

Please distribute this to All Residents Immediately and copy my email address on the distribution:

**Managing Agents - please read carefully**

Four (4) **WARNINGS: Please read carefully to the end**

**1) Battery Back Ups:** If you have had a **Battery Back Up** Installed and are able to, check to be sure it is in the ON position. If it is turned Off, simply turn it On.

If you are not able to check yourself, email me directly at:

**bsfkane@gmail.com** (No Calls)

**Type in the Subject Line Your Address and the words Battery Back Up**

**Type in the Email: Your Name and Phone Number**

**IMPORTANT: I will have a Tech come and check your Battery Back Up.**

If you call Verizon **directly**, there will be a **\$160.00 service charge** to send a Tech to your home.

**If you have already called Verizon, call then back IMMEDIATELY and cancel the service call request. Get a cancellation number and keep it in case you are billed for the service call.**

**We can not help you if you are billed.**

**2) FiOS Service:** Do **Not** Call Verizon **directly** for any thing other than billing questions. If you attempt to place a FiOS order directly with Verizon, **we cannot help you** or have Installation Fees or Service Call Fees removed.

**3) Assistance:** During the transition period, now until May 29, 2018, if you have any service issues or need help with anything, other than billing issues, **to avoid charges** contact us directly by emailing us (No Calls):

**bsfkane@gmail.com**

**Type in the Subject Line Your Address and one or two words**

**Type in the Email: Your Name and Phone Number**

**4) Scam Calls** are being made throughout the Community by people who say they can sign you up for Verizon FiOS installation. These are **SCAM** calls. **Just hang up.** If Verizon will be calling you directly, we will notify the Village that Verizon will be calling your village - IF that ever happens.

**5) Getting Help:** There are 1720 homes and approximately 3000+ Residents in Hershey's Mill. Please follow the instructions provided in handouts, at Transition Updates meetings, in herheysmill.org postings and in contacting us via email.

**Contacting us** - generally, we can help with almost any transition related issue.

100 Emails all with Verizon or some other words **DO NOT** get our attention. We look for Addresses in the Subject Line first. Quite often we must forward emails to the proper person to be cared for. Every time we have to stop to look up a persons address or name or phone number

is a waste of time when we could be helping someone. If we have to type up every situation, it is precious time wasted.

Put yourself in our shoes, trying to help everyone who needs help and receiving 100's of emails a day.

**Resources:**

A. The Verizon FiOS Experience Team has open session meetings, no appointment necessary. They discuss Verizon services and equipment only, They have helpful handouts and Channel Line Ups also.

B. [hersheysmill.org](http://hersheysmill.org) - has helpful postings

C. Handouts available at Verizon FiOS Experience Team sessions - see below for dates and locations

D. Emails with important information that will be sent periodically.

**Verizon FiOS Experience Team - February Date/Time/Room Schedule**

**This is an open, drop in meeting session – No appointment necessary**

Wednesday	February 14,	1 pm - 5 pm	Community Center, <u>Main Hall</u>
Wednesday	February 21	6 pm - 9 pm	Community Center, <u>Main Hall</u>
Tuesday	February 23	9 am - 1 pm	Community Center, <u>Main Hall</u>
Tuesday	February 27	1 pm – 5 pm	Community Center, <u>Main Hall</u>
Thursday	March 1	1 pm – 5 pm	Community Center, <u>Main Hall</u>
Monday	March 5	1 pm – 5 pm	Community Center, <u>Main Hall</u>

Sherry and Bill Kane

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Verizon FiOS Transition Team