

Please distribute to all residents immediately:

All Good Things Seem to End Sooner or Later - there are two sessions remaining. Please attend if you have any questions about services or equipment.

The FiOS Experience Team has been in session twice a week for 8 months. This Team answers questions about Verizon services and equipment. This is an **optional session** and is available for your convenience two more times before the Experience Team leaves Hershey's Mill.

## **FiOS EXPERIENCE Team**

### **MAY Room Schedule**

**During this Session, the Team discusses Equipment and Services ONLY. No appointment necessary. NOTE: Meeting Dates or Times may change.**

Remaining Schedule.

### **MAY**

Tuesday May 15 10 am – 2 pm Cove, near the Pool

Tuesday May 22 10 am – 2 pm Cove, near the Pool

**The Experience Team has been answering questions twice a week for 7 months. These are the Final Dates for the Experience Team here in Hershey's Mill. Feel free to attend more than one session or to return and ask more questions.**

### **SPRING 2018 TRANSITION PRESENTATIONS**

**There are also two sessions left for the Spring 2018 Transition Presentation. If you have questions about anything pertaining to the Verizon Transition or Early Adopters migrating to Bulk Pricing or Battery Backups or Alarm System interfacing, please attend one of the last two Presentation - all questions are answered at the end of the Presentation.**

### **Verizon TRANSITION Presentation MAY Room Schedule**

**NOTE: Meeting Dates or Times may change**

This is a Community Wide PRESENTATION – This Presentation Starts on time and ends when all questions are answered. This Presentation covers all the steps necessary to make the transition to Verizon, including *setting up a FIOS Bulk account, ordering services and equipment, making an installation appointment, Comcast, Battery Back Ups, Alarm Panels and more.*

Many handouts are available at this Presentation. Remaining Presentation Schedule.

### **MAY**

Thursday May 17 10 am Community Center, Main Hall

Thursday May 24 1 pm Community Center

**For Assistance after reading all handouts:**

To Ask a Question, have BBU picked up, Get Help on issues you are not able to resolve yourself, provide the following information:

EMAIL: [bsfkane@gmail.com](mailto:bsfkane@gmail.com)

▶SUBJECT LINE: Type your **Street Address** and brief description

▶Body Of Email: **Your Name, Name on the Account, Home Phone Number and Contact Phone Number, if different.**

▶Description of what the concern is and

▶Exactly what needs attention