

Early Adopters transitioning to Bulk Rates

February 26, 2018

If you did not receive Verizon FiOS Services prior to March 1, 2018, you are not an Early Adopter.

What is included in Bulk Rates:

- HD Television (Preferred Channel Listings) -One HD Set Top Box - Internet (150/150 Mbs)
- Dual Band Router -Dial Tone: Unlimited Calling Nationwide, Canada & Puerto Rico

After transitioning to Bulk Rates:

Bulk Services Fees Paid through HOA	\$61.75
Plus	
Any Extra Services Ordered above Verizon Bulk Services will be direct billed to you	<u>\$\$\$??</u>
Total	<u>\$\$\$??</u>

NOTE: There is no penalty for transitioning from Introductory or Promotional Rates to the Bulk Rate in March 2018.

Procedure to Transition to Bulk Rates: Watch for an Email to Your Village specifically for Early Adopters, Follow the Instructions in the email to transfer to Bulk.

The Village Council will be notified that your Village is available for Early Adopters to switch to Bulk Rates. A special 800 # will be issued specifically for your Village for the purpose of Early Adopters switching to Bulk Rates.

During your call the Representative will be able to:

- ▶ transfer your account to Bulk Rates,
- ▶ add services or equipment,
- ▶ give instructions for cancelling services and/or returning any equipment you may have decided you do not want that came with the Introductory Package.
- ▶ Have your Verizon FiOS Account Number on hand when you make the call.
- ▶ **IMPORTANT:** If you decide to order a Battery Backup or any other piece of Equipment, **DO NOT** ask for a Tech to come and install it. There will be a Service Charge if you ask the Agent on the Telephone to send a Tech. Instead, when you receive the BBU or Other Equipment via mail, then email: bsfkane@gmail.com. Type your address first in the Subject Line followed by the words "Install BBU (or the name of the equipment) ". Type your Name and Phone Number in the email. We will have a Tech visit your home to install the BBU or other.
- ▶ Have the Tech show you the BBU after it is installed and that it is in the ON position.
- ▶ The cost of the BBU is approximately \$39.99 plus \$4.99 for shipping, one time. It will be mailed directly to you. The Smaller Set Top Boxes are called Digital Adapters. The Digital Adapters are \$7.99 a month. These boxes provide no access to HD, recorded shows, rewind, the Guide and some other advanced features.

IMPORANT ANSWERS TO QUESTIONS:

- ▶ 1) What happens to my existing Fios services when I call in to switch to the HOA contracted services?
▶ Answer: Your account will be migrated to the BULK RATES. However, if you have additional services/equipment beyond what is Included in the Bulk, you can retain those, but please make sure you ask the Agent the price to retain those services so you understand what you will be paying monthly.
- ▶ 2) What happens to the promotions I received when I signed up for Fios retail services, i.e. Netflix, Fios Gigabit Connection, multi-room DVR, Showtime, etc.
▶ Answer: Because residents already benefit from a discounted monthly rate, all previous promotional discounts are nontransferable. If you wish to keep these services, please speak to the Agent for questions and pricing.

- ▶ QUESTIONS: Email bsfkane@gmail.com (No Calls)
- ▶ Type your Address First in the Subject line.
Email: Name and telephone number to be included in the body of the email.