

Verizon FiOS Transition

IMPORTANT: READ ALL PAGES IMMEDIATELY

February 27, 2018

Today's DATE: _____

ONT Box: Your ONT Box will be installed during your installation; except for Ashton and Brighton or if notified otherwise

FiOS: Your Verizon FiOS Services and Equipment Installation:

Date is: _____

Time: _____

Note: The time is a range. The Technicians may arrive at any time during the Time Range. For example, if your appointment time is 8:00 am to 10:00 am, the Techs may arrive at any time between 8 am and 10 am. The installation will take 1 ½ hours to 4 hours, depending on how your home is constructed and the services and equipment you order.

If you need to **change this appointment** call the 800 number given to your Village to make your appointment for Accounts and Billing.

The Kane's cannot make any changes to this appointment time or date.

You will receive several very helpful **emails from 'Verizon Notifications'**. **Read them** so you will know what to do and when.

You will receive an **Appointment Confirmation email**. You **must respond** to this email to prevent your appointment from possibly being cancelled. There are also instructions for changing your appointment in this email.

Questions after Installation:

Account & Billing: 1-800-_____

Technical Service questions: **1-888-553-1555**

On Line Account questions: **1-866-326-7937** Direct to E-Center.

The E-Center helps with **online [accounts.ie](#)**. setting up, passwords etc.

Hershey's Mill Home Owners/Residents Responsibility When Verizon Techs Enter Your Home for Verizon Installation

Please Read ALL Pages of This Handout

Security System – Testing of the Security System is Not Optional*

*If you chose not to test the Security System in the Verizon Tech's presence, then you are responsible if the Security System does not work when the Installation is complete. This could result in a daily fine of \$25.00.

1) When the Verizon Tech enters your home and before they begin work, inform the Tech that you will now check the Security System. This must be done in the Tech's presence. Note: If the Security System does not work then the Tech is not responsible to make it work when done with the transition. Whether the Security System works or not, the Tech will continue with the transition. (**NEW RESIDENTS: If there is Dial Tone, Test according to these instructions. If there is No Dial Tone, Skip to #4 and inform the Security Office at 484-574-2960**)

2) Testing Protocol:

- Home Owner or Tech, in each other's presence to call Security at **484-574-2960***
- give your address to Security, Inform Security that this is the **START** Test
- inform Security that you are testing your Security System at the **START** of Verizon transition. Then push a Red Panic Button While On The Phone with Security. The Alarm System must over ride the phone line and Security must receive an alarm from your address.

3) You must then call Security back, immediately, at **484-574-2960**, to confirm that they received an alarm. If the Test works, then the Security System must work before the Tech leaves the home.

4) Just before the Verizon Tech leaves your home, ask the Tech to witness while you re-test the Security System by following the exact same protocol as above:

- Home Owner to call Security, **484-574-2960**,
- give your address to Security, Inform Security that this is your **END** Test
- inform Security that you are testing your Security System at the **END** of Verizon transition. Then push a Red Panic Button While On The Phone with Security. You must then call Security back, immediately, to confirm that they received an alarm.

5) If the Security check works, all is well. If the Security System fails, and it was working when the first test was done when the Tech arrived, then the Tech works to correct the Security System failure. Repeat the above test if necessary.

IMPORTANT: TO Do Before, During and After the Verizon Tech Installation Visit

A. Be Prepared – See a preparation list on the back of this page.

B. Ask for a Welcome Packet. If one is not available, email bsfkane@gmail.com. Put your address in the subject line and the words Welcome Packet

C. Ask the Tech for a business card or get the Tech's name and phone number.

D. For **installation issues, immediately after installation **call the installing Tech.****

E. For other **questions after the installation call 1-800-Verizon or 1-800-837-4966**

For Other Pre & Post Installation Frequently Asked Questions: See Next Page

Pre & Post Verizon FiOS Installation Information and Frequently Asked Questions

Please Read This Entire Handout

January 27, 2018

Important: After placing your Verizon order: You will receive an **appointment confirmation** either through **email or a text** on your cell phone. You **MUST CONFIRM** the **installation appointment**.

You will also receive a **Welcome to Verizon Letter** via **Email** or USPS from Verizon. This letter contains important information – read it carefully.

Be Prepared: Have everything in your home that needs to be connected to Wi-Fi charged and available. Make a list. **Memory jogger:** Laptops, Tablets, iPads, Kindle's, Thermostats, Mobile or Cell Phones, Printers, Smart Home Devices, Smart Medical Devices, Universal Remotes. If something gets missed, see Wi-Fi instructions below.

TO CHANGE Your Installation Date or Time: Call same 800 # for Accounts & Billing

For Service Questions After the installation **call the Tech who installed your home**

OTHER QUESTIONS: Visit hersheysmill.org, scroll down to and click on “2018 Switch to FiOS...” for answers to many other questions or visit WelcometoFiOS.verizon.com

Channel Line Up: Is in the Black Welcome Packet. [Channel 20 is now: 1970/1971](#)

Battery Back Ups: If you ordered a Battery Back Up/PowerReserve one will be installed during your installation. Make sure the Tech SHOWS YOU the BBU. You will also receive one in the mail. The one received in the mail must be returned to Verizon; it will be picked up by a Verizon Tech after you receive it. [To avoid double billing, when the Battery Back Up is received, notify bsfkane@gmail.com Type your Address in the email Subject line with the words Battery Pick Up – No Phone Calls. We will have a Tech stop by.](#)

If you have a Question or a Problem you cannot resolve yourself and you have read all the available handouts and/or postings:

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

- **Type your Address First in the Subject line and one or two words**
- **Type your Name and Phone Number in the Email**
- **Explain your question or situation**
- **We will get back to you asap. Sometimes we have to research a question and sometimes we are busy answering other questions or handling other aspects of the transition and do not get back right away. Every email is important – yours included.**

How to Use Verizon FiOS Features

January 27, 2018

Tune your Television to Channel 131: to watch short videos on how to: get help setting up Controls, Remote Control, DVR's, Voice Mail and More.

www.WelcometoFiOS.verizon.com

Visit the above website to learn detailed information on using your TV Remote, DVR, FiOS Mobile App and More.

Remote Control – Learn about your Remote. Watch a video at www.Verizon.com/remotecontrolvideo, Tune to Channel 131 and watch a video, go to hersheysmill.org and read the postings

Music on FiOS: Go to hersheysmill.org and read the posting on Music

Channel 20: is now Channel 1970 or 1971

Netflix is available on **Channel 838** (easier than the Widget) – this is a subscription service. If you already subscribe, set up & sign in under your subscription information.

Voice Mail: Set Up: Voice Mail will be a **New** Voice Mail. Activate your Fios Digital **Voice Mail** service by dialing **1-888-234-6786 or *86** from your home phone. Your password will be the last 4 digits of your telephone number.

To Access Your Home Voice Mail after Activation or After Setting It Up:

Dial 1-888-234-6786 or from your home phone dial *86. Follow the prompts.

Answering Machines: If you use an Answering Machine, you must have Voice Mail turned off so the Answering Machine will function properly. You can request this when you place your order or you can call the Account & Billing 800 number after your installation.

RoBo Calls: Nomorobo is a third-party service that can help block robocalls and telemarketers from calling your **Fios Digital Voice** home phone.

Setting up a Nomorobo account is simple and free: Go to nomorobo.com and signup.

Then log into your [Fios Digital Voice portal](#) and click **Enable Nomorobo on Fios Digital Voice line**. To watch a video, go to: <https://www.verizon.com/support/residential/consumer-education/robocalls/nomorobo.htm>

Wi-Fi – Connect your Wi-Fi

LOCATE the wireless network name and password on the side of your router.

LAUNCH the Wi-Fi application on your device.

SELECT your network name from the list of networks.

ENTER your Wi-Fi password and select Connect.

WATCH a video at Verizon.com/wifivideo for more information

Verizon FiOS Mobile App – download from the App Store

Watch live TV and stream On Demand to all your devices. Recor

Comcast Services and Equipment Return

January 23, 2018

Comcast Services: Do not cancel your Comcast account or services until the Verizon FiOS installation is completed and successful.

Equipment: All rented Comcast equipment must be returned to Comcast by the Resident/Account Holder immediately following cancellation of Comcast services.

Contacting Comcast:

- A. Contact Comcast prior to the day of the Verizon FiOS transition appointment and obtain a list of all equipment that Comcast has assigned to your account, including serial numbers.
1-855-638-2855
- B. Check the list against the Comcast equipment currently in your home. If there is a discrepancy, contact Comcast again and resolve the discrepancy. Comcast will charge for any equipment listed on your account that is not returned to them.
- C. On Verizon FiOS transition day, after a successful transition:
 - 1) Call Comcast, cancel the services transitioned to Verizon FiOS, effective immediately,
1-855-638-2855
 - 2) **Ask for and record an Order Number** for the cancellation and
 - 3) Ask for instructions on how to return Comcast equipment properly.

NOTE: We suggest returning the Comcast equipment to the Comcast Store, located next to the Bed, Bath & Beyond Store in the Main Street Mall in Exton and

- cancelling again in person,
- verifying the cancellation ORDER Number and
- receiving a Receipt for return of equipment

- D. **NOTE:** Comcast will charge for any equipment not returned to Comcast. Many recommend returning the equipment directly to the local Comcast Store.

Comcast Email

You can keep using your email address as long as you use it at least once a month. Just keep accessing your email like you always have. Please review Comcast's [Web Services Terms of Service](#) and [Web Services Privacy Policy](#) and [Product Support](#) and [Frequently Asked Questions](#) sections online at Comcast.com for any further Comcast Email Questions.