

The Verizon Spring Transition Has Started!

This is the largest, most complex, multi phase project that impacts every Resident within their home that Hershey's Mill has ever undertaken or will undertake within the next 30 years. This requires everyone's attention.

Spring Transition for Everyone including EARLY ADOPTERS

The Spring Transition to Verizon FiOS will be rolled out by Village. Each Village will receive advance notice with instructions when their Village is to begin transition. Each Resident will call a special number to open their new Verizon FiOS Account, Order Equipment and Services and receive an installation date. Many more details in the Meetings. Anyone away when their Village is transitioned will be transitioned in May.

Who should attend: All Residents – Early Adopters included!

When and Where: See the Schedules below for two different types of Meetings #1 & #2

Meeting # 1) Verizon Transition Meetings will be held on the following dates and times. This presentation covers the Verizon transition how, when, what, contains information on the Verizon Call Center Call to set up your account, order services and equipment and receive an installation date and much more. Handouts are available.

#1 Verizon TRANSITION Presentation

March Room Schedule

This is a Presentation that starts on time and ends when all questions are answered – so may end before the posted time.

Saturday	March 3	10 am - 1 pm	Community Center, <u>Main Hall</u>
Tuesday	March 6	7 pm – 9 pm	Community Center, <u>Main Hall</u>
Wednesday	March 7	7 pm – 9 pm	Community Center, <u>Main Hall</u>
Saturday	March 10	10 pm – 1 pm	Cove (by the Pool)
Tuesday	March 13	9 am – 12 pm	Community Center, <u>Main Hall</u>
Friday	March 16	1 pm – 4 pm	Community Center, <u>Main Hall</u>
Saturday	March 17	10 am – 1 pm	Community Center, <u>Main Hall</u>
Tuesday	March 20	9 am – 12 pm	Community Center, <u>Main Hall</u>
Thursday	March 22	9 am – 12 pm	Community Center, <u>Main Hall</u>

Saturday	March 24	1 pm – 4 pm	Community Center, <u>Main Hall</u>
Tuesday	March 27	7 pm – 9 pm	Community Center, <u>Main Hall</u>
Thursday	March 29	10 am – 1 pm	Community Center, Main Hall
Saturday	March 31	10 am – 1 pm	Community Center, Main Hall

Meeting # 2) FiOS EXPERIENCE Team Meetings will be held on the following dates and times. This Session covers details on the Verizon Call Center Call, with an opportunity to get assistance making decisions and filling out the information needed for the call. The Call Center ‘class’ is held at the beginning of the session and then Equipment and Services are discussed with opportunity for questions and answers.

#2 FiOS EXPERIENCE Team March Room Schedule

This Meeting begins with a ‘Class’ type session on the Call Center Call. No appointment necessary. After the Class, the Team discusses Equipment and Services ONLY.

NOTE: Meeting Dates or Times may change. Visit hersheysmill.org for updates.

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>
Thursday	March 8	1 pm - 5 pm	Community Center, Main Hall
Tuesday	March 13	1 pm – 5 pm	Community Center, <u>Main Hall</u>
Thursday	March 15	1 pm – 5 pm	Cove (near the Pool)
Wednesday	March 21	7 pm – 9 pm	Community Center, <u>Main Hall</u>
Saturday	March 24	9 am – 1 pm	Community Center, <u>Main Hall</u>
Tuesday	March 27	9 am – 12 pm	Community Center, <u>Main Hall</u>
Thursday	March 29	1 pm – 5 pm	Community Center, <u>Main Hall</u>