOS is a safer service, as it is harder to “hack” when lines are not shared.

### I do NOT want FIOS, so this does not impact me, correct?

- No, this is a false assumption. FIOS is being pre-wired for all buildings in your condo complex. Since you live in a multi-family building, access is needed for all homes in the same building on the same day to facilitate the wiring of your neighbors’ homes.

### Do I have to buy FIOS?

- No, you can either buy or not buy any service, at any time.

### Why is the Condo Association/Trust involved?

- Since many owners will want access to this new technology, the Trust has three options.
  1. Block all owners from getting the service.
  2. Allow random installations (with no controls).
  3. Do the infrastructure upgrade all under one master contract.
- By selecting option three, there is not only more control over quality, but the Trust has access to a co-marketing payment of around \$150,000 for Sterling managed condos in Ashland, AND a small staffing budget has been graciously created by the Verizon wiring sub-contractor to allow your property to hire someone to help with facilitating access to the units.
- Each association has signed a contract (drafted by the Trust’s attorney) with Verizon that gives their contractors access to our private property. The contract defines what Verizon’s obligations are to the Trust regarding the safe use of the property and buildings, both exterior and interior. The Trusts have guaranteed Verizon’s contractors access to all units in order to install the infrastructure. And in exchange unit owners will receive free infrastructure upgrades and the Trusts will receive \$150/unit plus \$20/hour for the facilitator.

- The co-marketing payment to your condo association is contingent on all owners helping out with process #1 ... access to your home (see below). Thus any and all owners who do not facilitate access will be fined by the condo association to help ensure every home can be accessed.

### What will the Trust do with the \$150/unit it receives from Verizon?

- Part of the money will be used to pay Sterling Services for coordinating this project.
- Part may be used to repair any damages to the buildings or landscape that Verizon does not repair to the Trust's satisfaction.
- Any excess funds that may be left would go into the Trust's general funds.

### What is the Process?

- There are three steps. One requires your action and two do not.
  1. Create a pathway (flexible plastic pipe) into your home. You must be home or provide access to it.
  2. Create a big pathway in the ground to carry all of the private pathways.
  3. Your fiber optic line is pulled into your home and "hooked up" to a "magical box". This only occurs if and only if you want the service, when and if you order FIOS.

### How will the installations be scheduled and when will my unit be wired?

- The contractors will find that some Fafard buildings were constructed in different ways. Since they don't know how long it will take them to wire each building, an exact schedule cannot be determined far in advance. However, our neighboring properties have been completing 8 units per day.
- A map will be created and distributed to all homeowners in advance with a target date for when each building will be wired inside.
- The Trust's facilitator will be working closely with the contractors and will contact each unit owner in advance to advise what the scheduled date is for their building. Since all four units in a building need to provide access on the specified date so that they can be wired at the same time, the cooperation of everyone is needed.

### What should we anticipate during the Inside Wiring process?

- The contractor will require access to the interior areas where the conduit will be entering from the outside of the building. For most condos, this will be the basement laundry area or basement closet.
- The amount of time the contractor will need to spend inside the unit will depend on the location of the conduits and the amount of difficulty in accessing all four units. Approximately 4 hours is the estimated time to wire a building (all 4 units).

### What will the contractor do inside the unit?

- Each unit will have a board mounted on the wall where the end of the conduit comes through from the outside of the building. This will be left in place for future FIOS wiring if the homeowner or future homeowners wishes to purchase the service. A power source near the board will be required for the FIOS box if one is installed for service.

### What does it look like inside?

- Verizon's sub-contractor runs a "flexible pipe" to the "plywood mounting board".
- If you do not buy FIOS this is the end of the process and this is what it looks like.
- If you buy the FIOS service, a Verizon employee comes to your home, mounts the "network box" on the previously installed mounting board and uses the string left in the flexible tubing to pull in the fiber optics cable from the box outside the building to the network box. ... fast and safe!



### I work everyday & don't want to take off from work – any options?

- Yes! You can leave your key with a neighbor, friend, and/or family member, so you do not personally need to be home.

### Are there any other options for the key?

- Yes! You can leave your key with the facilitator. See below.

### Who is the Facilitator?

- Verizon's wiring sub-contractor has given the condo trust a budget to hire a firm to facilitate access. Half Moon Village and the other Workmen's Circle properties have retained the owner of Middlesex Landscaping Services, Wellington Pereira, for this special project. Wellington will be responsible for coordinating access inside the units and he will be in direct contact with homeowners for the scheduling.
- When the installation at Half Moon Village is set to begin, Wellington may be contacted at this special phone number: **774-270-2513** or by email at **[SterlingFIOS@gmail.com](mailto:SterlingFIOS@gmail.com)**.
- If desired by the homeowner, a house key may be dropped off at Sterling Services for Elo, or you may contact him at the above number to pick up the key early (around 8 a.m.) Your key will be left inside the unit on the kitchen counter when the inside installation has been completed.

### What should we anticipate during the Outside Wiring?

- Residents do not need to be home during the outside wiring process.
- Backhoes will be used to excavate a path for the conduits from current utility boxes to the side of the building that currently has the cabling. The contractors may determine that exterior excavations will also be required to bring cabling to other units in the building.

### What does it look like outside?

- While each building style is unique, this is the standard look – a “gray box” next to the existing electrical meters.
- If needed, the Trust can paint these boxes in the future, when the buildings are on the standard painting cycle.



### How far in advance will areas slated to be excavated be marked so homeowners have ample time to move plantings, etc?

- Dig Safe will mark all areas in advance of the contractor's arrival. The contractor will try to avoid digging where there are trees or shrubs, but if homeowners have perennials, annuals or lawn ornaments that are in the contractor's direct line from the outside utility boxes to the buildings, the homeowner should move them in advance and plan to replace them after the excavation work is completed.

### When will yard repairs be made by the contractor?

- The contractor will immediately fill in the excavated areas after laying the conduits. Any plant materials dug up by the contractor will be replanted to the best of their ability and the lawns will be reseeded.

### What will the Trust do if the contractor's repairs are not satisfactory to homeowners?

- The Trust will make sure that all landscaping is brought back up, as closely as possible, to the standard of the pre-excavation condition. (But no funds will be used for new yard improvements.)

What areas of the main sidewalks, roads and driveways will be cut and how quickly will these areas be re-paved?

- The contractor will use special equipment to run conduits under most paved areas without the need to cut them. But if cutting is required, those areas will be repaved as soon as it is feasible to have the paving equipment brought in.

When can homeowners get FIOS Service?

- No FIOS services will be offered to residents until all the outside and inside wiring for the entire Workmen's Circle complex has been completed by the contractors.

How can I get FIOS service after the installation is completed?

- A Verizon marketing representative will be in direct contact with homeowners to provide information about FIOS and will likely offer incentives for purchasing the service. JAC may also plan another group meeting at which the representatives can present this information.
- Verizon will bring FIOS cabling through the previously installed conduit and then bring it to the various areas within the unit as desired by the homeowner. In many cases the existing interior conduits already installed may be used, or Verizon may determine that upgraded conduits are needed. Unit owners will be responsible for any additional interior infrastructure wiring that may be necessary.

What involvement will the Trust have in the installation of FIOS Service?

- The installation of FIOS service is a private matter between Verizon and the homeowner.
- Please note that some modifications to the building's structure may be required if a unit owner wishes to extend cable service to areas of the unit that were not pre-wired by the contractor during construction. For example, there are some Fafard buildings that were constructed with solid concrete molds instead of wood framing. In such cases special drilling through thick concrete may be necessary and the Trust may need to work with the contractor to ensure the integrity of the buildings.

Summary:

- As the Verizon ads say ... "This is BIG!" The Trustees could have blocked access over the common areas or allowed each owner to figure out a solution. In the end, the Trustees elected to engage their law firm and managing agent to work out a master contract that protects each owner (i.e. NO owner is required to buy Verizon) and protects the common areas.
- On behalf of the volunteer Trustees, the Verizon employees & sub-contractors and Sterling Services, *THANK YOU*, in advance, for your cooperation on this major technology upgrade.