



June 26, 2019

Southern Walk Customer
Ashburn, Virginia 20148

Re: OpenBand Service Discontinuance Notice

Dear Southern Walk Customer,

OpenBand is proud to support Southern Walk at Broadlands, and it has been our pleasure to serve its residents over the last 18 years.

As you are aware, the Southern Walk Homeowners Association (SWHOA) recently entered into a bulk-service agreement with Verizon to provide FiOS service to all community residents. Per the SWHOA's communication to residents on Friday, June 21, Verizon has now completed the network construction required to reach all residents of Southern Walk with FiOS services. Effective Saturday, June 22, all Southern Walk residents became eligible to order and receive FiOS services. With this communitywide transition to a new communications services partner nearing completion, **OpenBand will cease providing all services, including telephone, Internet and security monitoring, on or about August 31, 2019.**

OpenBand's discontinuance of telephone service is subject to the authorization of the Federal Communications Commission (the "FCC"). The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of OpenBand at Broadlands, LLC. Comments should include specific information about the impact of this proposed discontinuance upon you, including any inability to acquire reasonable substitute service.

A list of frequently asked questions (FAQ) is provided with this letter to answer some of the most common customer concerns related to the service provider transition at Southern Walk, including OpenBand service termination, telephone number porting, invoicing and service credits. Please contact OpenBand Customer Service with questions or concerns about your services or account.

Thank you,
OpenBand Customer Service
24x7: (703) 961-1110 | <http://support.openband.net>

Enclosure

OpenBand Service Discontinuance at Southern Walk at Broadlands

Frequently Asked Questions (FAQ)

Q. When will OpenBand cease providing services to Southern Walk residents?

OpenBand will cease providing all services (i.e., telephone, Internet access, security monitoring, etc.) to Southern Walk residents on or about August 31, 2019.

Q. When should I contact Verizon about new service(s)?

As of June 22, Verizon had completed the network construction required to serve each and every resident of the Southern Walk community. Each resident is responsible for contacting Verizon to schedule FiOS service activation. You should contact Verizon as soon as possible to schedule your FiOS service activation and ensure service continuity. Southern Walk residents can call **(800) 501-1172** to order/schedule Verizon service(s), or you can use this link to access more information: <https://www.swhoab.com/>

Q. How/when do I cancel my current OpenBand services?

Do not cancel your OpenBand services/account until your replacement services are activated. At that time, an authorized OpenBand Account Holder should contact OpenBand Customer Service (703-961-1110) to request service termination (*i.e., stop-billing date*). **Important:** If you wish to port your telephone number from OpenBand to Verizon, you must make this request when placing your Verizon voice services order and keep your OpenBand telephone line active until the port to your new provider is successfully completed.

Q. Can I transfer my OpenBand telephone number to Verizon?

Yes, OpenBand can port your telephone number to Verizon. If you wish to port your telephone number, please place your Verizon service order early to ensure adequate time for the porting process. You must specify a number port request when placing your Verizon voice service(s) order, and the telephone number must remain active on your OpenBand account until Verizon successfully ports the number to its network. Once OpenBand discontinues service on August 31, any unported telephone numbers will no longer be available for port.

Q. Can I keep my OpenBand email address after I switch to Verizon services?

No. Customers will lose access to “@smartneighborhood.net” and “@glassmile.net” email accounts when OpenBand GlassMile Internet service is terminated on the OpenBand service account. OpenBand email addresses are a feature of that Internet access service. Customers should take immediate action to copy all files and contacts they wish to maintain after the switch to Verizon service(s).

Q. Will OpenBand continue to invoice me?

OpenBand customers are responsible for all applicable service charges up until the date service(s) is terminated on the OpenBand account through a Cancel Order placed by an authorized account holder.

OpenBand will continue to invoice until the account balance is paid in full or sent to collections. Late fees will apply per OpenBand's Terms of Service.

Once your OpenBand account is paid in full, please be sure to cancel any future/scheduled auto-draft payments you may have set up with your bank.

Q. Will OpenBand prorate my service fees for a partial month of service?

OpenBand will refund prepaid service fees for the days following service termination on the customer's OpenBand service account.

Q. How will I receive any applicable OpenBand credit?

Credit for prorated service fees will be applied to a customer's account upon service termination and appear on the following month's account statement. Refund payments will be applied to the credit/debit card on record for auto-pay accounts and paid by check for other accounts. Refunds paid by check will be delivered approximately ninety (90) days following service termination