

Belden Woods Estates – August 2019 Newsletter

Latest Information Regarding Verizon Telephone Service and High(er) Speed Internet in Our Neighborhood.

After a couple of phone outages at Bob and Gay Olsen's house the past couple of months and hearing some others having similar problems (including Verizon installing a temporary phone line laying in the ditch along Windridge Pkwy for over 2 months) and new homeowners being denied DSL service when they move in, Bob decided it was time to go after Verizon to see what can be done. After an email back and forth with the customer relations office in northern Va to try and get a person to meet with Board, it became obvious this could not be resolved online. Bob then successfully researched to find a phone number for Verizon headquarters in New York. After calling, Bob got a return call the next day. After describing the issues, the person at Verizon headquarters said they could all be addressed by the Regional Supervisor for this area and he would call me. He called today, one day later, and he had the following information regarding the issues Bob raised:

Service issues - The large boxes at our entrance serve the entire area not just our development and the problems at those boxes have recently been resolved by the conversion from copper to fiber optic. This does not resolve ongoing issues with the service into our 2 neighborhoods. He was not aware of the temporary line that has been laying on the ground for over 2 months and it must be the result of the technicians not filing the report. He will personally look at it tomorrow and should have it fixed within 2 weeks. If this does not resolve the recent issues concerning individual service he will have it investigated to determine what additional repairs are needed.

Denial of DSL to new residents - He was surprised that this was happening. Bob related how this has been a serious issue with those selling their homes and he said that no one should be denied the service.

Potential for Fios coming to the area. - At present there is no Fios in the Roanoke Valley. He said there is little we can do to press Verizon on this issue since Va Tech has also been unable to get it. However, he does expect the new version of Fios to start serving the area in a couple of years. This Fios will utilize the new fiber optic now at the boxes at the entrance and the service to the homes will be wireless.

Future Complaints - The regional supervisor is Victor, his phone number is 265-7562. He said future issues concerning service or DSL can be sent to him. Bob found him to be very knowledgeable about our community and willing to take action. We can only hope this continues.

Update - The Verizon tech came the first week of August and said that the 300ft of temporary line is bypassing a total failure of the existing under ground line. The roadway has white markings that show where the line has to be replaced and may take up to another month before they can get a crew here to replace it. Of course this was known more than 2 months ago when the temporary line was installed and again a month ago when another service crew inspected the line. We can only hope that this 3rd inspection will result in the repair of the line after more than 3 months.

We can add the following info to Bob's previous emails about Verizon and Shentel. In talking with Mike Parr who is the current President of the Windy Gap POA, they have been pressing the County elected officials about the problems with Verizon and trying to get Shentel across the mountain. He says they have been told that Shentel now plans to bring cable over the mountain in about 6 months.