

## Revised FiOS Experience Team January Schedule/Questions

Verizon Transition Update: NOTE - contact is via email only

Important: **REVISED** Verizon FiOS Experience Team **Schedule below**

### Weather:

Due to the extreme cold and possible storm conditions this week and over the next several weeks, schedules are subject to change. Outside work is taking longer to accomplish with the extreme temperatures and so is slowing the entire schedule.

Appointments with the Verizon On Site Representative, and ONT and Transition Installation Teams may be delayed the day of the appointment or need to be re-scheduled. Every attempt will be made to keep all appointments as scheduled. Appointments for Verizon transition installations should remain on schedule as this is inside work for the most part. NOTE: Storms do require re-routing and re-scheduling personnel in some cases to assist in repairing down lines and services. In these cases, personnel may be pulled away from or added to the Hershey's Mill schedule, as is normal under extreme circumstances.

### Questions:

Most questions may be answered by visiting:

[hersheysmill.org](http://hersheysmill.org), scrolling down to and clicking on "2018 Switch to Fios..." and reading the material posted there.

Any questions not answered after reading the material posted, before or after transitioning to Verizon, may be sent to [bsfkane@gmail.com](mailto:bsfkane@gmail.com).

- Type your address in the subject line (every time an email is sent) and the words that describe what you are asking about.
- Type your name and phone number in the email along with your question.

### **REVISED Schedule:**

#### **Verizon FiOS Experience Team Revised January sessions**

In Preparation for the Next Villages to be Net Work Created, those who have been thinking about Early Adopting, and the Spring Transition, The **Verizon FiOS Experience Team** will have sessions in **January**. See revised schedule below.

**No appointments are necessary. This is a 'drop in' event.**

Who Should Attend:

- **All Residents**
- Residents who have attended and may have additional questions
- Residents who have transitioned to Verizon as an Early Adopter and have questions

We are especially encouraging all residents who have not attended a session or those who may have additional questions or even those who have transitioned and have questions to attend one of the next sessions that the **Verizon FiOS Experience Team** is holding here in Hershey's Mill. We want everyone to be prepared for Early Adoption or the Spring Transition by visiting with the FiOS Experience Team.

The Team will have samples of different equipment to see, will answer any questions concerning Verizon FiOS equipment and Verizon FiOS services and will have Pricing Schedules, Security and Preparation Information and Channel Line Ups as handouts.

**No appointments are necessary. This is a 'drop in' event.**

The following dates have been added based on popular demand:

Wednesday	January 3,	2 pm - 6 pm	Community Center <u>Library</u>	
<del>Friday</del>	<del>January 5</del>	<del>2 pm - 6 pm</del>	<del>Community Center Library</del>	<b>cancelled due to weather</b>
Tuesday	January 9	1 pm - 5 pm	Cove (At the Pool area)	
Thursday	January 11	1 pm - 5 pm	Community Center <u>Main Hall</u>	
Tuesday	January 16	1 pm - 5 pm	Cove (At the Pool area)	
Thursday	January 18	1 pm - 5 pm	Community Center <u>Main Hall</u>	
Monday	January 22	2 pm - 6 pm	Community Center <u>Library</u>	
Wednesday	January 24	1 pm - 5 pm	Community Center <u>Main Hall</u>	
Monday	January 29	2 pm - 6 pm	Community Center <u>Library</u>	
Wednesday	January 31	1 pm - 5 pm	Community Center <u>Main Hall</u>	

Locations and dates are subject to change. Look for a sign on the Bulletin Board downstairs in the Community Center if the location or date has changed.

**Early Adoption:** Send an email to [bsfkane@gmail.com](mailto:bsfkane@gmail.com) (No Calls)  
Type in the **Subject Line: Your Address and the words Early Adopt**  
Type in the email: **Your Name and Phone Number**

- If your Village is already Net Work Created, you will be called to make a Private appointment with the Verizon On Site Representative and to have your ONT Box installed if it is not already installed. **Bring** your Comcast bill and your Verizon bill (if you have any Verizon services currently) to your appointment.

- If your Village is not yet Net Work Created, you will be placed on a Call List.

Thank you,  
Verizon FiOS Transition Team

Sherry and Bill Kane  
[bsfkane@gmail.com](mailto:bsfkane@gmail.com)